

# EMPLOYEE HANDBOOK

Modern roofing, where quality starts at the top!

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### WELCOME

Congratulations! You are now part of a team that is a leader in the roofing industry and we know that with your help we will continue as a leader. Our goal is to provide the best roofing services to our customers, and to maintain a safe and superior workplace for our employees. We value each person who is employed here and strive to develop each person so that they recognize the value of integrity and superior workmanship. It is our desire that your experiences here bring you satisfaction in your personal life as well as satisfaction in your employment.

This handbook is a description of our expectations of you, and a way of directing you in your employment here. This handbook will introduce you to the team and the guidelines for our company. This handbook may not cover every situation in the work place but will give you an idea of our initial expectations. If you have a question about the nature of this document or the terms and conditions of your employment, it is your responsibility to ask them. If you have trouble reading or understanding this document and do not ask for assistance we will assume that you fully understand what you have read in this handbook.

As a team member, it is in your best interest to carefully read this handbook so that you understand the culture of our company and the terms and conditions of your employment at Modern Roofing. The content of this handbook supersedes any previous policies, written or unwritten.

At the bottom of each page please initial in the space provided, and at the end of the document, sign and date. This will show that you have read and understand the content of this handbook.

Thank you for your interest in our company! Our wish is that you will discover your potential and find fulfillment in your employment here!

Sincerely,

Jared Wedemeyer Owner Modern Roofing

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### INTRODUCTORY STATEMENTS

### **ABOUT OUR COMPANY**

*Modern roofing, where quality starts at the top!* Modern Roofing was founded in 2008 by Jared Wedemeyer and several friends, full ownership of the company was acquired by Jared in the spring of 2010. Jared's hard work and determination has expanded Modern Roofing into a commercial and residential roofing company.

Jared is constantly growing, upgrading, and expanding Modern Roofing's business and staff. Determined to provide the best service to his customers, Jared uses only the top quality products on the market and the most effective tools to provide that service. It is very important to Jared, that Modern Roofing stay one step ahead of the competition but never forget that the small jobs are just as important as the bigger ones.

Modern Roofing has expanded into commercial and residential roofing with every roofing product available for the market. Modern Roofing installs several types of roofs, including; asphalt, wood, slate, tile, steel, copper, aluminum, fiberglass, and environmentally green products.

-Absolutely no half-ass workmanship or inferior products!

### SECTION 1.01 MISSION STATEMENT

It is the mission of Modern Roofing to provide quality roofing services to our customers in a timely and professional manner. Our hard working, certified, and friendly staff bring our customers the best in roofing through exceptional workmanship, various warranties, and guarantees of our work. It is our goal that every customer associates Modern Roofing with quality, integrity, dependability, and sees a company who is striving for quality in all that we do.

### SECTION 1.02 CULTURE STATEMENT

Each topic of our culture described in this section refers to the work atmosphere at Modern Roofing. This statement is a definition of who we are and how others see us as a company. Each topic is of equal importance and is considered by those who are employed at Modern Roofing as values that set us apart from others and hold us together as a company. The topics of this statement describe the values of those who are a part of our organization. It also describes what can be expected of those who are employed here, as only those who "buy in" to this statement desire to be employed, and are desired of the currently employed to be a part of our organization.

Leadership—Modern Roofing is a leader in the roofing industry and our team members realize the importance of leadership in our company. Leadership is the element that provides the foundation for the structure of Modern Roofing, and sets the course for the direction of the company. Providing the paths to explore the full potential of Modern Roofing, is accomplished only by individuals who lead with a vision for the future of the company, and possess the ability to implement that vision in a way that quality, efficiency and profits are maximized.

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- *Quality*—It has been and will always be the desire of Modern Roofing to maintain quality throughout the company, quality that is noticeable from the people who are hired to the work that they do. It is important that a quality work environment is maintained so as to encourage a common interest to provide the best of services to our customers, have meaningful interactions within our company, and exhibit the values of our company to our customers and the businesses we associate with. By continuously being a company that is focused on providing quality and being the best, this ensures success for our company and satisfaction for our customers.
- *Contentment*—Modern Roofing believes that contentment should exist from our employees to our customers and suppliers. If the employer, employees, or customers are not content this obviously will eventually filter into all parts of the business complicating life for everyone; therefore, we make it a goal to find where contentment lies with each individual and take the necessary actions to help them find contentment. We measure the success of our company by the overall contentment of everyone in the company and those affected by the company.
- *Generosity*—What greater demonstration of appreciation is there than being generous? Modern Roofing, a company that has been very successful from the start, has always acknowledged its many blessings and expressed appreciation for them by being generous to its employees and those indirectly related to the company. Modern Roofing's idea of being generous is not limited to generosity to its employees, but includes being generous of time and skilled workers to assist with charity work and disaster relief for those less fortunate. Modern Roofing also has a very strong brotherhood among all levels of staff, which is very indicative of the generosity and consideration that takes place within our company on a day-to-day basis.

