

PRITCHARD SUPPLY

EMPLOYEE HANDBOOK

Cleaned & Consolidated Edition (based on April 2022 handbook)

Issued: October 12, 2025

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How to Use This Handbook

This handbook is your ready reference for our personnel policies, work rules, and benefits. Read it in full so you understand what's expected and what you can expect in return. This document summarizes key policies; it does not create a contract of employment. Employment is at will and may be terminated by you or the Company at any time, with or without cause or notice. Only the President can alter at-will status by a signed, written agreement. As policies evolve, we may amend this handbook with notice. Keep it handy and insert updates promptly.

Section I — Company Objectives

Mission Statement

To become the preferred distributor for HVAC/R customers by providing the best information, product selection, and solutions in the HVAC/R industry.

Strategic Goals

- Lead in customer service with quality products, after-market support, and training.
- Maintain a professional staff with continuous education and training to deliver excellence and enable career growth; teamwork and participative management are our preferred styles.
- Work closely with vendors to grow sustainable market share and deliver value innovation in sales and marketing.
- Manage resources effectively to ensure profitability and above-average returns.
- Strive for EXCELLENCE.

A Customer-Focused Company (Customer Creed)

- Our customers are the most important element of our success.
- Customers are not dependent on us—we are dependent on them.
- They do us a favor by choosing us; we respond with courtesy and promptness.
- Our job is to meet their needs with excellence.
- Our resources are directed to Servicing the Customer With Excellence.

Core Values

- Serve Generously (grace, can-do, generosity, integrity, stewardship, humility, reliability, doing the right thing, respect).
- Inspire Teamwork (teachable, growth-minded, positive energy, seeks to understand, no “Eeyore”).
- Deliver the Customer Win-Win (prioritize customer success, empower, adapt, listen, pursue excellence, work hard and bring joy).

Our Beliefs

- Employees’ Contribution: mutual respect, participation, open communication, meaningful recognition, and fairness; interesting work, resources to perform well, pay reflecting contribution, and training.
- Innovative Solutions: design for customer needs.
- Competitive Excellence: continual productivity improvement and superior value.
- Work Should Be Fun: enjoy being here; foster teamwork and open communication.
- Teamwork: united effort for excellence, constant innovation, optimize time and energy.

Section II — About Your Company

Equal Employment Opportunity (EEO)

We provide equal opportunity in all employment practices, free from unlawful discrimination or harassment based on protected characteristics under federal and California law. This applies to recruitment, hiring, compensation, benefits, leaves, promotions, training, discipline, layoff/recall, and termination. We also prohibit discrimination based on perceived characteristics or association.

Accommodation of Disabilities

We support the ADA and related California law. Upon request, we engage in a timely, good-faith interactive process to identify reasonable accommodations that enable qualified individuals to perform essential job functions, unless doing so imposes undue hardship. No retaliation for requesting accommodation or participating in related processes.

At-Will Employment

Employment is at will. Only the President can alter this by a written, signed agreement. The Company retains discretion over terms and conditions of employment (e.g., assignments, schedules, compensation, benefits, promotions, discipline, layoff/recall) as needed for safe, efficient, and economic operations.

Introductory Period

The first 90 days are an introductory period for learning duties and becoming familiar with the Company. Completion does not change at-will status.

Policy Against Harassment, Discrimination, and Retaliation

We prohibit unlawful harassment, discrimination, and retaliation by or against employees, managers, supervisors, unpaid interns/volunteers, and Business Associates (customers, vendors, contractors). The policy covers sex, gender identity/expression, sexual orientation, race (including hair texture/protective styles), color, religion, national origin, ancestry, age, disability, genetic information, medical condition, pregnancy/childbirth/breastfeeding, marital status, military/veteran status, citizenship, and other protected categories.

Sexual harassment examples include: unwelcome advances; quid pro quo; leering/gestures; sexual comments; sending/posting sexual content; verbal abuse of a sexual nature; physical contact (touching, blocking, assault); abuse concerning gender identity/expression; comments on voice/body characteristics.

