

1099 Contractor Handbook

Revised 6/2020

Dear New Team Member!

Hello and welcome to Impact Signs and Branding! As you are an integral part to our ever changing and rapidly growing company, it is important that we give you a good running start to success within our organization. The following information is provided to make your on-boarding process a simple and relatively smooth process in order to get you under way. It is important that you read, understand and complete any necessary directives provided to you in this on-board document. If at any time you have questions or need assistance, you may reach out to anyone in the directory provided and we will do our best to accommodate and assist you.

Welcome aboard, let's get started!

Team Impact

Our Vision

To become one of the most sought-after sign and branding companies by delivering unparalleled workmanship to our clients.

Our Mission

To leave a positive and lasting impact while helping our clients succeed in bringing their vision and design to fruition.

History of Impact Signs and Branding

We started as an interior décor installer with various projects in the grocery, retail, banking and restaurant industries. After our first year we expanded into fixture installations consisting of uprights, gondolas, corner boxes, cash wraps and various displays. Within the first couple of years we expanded our scope of work to include light construction with respect to carpentry, sheetrock and painting, flooring, ACT and finish work. Some of our work has also included the fabrication of Corian countertops nationwide.

We continue to grow in our success, operations and reach. Our installation teams will travel anywhere in the continental US. We are headquartered in Knoxville, Tennessee and have moved into opening a Western division in the first quarter of 2020, greatly expanding our West and Midwest capacity. Although we have handled thousands of projects for many companies, we prefer to align our skills and talent with organizations that possess the same standards for exceptional workmanship, attention to detail, timeliness and transparent communication. We train our installers to ensure consistency and quality workmanship.

Our Philosophy

Making an Impact

It's in our name! When any member of our team speaks to a client on the phone or meets them in person for the first time, we make an Impact. Our language, demeanor, professionalism all leaves a first impression that can rarely be changed. When we are on a job site, we make an Impact on everyone who comes into contact with that business. Always strive make a positive Impact!

Impactful Culture

One of the most common words used in this decade's business world is "*culture*", which equates to the general wellbeing and attitude or demeanor of a company's atmosphere.

At Impact Signs and Branding we are committed to maintaining a positive and respectful work environment without discrimination to race, creed, ethnic background or gender.

While each employee may have different job descriptions and duties, no one person is more than the sum of the parts of this company. We promote teamwork, mutual respect, honesty, positivity and encouragement. We expect all employees, full time, part time, contract or others to lean into adversity and do the right thing at all cost.

This culture should also be exemplified in client and customer facing situations. We work in front of the general public and in business institutions, therefore, we should always represent our company with utmost professionalism whether on a jobsite, in a restaurant, or back at our hotels.

Impactful Communication & Conduct

It is important that all Impact team members be available when needed, or if unable to respond immediately, return texts, emails or calls as soon as possible as information and instructions can change without notice.

Communication should be respectful, transparent, concise and direct to the point. Remember to be a part of the solution once a problem has been identified. It is important that your supervisor know the exact parameters and details of a situation in order to expedite solutions. If we do not know, we cannot help.

Always keep cell phones charged and update apps we use (Dropbox, TSheets, CashApp, etc.) with notifications on.

When working on a jobsite it is important that personal conversations and phone calls be kept to a minimum as it will interfere with your job productivity and more importantly your safety and the safety of others. Do not speak loudly, use profanity, expletives or conduct yourself in an unprofessional manner even if you do not think you are being watched.

Policies & Procedures

The installation and light construction industry can be fast-paced and if situations are not handled properly and promptly, things can get out of control quickly. The following policies and procedures will ensure that you understand your responsibilities to the company and our responsibilities to you.

Personal Presentation

Be Punctual. It is always important to be on time and ready to work when the “bell rings”. Our presentation as individuals and in our workmanship begins with being on time.

Dress Professionally. We are in a construction world and work with our hands; however, it is required that you wear clean, untattered clothing and demonstrate self-care and grooming.