#### III. PROCEDURE

- A. This policy will be reviewed with all new employees during the department orientation, and the discussion will include department-specific guidelines and definitions as appropriate.
- B. Scheduled Absences
  - 1. Employees must request permission from their manager or designated contact person in advance to obtain approval for an absence.
    - a. This **must** be a personal and verbal conversation; voice mail, e-mail, etc., messages are not acceptable unless deemed appropriate by department guidelines.
    - b. This includes absences due to vacation, holidays, and personal appointments.
  - 2. Approval of any request is based on workload and census, department-specific policies, as well as the employee's attendance history.
  - 3. Advance notice is defined by departmental guidelines.
- C. Unscheduled Absences
  - 1. Employees must notify their manager, following the department guidelines, if they are going to be absent from work.
  - 2. If the manager or designated contact is not notified, the absence will be considered a *No Call/No Show;* this **must** be a personal and verbal conversation; voice mail, e-mail etc., messages are not acceptable.
  - 3. One occurrence equals up to three consecutive days off of work; each occurrence of unscheduled absence will accumulate one point.
  - 4. If an employee misses more than one-half a work shift by coming in late or leaving early, his or her absence will count as an unscheduled absence.

- D. Tardiness/Leave Early
  - 1. Each occurrence of tardiness will accumulate onehalf point.
  - 2. If an employee misses less than one-half of a work shift, then she/he would receive a half occurrence.
  - 3. If an employee leaves a shift early she/he will accumulate one-half point for the shift.
- E. *No Call/No Show*—The first No Call/No Show will automatically accumulate five points.
- F. Absence and tardiness occurrences will be tracked.
- G. The date of the first unscheduled absence or tardy begins the consecutive 12-month time period to be used in determining appropriate corrective action.

ABSENCES × TARDIES POINTS	Corrective Action
4	Initial Counseling
6	Written Counseling
8	Final Written Counseling
10	Dismissal

H. Corrective action will be conducted as follows:

- I. There may be instances when it is appropriate for management to consider department flexibility in allowing employees to improve their attendance record on a consistent and equitable basis; therefore, in these cases, the department manager will work with the Human Resources Business Partner to determine if the Point Exchange Program will be implemented.
- J. Human Resources must be consulted before dismissal of any employee due to excessive absences or tardiness.

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- K. Questions concerning interpretation of this policy are to be directed to Management.
- L. Additional Information
  - 1. An absence or tardy due to Worker' Compensation/ FMLA injury will not be counted as an occurrence.
  - 2. An on-duty employee admitted to the hospital after an emergency room visit will not count as an occurrence.
  - 3. A visit to Occupational Health Services (OHS) or health care provider and then being sent home will be considered an absence if an employee misses more than one-half a work shift; in times of identified pandemic, employees will not be assessed and occurrence (non-punitive.)
- M. Job Abandonment
  - 1. If an employee fails to show up for work or call in with a reason for their absence for one complete day, they may be considered to have abandoned their job and voluntarily terminated their employment. If you can't give us a call—find somebody who can.

### SECTION 3.07 LEAVE OF ABSENCE POLICY

You must notify the Owner or Supervisor as soon as possible, when you must be absent. Any time requested off shall be reported to your supervisor 7 days [1 week] in advance, failure to do so may result in disapproval of time off. If your absence will be longer than one day, your supervisor must be given an expected date of return. Should this date change, notify your supervisor at once. Your supervisor may require medical certification for any absence. When returning to work after an illness of five days or more, a written medical release from your doctor will be required. Modern Roofing reserves the right to request a doctor's statement or require the employee to be examined by a physician of the company's choice. If you are given a conditional medical release, the doctor must state what the conditions of the partial release are and specify any job limitations.

## PERFORMANCE, DISCIPLINE, LAYOFFS, AND TERMINATION

### SECTION 4.01 PERFORMANCE EVALUATION

Every day can be considered a performance evaluation for employees of all levels at Modern Roofing. This maintains open communication throughout our organization and provides employees with constant feedback. We believe this creates a more dynamic business structure and provides an efficient way of solving problems, providing positive feedback, or providing constructive criticism.