Other harassment examples: slurs, jokes, mockery of religious/cultural practices, threats/intimidation, inappropriate verbal/graphic/physical conduct, sending/posting harassing content.

Retaliation is prohibited for reporting, opposing, or participating in investigations; requesting disability or religious accommodations; or seeking safety measures as victims of domestic violence/sexual assault/stalking.

What to do: Report immediately to your supervisor or a Leadership Team member. We will promptly investigate, maintain confidentiality as feasible, take corrective action, and prohibit retaliation. You may

also contact the DFEH/CRD or EEOC. Violations may lead to discipline up to termination; supervisors who ignore violations may also be disciplined.

Open Communication

We maintain an open-door approach. Bring concerns about policies, assignments, working conditions, or other issues directly to management for resolution.

Section III — Your Pay Practices and Work Hours

Employee Classifications

- Exempt: meet federal/state exemption tests (e.g., executive, administrative, professional, certain outside sales); paid on a salary basis; not eligible for overtime.
- Non-Exempt: covered by FLSA and applicable state laws; eligible for overtime per law.
- Full-Time: averages 40+ hours/week on a regular, continuous basis; typically eligible for benefits after completing the 90-day introductory period.
- Regular Part-Time: works <40 hours/week; eligible for legally mandated benefits unless otherwise stated.

Work Schedule

Standard hours: 7:00 a.m. – 5:00 p.m., Monday–Friday (some branches may open Saturdays as needed).

The workweek begins 12:01 a.m. Monday and ends at midnight Sunday. Full-time employees are generally scheduled eight hours per day. Schedules are set to ensure coverage.

Meal Periods (Non-Exempt)

- 60-minute unpaid meal period provided; must begin no later than the end of the 5th hour unless a valid waiver is on file (and six hours completes the day's work).
- For shifts over 10 hours, a second 30-minute unpaid meal is provided (taken no later than the 10th hour). Limited lawful waivers apply.
- No work during meal periods; no off-the-clock work.
- Report any missed, late, or interrupted meal periods on your timecard approval.
- Premium pay: one hour at the regular rate for each day a compliant meal period opportunity was not provided (exceptions apply for lawful waivers/on-duty meals or voluntary deviations).

Rest Periods (Non-Exempt)

- 10 minutes paid for each 4 hours or major fraction thereof (one for >3.5 hours; two for 6–10 hours).
- Taken near the middle of each work period; do not clock out.
- Notify your supervisor if interrupted so we can provide a compliant break.
- Rest breaks can't be used to leave early or be banked.
- Premium pay: one hour at the regular rate for each day a compliant rest period opportunity was not provided (not owed for purely voluntary waivers).

Payroll & Timekeeping (Non-Exempt)

- Clock in/out at start/end of shift and for lunch using the assigned system; no off-the-clock work.
- No "buddy punching"; falsification is grounds for termination.
- After-hours/home work requires prior supervisor approval and must be recorded.
- Corrections require supervisor approval.

Tardiness: Be at your workstation, ready to work at start time. Log in no earlier than two minutes before and no later than two minutes after scheduled hours. Excessive tardiness is subject to discipline.

Overtime (Non-Exempt)

- Time-and-a-half: >8 hours/day; >40 hours/week; first 8 hours on the 7th consecutive day in a workweek.
- Double time: >12 hours/day; >8 hours on the 7th consecutive day in a workweek.
- Overtime must be pre-authorized; unauthorized overtime may result in discipline (but all worked hours are paid).

Makeup Time (Non-Exempt)

- May make up time lost for personal obligations within the same workweek (not to exceed 11 hours/day or 40 hours/week as a result of makeup).
- Submit written request at least 24 hours in advance (per occasion), and obtain written approval.
- If you worked makeup time first, you must take the planned time off. Use of makeup time is voluntary.