Be Respectful. It is important that we always be mindful of our clients and their respective patrons. The language we use and demeanor we carry is important to our company image.

Smoking or Vaping. The use of tobacco or vape products are only allowed in designated areas at the customer’s jobsite. If they prohibit the use of such products you must abide by their rules. Do not leave debris on the ground or otherwise, safely discard in appropriate receptacles or trash cans.

Alcohol. The use of alcohol is always strictly prohibited on any customer site or public area. Breaking this rule could result in termination, legal charges or arrest.

Unlawful Actions. If while on company time you arrested, you are at risk of termination and monetary damages. Each situation will be treated individually and carefully reviewed to determine a course of action.

Workspace Presentation

Keep the site orderly. Keep work areas orderly and free of debris, remembering to constantly keep trash on site at a minimum.

Finished Workspace. When leaving a job site, it should look as good or better than when we arrived. All areas should be clean of trash, debris on the floor or shelving from cutting or drilling above and fingerprints removed from surfaces installed. Leave the client with the best last impression possible.

Final Walkthrough. At the end of each project you must walk through and if necessary, create a punch list of items that need to be completed for fixed. It is important that our finished product is exemplary, leaving no room for a call back. If the crew and lead are following the check list and procedures, there should be little room for errors or returns.

Use of Company Property

Whether you are a Lead, Co-lead, skilled tradesman or general laborer, it is important that everyone adhere to the same policy of responsibility regarding company property which include the following:

Real Property

All real estate (shops, offices, corporate housing) owned or under lease agreement with Impact Signs and Branding belong to Impact Signs and Branding. Any furniture, tools, computers, materials, salvaged material and vehicles on said real estate is property of Impact Signs and Branding. Any theft or misuse of properties and/or what they contain, employee is subject to discipline up to termination and possible charges both legal and monetary.

Company Vans

Company vehicles should always be kept cleaned and functional. These vehicles are used for the transport of tools, materials and crew to and from jobs. Prior to returning vehicle to shop lot for any maintenance or repairs, the van must be orderly with all tools and kits back in place, vacuumed and wiped down. Failure to do so may incur back charges to you and your crews pay for the upcoming week. It is important that you work as a team to minimize this possibility. Damages to vehicle must be photographed, documented and reported to management immediately.

Company Tools

Company tools should always be kept clean, functional and put away in an orderly fashion. Theft or lost tools will not be tolerated. Broken tools must be turned into management for accountability and repair or replacement. Missing tools or kits may incur back charges to your paycheck and your crews, so it is important that all team members work together to minimize this possibility. All tools are owned by Impact Signs and Branding.

Clients and Business Relationships

Company Owned Clients/Business. Soliciting clients and/or potential clients, GCs or subcontractors will not be tolerated. All business and revenues generated with companies and organizations belong solely to Impact Signs and Branding. If you bring business to Impact Signs and Branding, a commission and/or finder's fee may be awarded to you once an agreement for scope of work becomes contractual.

Licenses & Certificates

Driver's license required

Notify us of any additional credentials, licenses or certified training

Lead / Co-Lead Responsibilities

Lead and Co-Lead accept the responsibility to ensure all job duties, reporting and management of processes and procedures are followed by other laborers. They are required to troubleshoot problems in a calm and professional manner with all parties involved such as Impact management and employees, clients and their employees as well as patrons.

Pay Schedule

Pay varies per employee, based on skill level, experience and certification. This information is private between you and your employer, Impact Signs and Branding. Discussion of your hourly rate with fellow workers is prohibited and may lead to a dissolution of your working relationship with this company. **Most jobs are paid hourly, however there are times when jobs are paid by work completed depending on scope and time allotted to complete work.**

Your first week's pay with the company is held; however, you are paid weekly after that. **You will need to supply Impact Signs and Branding with a voided check in order to receive compensation deposited directly to your account.**

If you are travelling, you will receive half your hourly wage for the time of travel.