A formal employee evaluation review is also given quarterly at the beginning of every third month. Modern Roofing encourages employees to thoughtfully consider the following when completing the review:

- What is the company's purpose?
- What are the three most important things this company does?
- What is the company doing well and what can it do even better?
- Who are our most important customers and clients?
- What are their greatest needs?
- What are the most important needs you are addressing?
- How can we provide our customers and clients with greater quality, lesser cost or something completely different?
- What are the three most important functions you perform?
- What are you doing well and what can you do even better?
- Who do you depend on?
- Who depends on you?
- What do you want or need to help you do your job better?
- What are you plans for career growth?
- How can you be a more effective supervisor, manager or leader?

INITIAL:	

### SECTION 4.02 PAY RAISES

Depending on the company's financial health, as well as numerous other factors, efforts will be made to give pay raises consistent with company profitability, and job performance. Modern Roofing may also make individual pay raises based on merit or due to a change of job position.

### SECTION 4.03 LAYOFFS

From time to time, Modern Roofing may decide to lay off employees. We are quick to acknowledge that layoffs can be a trying experience for management and employees alike. The company will make its best effort to make sound business decisions while acknowledging the needs of its workforce. In the unfortunate event of a layoff, Modern Roofing will consider the following guidelines for retention decisions. Modern Roofing reserves the right to deviate from these guidelines if in the best interest of the company.

- 1. Employees shall be retained based on superior levels of mastery, knowledge, and teamwork.
- 2. Full-time employees shall be of preference over part-time employees
- 3. Seniority shall only be acknowledged if there are no differences between level of mastery, knowledge, teamwork, and commitment.
- 4. Retention decisions shall not be based on individual's salaries or popularity among others.

### SECTION 4.04 CONDUCT STANDARDS

Modern Roofing strives to maintain quality, integrity, and dependability throughout the company. We expect these values to exist in our employees as it is by these values that our company stands tall among others and gives peace of mind to our customers, vendors, employees, and owner.

### DAILY

Visual inspection of tires

Fuel

Truck and/or Trailer Lights

Brakes

Steering

Trailer Brakes

Cleanliness inside and out

Oil level

WEEKLY		
Tire pressure		
Fluid levels		
Hitch assembly		
Stability of mounted equipment		
(Ex. Ladder racks, air compressors, metal brakes)		

Monthly	
Tire wear	
Oil level and quality	
Valid State Inspection	
Valid Registration	

Company vehicle drivers are to ensure the security of the vehicle and trailer. The driver will make sure all windows are up and lock all the doors to the truck and trailer at the end of the work day. The driver shall also place the vehicle keys in the proper storage location at the warehouse. The driver shall use proper discretion of security measures when parking at locations other than the Modern Roofing warehouse.

### SECTION 5.08 PERSONAL APPEARANCE

Modern Roofing considers the personal appearance of every employee a reflection of the integrity of Modern Roofing. All employees are to maintain good hygiene, practice socially acceptable behaviors, dress according to the following policy for each position.

- *Installation/operations employees*—As an installation employee you are to dress in the company provided clothing while at work. Modern Roofing will provide you with T-shirts and sweat-shirts with the company logo printed on them. Gloves will be provided and you will receive \$50 reimbursement for one pair of safety boots.
- *Clothing Requirements*—All employees must wear a highvisibility shirt at all times and are not allowed to remove shirts on the job sight. Jeans, jean shorts, and canvas short are acceptable.
- *Clothing Not Allowed*—For safety reasons no employee will be allowed to wear mesh or sports shorts, or clothing that exposes them to danger.
- *Clothing Changes*—Clothing that is not appropriate will be at the supervisors discretion. If an employee arrives at work without the appropriate clothing, they will be sent home to change, will not be paid for the time in which they are absent, and will be responsible for their own transportation to the job site.

### SECTION 5.09 SAFETY POLICY

At Modern Roofing we strive to provide our employees the safest possible work place. Roofing can be a very dangerous trade if proper safety guidelines are not in place; therefore, as an employee at Modern Roofing it is in the best interest of your safety

### SECTION 5.11 CLOSING STATEMENT

Thank you for your interest in our company! Through this handbook, we have attempted to the best of our abilities to provide you with an insight of who we are and what we expect, and we hope that you will regard the contents of this handbook as values and criteria necessary to your satisfied employment here at Modern Roofing. It is our desire that you will be one that honors, respects and abides by the contents of this handbook, and in doing so is an example to others around you as a model employee.

We hope you enjoy your job here at Modern Roofing!

Please take the time to write down a topic from each section that was interesting to you or stood out to you in any way. We appreciate the feedback!

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