Payday & Deductions

- Paid on the 15th and last day of the month (paid on Friday if payday falls on a weekend).
- Wage statement shows earnings and deductions.
- Required deductions: Social Security, federal/state income taxes, SDI, court-ordered garnishments, FSA.
- Authorized deductions: insurance premiums (Section 125 pre-tax where applicable), 401(k), etc.
- Report suspected pay errors immediately.
- No loans or pay advances.

Section IV — Your Benefits

Group Health, Life, and Dental Insurance

- Eligible: employees regularly working 30+ hours/week; coverage starts the first of the month following 30 days of employment.
- Cost sharing (employee coverage): Company contributes 80% (rising to 85% after 10 years).
- Dependent coverage contribution by Company: <2 years: 0%; 2–4 years: 25%; 5+ years (including all managers): 50%.
- Dependent eligibility per plan; dependents must be on the same plan as the employee.
- Elections may be pre-tax under Section 125 (within IRS rules).
- If you decline coverage initially, you must wait until open enrollment (unless you have a qualifying life event).

Continuation Coverage (COBRA)

COBRA rights may allow continued medical/dental coverage at 102% of premium for up to 18 months (or longer in some cases) following qualifying events (e.g., termination other than gross misconduct, reduction of hours, divorce/legal separation, death, Medicare eligibility, dependent aging out). Timely payments are required to avoid interruption.

Disability Insurance

Company-paid long-term disability for regular full-time employees beginning after 90 days of service. Details available from management.

Life Insurance

Term life insurance begins the first day of the month following 90 days of employment; premiums share the same cost-split method as medical/dental.

Benefit Policy Changes

Benefits may be enhanced or reduced (with written notice) based on legal requirements or economic conditions.

401(k) Plan

- Eligible at age 18+ on the first January or July after completing 1 year of service.
- Company safe-harbor contribution: 3% of compensation, 100% vested immediately.
- Employee contributions may be pre-tax or Roth (subject to IRS limits). Information and forms available from management.

Education & Training

Company-designated training may be provided at Company expense (travel, tools, materials). Non-exempt employees are paid in accordance with wage laws for travel/training time.

Wellness Retention Bonus

- Annual attendance-based bonus for non-exempt employees, paid each February 15 for the prior calendar year, if still employed and with at least 13 months of service:

- \$750 with 32+ hours of sick leave remaining; \$500 with 24+ hours; \$300 with 16+ hours.
- Not eligible if 25+ hours of sick leave were used.

Section V — Your Time Away

Vacation

Accrued each pay period based on service; paid at the current rate at time of vacation; not “hours worked” for overtime. Standard schedule:

Completed Service	Accrual per Pay Period	Annual
90 days	1.67 hrs	5 days
1–4 years	3.33 hrs	10 days
5–14 years	5.00 hrs	15 days
15–24 years	6.67 hrs	20 days
25+ years	8.33 hrs	25 days

- Use vacation annually; maximum bank is 1.5x annual accrual—accruals pause at the cap until usage resumes.
- Written requests must be approved in advance; seniority may break ties. Requests may be declined based on business needs.
- General timing limits: no vacations >2 weeks at one time absent exceptional circumstances and coverage; no vacations for July–August for sales/purchasing/warehouse absent approval; in September, no more than 3 consecutive days and 4 total days.
- Holidays occurring during vacation add an extra vacation day.
- Upon separation, accrued, unused vacation is paid out.

Sick Time

- Annual frontload each January 1: 40 hours / 5 days (available after 90 days of employment).
- Use for diagnosis, care, treatment, or preventive care for you or family (spouse, child, registered domestic partner or designated person, parent, parent-in-law, grandparent, grandchild, sibling), for domestic violence/sexual assault/stalking matters, or for closures due to a Public Health Emergency.
- Not paid out at termination; if rehired within 6 months, previously unused sick time is restored.
- Notify your supervisor before your shift if ill; absences of 3+ days may require a doctor’s note; no unpaid time off if sick leave is available.
- Sick leave doesn’t carry over; FMLA/CFRA may run concurrently where applicable. Wellness Retention Bonus criteria above apply.