As a 1099 employee, you will be responsible for your own taxes and withholding and insurance.

Per Diem

Per Diem amounts to \$35.00 per day and is paid out via CashApp once a week while on the road for the first 3 weeks. After that you will find it on your paycheck. Per diem starts on ___ day as does your pay period. **Please download the CashApp to your mobile device. You will need a back account to link it to in order to receive payment of your per diem. Provide your cashtag# to your Project Manager or Onboarding Specialist.**

Bonus Pay

Bonuses are not guaranteed and are paid out by the discretion of Impact Signs and Branding based on quality of workmanship, time versus budget and overall profit and loss margins.

Applications

TSheets

You will be directed to download the **Tsheets** application to your mobile device, this is where you will log in and log out of work daily. It is also where you will receive job site locations, dates for scope of work and lodging information for that job. There is a place to notate anything specific you would like the settlement division to know. Not using this tool could result in delayed or non-payment of hours.

Dropbox

Leads and sometimes Co-leads will need to download the **Dropbox** application to their mobile devices. This is the platform that Impact Signs and Branding uses to track work progress and to share pictures with the company clientele daily. It is also a depository for records of work completed and other documents associated with the project.

Client Portals

On occasion a client will provide their own portal to track job progress, hours, photos etc. In that case you will be required to download the application and upload photos and documents to both their portal and our dropbox.

Bento

Some leads will have access to a **Bento** card in which fuel and other **work-related** needs may be purchased. All purchases through Bento are monitored daily and will require you to attach a receipt and notate each purchase in order to prevent having it docked from your personal paycheck.

Internet / Email

Usage of company internet or wifi is limited to business use only. Company provided email addresses and all content transmitted on such addresses are the property of Impact Signs and Branding and can be viewed at any time. Company issued electronic devices are for business use only and are subject to inspection of content at any time. Misuse of these tools may result in disciplinary actions.

Incident Reporting

Work Related Injury

Work related injuries must be reported to management immediately. An incident report will be filed, and all records provided if a hospital, clinic or ambulance was needed. Depending on the employment or contractor agreement, each situation will be reviewed and handled accordingly through Workman Compensation or otherwise determined by management and/or legal advisory.

Harassment

Harassment is a form of unlawful employment discrimination under Title VII of the Civil Rights Act of 1964 and is prohibited under Impact Signs and Branding's anti-harassment policy. Harassment of any kind unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

If at any time you feel that you are being harassed immediately report the incident to the CEO to file a report. The situation will be evaluated, and mediation will take place to attempt to stop the behavior. If the behavior continues, action will be taken to remedy the situation.

Equal Opportunity Employer

Any EEOC employee or applicant who believes that they have been subjected to discrimination or retaliation should contact EEOC's Office of Equal Opportunity at (202) 663-7081 or Contact_OEO@eoc.gov; or, as appropriate, the Office of Special Counsel at (202) 804-7000 or the Merit Systems Protection Board at (202) 653-7200. Any employee wishing to participate in the RESOLVE program should contact the RESOLVE office at (202) 663-4545 or Resolve.Program@eoc.gov. In addition, job applicants should visit the Office of Equal Opportunity's page on the EEOC's external website.

Contact Information

Melissa Key – CEO

865-274-3735

mkey@impactsignsandbranding.com

Steve House - Owner

865-805-8225

shouse@impactsignsandbranding.com

Jeff Nichols - Owner

865-382-0600

jnichols@impactsignsandbranding.com

Dalton Cox – Project Manager

865-661-4557

dcox@impactsignsandbranding.com

Tim Topicz – Project Manager

512-820-4476

ttopicz@impactsignsandbranding.com

Jeana Inboden - HR / Office

865-283-7661

info@impactsignsandbranding.com

I _____ hereby confirm that I have received and read the Subcontractors handbook and understand that it describes conduct and behavior expected of me as a contractor representing, Impact Signs and Branding.

Contractor Signature

Date