Holidays & Floating Holiday

- Paid holidays (for eligible full-time employees after orientation; must work the day before or after unless approved): New Year’s Day*, Memorial Day, Independence Day*, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day* (* only if it falls on a regularly scheduled workday).
- One paid floating holiday may be taken (e.g., birthday) with supervisor approval.
- Schedule may be modified to meet customer needs.

Employee Absences

Notify your supervisor/management by 6:00 a.m. on the morning of an absence. Chronic or extended absences may require a doctor's note. Plan vacations well in advance.

Leaves of Absence (Overview)

Jury Duty

Unpaid for non-exempt; exempt employees won't have salary docked in a week any work is performed. Work normal hours when not required in court.

Voting

Up to 2 hours paid if insufficient time outside working hours; give 2 days' notice; use early/late hours when possible.

Bereavement

Up to 3 paid days for immediate family (as defined); additional time may be unpaid or vacation with approval.

CFRA (California Family Rights Act)

Up to 12 weeks unpaid, job-protected leave in a rolling 12-month period for birth/bonding, adoption/foster placement, care of a family member (spouse, domestic partner, child, parent, grandparent, grandchild, sibling) with a serious health condition, the employee's own serious health condition (not pregnancy disability), or certain military exigencies. Health benefits continue on the same terms; paid leave may run concurrently. Notice, certification, periodic status updates, and fitness-for-duty (as applicable) required. Job restoration to same or comparable position. Fraud or other employment during leave is prohibited.

FMLA (Federal)

Up to 12 weeks (or 26 weeks for military caregiver) unpaid, job-protected leave in a 12-month period for qualifying reasons (birth/bonding; adoption/foster; care for spouse/domestic partner/child/parent with serious health condition; employee's own serious health condition; qualifying military exigencies; or military caregiver leave). Health benefits continue; notice, certification, updates, and fitness-for-duty (as applicable) required. Job restoration applies. Fraud/other employment prohibitions apply.

Pregnancy-Related Disability Leave (PDL)

Up to 4 months (17 1/3 weeks for full-time, pro-rated for part-time) for disability due to pregnancy/childbirth/related medical conditions (e.g., prenatal care, severe morning sickness, bed rest, loss or end of pregnancy, recovery). The first 12 weeks may also run concurrently with FMLA if eligible. Health benefits continue; no accruals/holiday pay during unpaid portions. Certification required; reinstatement to same or comparable position (consistent with law).

Lactation Accommodation

We provide reasonable break time and a private space (not a restroom), near the work area, clean, safe, free from intrusion, with a seat, surface, electrical access, nearby sink and milk storage. Breaks should run with meal/rest periods when possible; additional time is unpaid for non-exempt. You may file a complaint with the Labor Commissioner if accommodations are not provided.

Time Off for Victims of Domestic Violence, Sexual Assault, Stalking & Serious Crimes

Job-protected time off is available to obtain legal/medical/counseling/safety services or attend proceedings; confidentiality maintained; documentation may be required. Similar protections apply to victims (or immediate family/registered domestic partners) of specified felony crimes.

Military Leave / Military Spousal Leave

Military leave per state/federal law (provide orders). Spouses/registered domestic partners of deployed personnel may receive up to 10 days unpaid during leave from deployment (eligibility and notice requirements apply).

Civil Air Patrol Leave

Up to 10 unpaid days/year for emergency operational missions (max 3 per mission unless extended/approved); restore to same/equivalent position upon return.

Emergency Rescue Personnel Leave

Unpaid leave for emergency duty and up to 14 unpaid days/year for related training (documentation required).

School-Related Leaves

School Disciplinary Action Leave: unpaid when required to appear following a student suspension.

Family School Partnership Leave: up to 40 unpaid hours/year (max 8/month) to participate in school/childcare activities, find/enroll/reenroll, or address emergencies; provide notice and verification.

Organ & Bone Marrow Donor Leave

Organ donation: up to 30 business days paid + 30 additional unpaid days in a 12-month period; may require use of limited accrued time (2 weeks).

Bone marrow: up to 5 business days paid in a 12-month period; may require use of up to 5 days accrued time.

Medical documentation required; health benefits continue during leave.

Workers' Compensation Leave

Report any work injury immediately and complete DWC-1. We provide benefits per law and job-protected leave as applicable (e.g., CFRA). A fitness-for-duty release may be required to return. No discrimination/retaliation for filing a claim.

General Leave Provisions (apply where lawful): periodic medical updates; written extension requests; timely return; benefits continuation per law; communication during leave; potential fitness-for-duty exams; no outside employment while on leave; accrual/anniversary adjustments for leaves >30 days (except military). Misrepresentation may lead to discipline.

Section VI — Company Rules & Policies

Dress & Appearance

Office/sales: professional attire (dress/casual slacks, khakis, collared shirts, dresses/skirts, dress shoes). No jeans (except acceptable, neat jeans on Casual Friday), t-shirts, shorts, overly short or sheer/revealing garments, slippers/flip-flops, running shoes/work boots. Warehouse/field: clean, professional, and safe attire. Hair neat/clean; inappropriate hairstyles/colors not permitted. Religious dress/grooming accommodated unless safety risks require modification. Policy violations may lead to counseling, being sent home without pay for egregious cases, and/or discipline.

Safety & Health

Comply with OSHA and Company rules. Report hazards/injuries immediately. Key rules include: use proper lifting techniques; wear required safety shoes; no loose clothing/jewelry around machinery; certified operators only on lift trucks; safe driving/parking; no horseplay; use ladders only with permission/assistance; no glass bottles in work areas; no earbuds while operating machinery/vehicles. An Injury & Illness Prevention Program (IIPP) is available from your supervisor.

Workplace Violence

We prohibit threats or acts of violence, including aggressive conduct, threats to persons/property, destruction of property, harassing/threatening calls, surveillance/stalking, veiled threats, or criminal conduct affecting business interests. Violators may be removed and disciplined up to termination. We will assess and act on incidents to maintain safety.

Alcohol & Drug Policy / Drug-Free Workplace

- No manufacturing, cultivating, distributing, dispensing, possessing, or using illegal drugs or marijuana (even with prescription) or other unauthorized/intoxicating substances on Company property or while performing work.
- No being under the influence at work; misuse of lawful prescriptions is prohibited; disclose medications that may impair safe performance (except marijuana).
- Reasonable-suspicion testing may be required; injury/accident testing may apply where appropriate; safety-sensitive roles may have random/periodic testing where lawful. Refusing searches/tests or tampering with samples may lead to termination.
- Applicants must pass post-offer, pre-employment drug screening; positive post-incident tests may result in discipline up to termination. Everyone shares responsibility for a safe, drug-free workplace.

Smoking Policy

All facilities are non-smoking. No chewing tobacco or e-cigarettes while at work, vendor/customer facilities, or in Company vehicles.

Building Maintenance & Care of Company Property

Keep facilities safe/clean. Employees are responsible for the care and security of Company property they possess; gross negligence causing loss/damage may lead to personal responsibility and discipline. Do not borrow tools/equipment/supplies without prior approval.

Company Vehicles

Maintain assigned vehicles; valid CA driver's license, acceptable record, and insurance required. Report changes immediately. Unsafe records may lead to restrictions, reassignment, suspension, or termination. Obey all laws; use hands-free only; never text while driving; park before placing/answering calls if not hands-free (except true emergencies).

Travel & Entertainment Expenses

Travel/hotel arranged by senior management. Be prudent; submit receipts. We do not reimburse movies, mini-bar, alcohol, or personal entertainment.

Employee Purchase Policy

Personal shipping allowed through our shipping department (you pay all costs). Employees may purchase merchandise at a discount for personal use; counter personnel may not ring up their own purchases. All employee purchases are C.O.D.

Solicitation

No solicitation on premises by employees or outsiders unless authorized by the President.

Acceptance of Gifts

Discourage personal gifts/favors from business contacts. Gifts over \$100 should be declined/returned to avoid any appearance of improper influence. If kept with authorization, report the value to payroll as taxable. Tips/gratuities are not expected for good service.

Telephone & Personal Cell Phones

Keep personal calls to a minimum (ideally on breaks). Keep phones on silent/vibrate; excessive use may result in turning phones off during work hours. No discourteous/inappropriate use and never while operating vehicles/equipment. Violations may lead to discipline.

Acceptable Internet Usage

Company IT resources are for business purposes; limited personal use is permitted if reasonable and non-disruptive. No expectation of privacy; we may monitor and access systems to protect security and enforce policy. Examples of prohibited activities include: illegal use; accessing/transmitting obscene/harassing/discriminatory content; degrading performance; peer-to-peer/file sharing of Company data; unlicensed software; exporting controlled tech; malicious code; unapproved software; security breaches; monitoring/intercepting data; outside business use; unauthorized system access. Policies may be reviewed/updated as needed.

Acceptable Electronic Mail Usage

Email is a business record—treat professionally. No auto-forwarding to external destinations without approval; do not forward confidential information. Avoid chain mail/spam; do not send hateful/harassing/threatening messages or support illegal/unethical activity. Sensitive information requires encryption. Spam filtering is in place. Policies may be reviewed/updated as needed.

Mobile Devices

Sensitive Company data may not leave facilities on mobile devices/removable media without adequate security. Encrypt laptops/storage; enable password-protected screen savers; full-disk encryption for laptops with sensitive data. Policies may be reviewed/updated as needed.

Social Media Use

- We may request access to Company-issued devices or social media relevant to investigations of misconduct/legal violations.
- No social media during working hours unless job-related; Company policies apply to all content created/posted.
- When discussing the Company externally in a personal capacity, include a disclaimer that views are your own (unless posting officially).
- Nothing here limits legally protected concerted activity under the NLRA or rights under FEHA/Title VII and other laws. Violations may result in discipline up to termination.

Physical Inventory Counts

All personnel, including sales, must assist in scheduled physical inventories.

Trade Secrets & Confidentiality

Use Company/customer information solely for business; do not remove or disclose trade secrets or confidential information (e.g., customer/vendor lists, financials, payroll, AP/AR, reports, designs, programs, records) without authorization—during or after employment. Maintain similar confidentiality regarding co-workers and operations. Violations may result in termination.

Section VII — Human Resources

Employee Personal Data

Keep HR updated on address/phone changes, emergency contacts, W-4, insurance elections, family status (marriage, births, etc.), and beneficiaries (life insurance and 401(k)). HR maintains confidentiality.

Performance Reviews

Typically conducted: ~3 months after hire/position change; annually; and as circumstances warrant. Reviews may coincide with compensation discussions, but do not guarantee increases or continued employment.

Conduct Subject to Discharge (Representative, Not Exhaustive)

Examples include: falsifying application info; poor performance/quality/quantity; poor attitude/rudeness; excessive absenteeism/tardiness or break/meal abuse; failing to follow instructions/policies; theft; confidentiality breaches; offensive appearance; harassment/discrimination/retaliation; alcohol/illegal drugs at work or reporting under the influence; insubordination; fighting or abusive language; falsifying time records/buddy punching; sabotage/property damage; weapons; horseplay/safety violations; and behavior detrimental to the business. Employment remains at will.

Termination of Employment

Resignation: voluntary; Retirement: voluntary; Layoff: involuntary due to position elimination/lack of work/restructuring; Discharge: involuntary for performance/conduct or other lawful reasons. Health insurance continues through end of the month of termination; accrued, unused vacation is paid out. COBRA may be available at your expense.

Acknowledgment

This cleaned edition preserves the policy content of the April 2022 handbook and corrects formatting/grammar, consolidates duplicates, and standardizes terminology and sectioning for easier reference. For questions, contact HR/Leadership.