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# THOMAS E. STRAUSS, INC.

DBA

AMISHVIEW INN & SUITES

MILLER'S SMORGASBORD, BAKERY & GIFT SHOP

THE QUILT SHOP AT MILLER'S

LOCALLY MADE FOOD SHOP

SMOKEHOUSE BBQ AND BREWS

PLAIN & FANCY COUNTRY STORE

TES, INC. CORPORATE OFFICE

TES, INC. PROPERTY MANAGEMENT

## EMPLOYEE HANDBOOK

Revision: April 2018

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# INTRODUCTION & WELCOME

We consider the employees of **Thomas E. Strauss, Inc.**, (TES, Inc.), to be the most valuable part of our company. This handbook has been designed as both an orientation feature for new employees regarding our organization's operating policies and procedures as well as a reference guide for current employees. By carefully reading this handbook and following the guidelines it details, your experience as a valued member of the TES, Inc., team will be most rewarding and each of you will be contributing to building harmony, cooperation, teamwork and understanding within our TES, Inc., community in support of our Core Purpose and Core Values. The procedures, practices, policies and benefits described in this handbook may be modified or discontinued from time to time, and we will try to inform you of any changes as they occur. For the purpose of this handbook, TES, Inc., refers to the entire company of Thomas E. Strauss, Inc., including AmishView Inn & Suites, Miller's Restaurant & Smorgasbord, Miller's Bakery, Miller's Gift Shop, Locally Made Food Shop, The Quilt Shop at Miller's, Smokehouse BBQ and Brews, Plain & Fancy Country Store, TES, Inc., Corporate Office and TES, Inc., Property Management.

## OUR CORE PURPOSE

### **MAKE PEOPLE FEEL GOOD**

## OUR CORE VALUES

**GREAT SERVICE ALWAYS MAKES THE DIFFERENCE**

**CREATE OPPORTUNITIES TO DEVELOP RELATIONSHIPS**

**BE BETTER TODAY**

**DO THE RIGHT THING, EVEN WHEN IT IS NOT EASY**

**WE ARE JUDGED BY OUR ACTIONS, NOT OUR INTENTIONS**

**ENJOY THE JOURNEY**

## Business Unit Contact Phone Numbers

Miller's Smorgasbord, Bakery & Gift Shop	717-687-8480
Miller's Smorgasbord Manager on Duty	717-371-1294
The Quilt Shop at Miller's	717-687-8439
Miller's Gift Shop & Locally Made Food Shop	717-468-7953
Corporate Offices	717-687-8480
Smokehouse BBQ and Brews	717-431-8400
Smokehouse BBQ and Brews Manager on Duty	717-371-7879
Plain & Fancy Country Store	717-940-9064
AmishView Inn & Suites	717-768-1162
TES, Inc., Emergency & Snow Closing	717-687-8480, ext. 9*

*\*press 9 while recording is playing and then follow prompts*

## OUR COMPANY HISTORY

### THE MILLER'S SMORGASBORD PROPERTY (Route 30)

**Thomas E. Strauss, Inc.**, has its roots firmly planted on the current **Miller's Smorgasbord** property. In the 1920's, the site of our current restaurant housed a gas station. At the station, Enos Miller worked on trucks while his wife, Anna, prepared chicken and waffles for the truckers who stopped there. It didn't take long for the small, friendly restaurant to dominate the garage business.... and in 1929 Miller's Restaurant was born!

In 1948, Beatrice Strauss, a waitress at Miller's, and her husband, Thomas, bought the restaurant from the Millers. Keeping the Miller's name, the restaurant flourished and, in 1957, they officially changed the name to Miller's Smorgasbord and began serving their famous "seven sweets and seven sour".

In 1963, a Stuckey's Pecan Shoppe opened in the building now occupied by the Quilt Shop and 1973 saw the opening of **Miller's Bakery**. In 1975, Miller's Smorgasbord underwent a major expansion which included upgrading the kitchen facilities and the addition of a second dining room. In 1983, another renovation changed the dining room layout. In 2011, an extensive renovation of the restaurant resulted in the addition of an exhibition island in the center of the dining area, enabling ala carte menu dining to be offered as well as the popular smorgasbord. In 1998, a new addition to the family of businesses came with the opening of **The Quilt Shop at Miller's**. And in 2017 a new retail venue, **Locally Made Food Shop**, featuring all locally made foods, coffees, oils and vinegars, etc. opened its doors on the property. Throughout the years, other tenants have been added to the location.

### THE PLAIN & FANCY FARM PROPERTY (Route 340)

The year 1993 saw the addition of the **Plain & Fancy Farm Restaurant and Country Store** to the TES family. Plain & Fancy had its origins when the Lapp family opened the Amish House in the fall of 1959. In 1960, the Plain & Fancy Restaurant began serving Lancaster County's first "family-style" meals. The gift shop, currently known as **The Country Store**, opened in 1965 and buggy rides were added the following year (1966). Over the next 20 years, additions to buildings and services continued as the business prospered.

In 2017, the restaurant underwent an extensive renovation and opened as **Smokehouse BBQ and Brews**, offering authentic American barbecue, local hand crafted brews, and a fun new dining experience while continuing to serve traditional Lancaster County favorites.

In 2003, the **AmishView Inn & Suites** became an integral part of the Plain & Fancy property. This upscale hotel offers breath-taking farm views while featuring spacious guest rooms, many with fireplaces and whirlpool tubs. The facility also includes an indoor pool, exercise room, arcade and meeting rooms. In 2014, a significant expansion was completed that enlarged the hotel from 50 to 86 rooms, including a new "Adult Only" wing, featuring Grand King rooms, all with clawfoot tubs, a walk-in shower, and spectacular farmland views.

# KEY EMPLOYMENT POLICIES

## **EQUAL EMPLOYMENT OPPORTUNITY**

Thomas E. Strauss, (TES) Inc. and its family of businesses as noted in the Introduction section of this Handbook, (AmishView Inn & Suites, Miller's Smorgasbord, Miller's Bakery, Miller's Gift Shop, The Quilt Shop at Miller's, Plain & Fancy Farm Restaurant, Plain & Fancy Country Store, TES, Inc., Corporate Office and TES, Inc., Property Management), provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state, and local laws. TES, Inc., complies with applicable federal, state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

TES, Inc., expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status.

## **NON-DISCRIMINATION AND ANTI-HARASSMENT**

TES, Inc., is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, TES, Inc., expects that all relationships and actions among persons within its employ to be professional, free of bias, prejudice and harassment.

TES, Inc., encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of TES, Inc., to promptly and thoroughly investigate such reports. The Company prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

### **Definitions of Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purpose of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual based on race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment.
- Has the purpose or effect of unreasonably interfering with an individual's work performance.
- Otherwise adversely affects an individual's employment opportunities.

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to TES, Inc., (e.g., an outside vendor, consultant, customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

### **Complaint Process**

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their supervisor, the Person-in-Charge or the Team Builder in the corporate offices.

When possible, TES, Inc., encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. TES, Inc., recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

TES, Inc., encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to corrective action up to and including termination from employment. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

False and malicious complaints of harassment, discrimination or retaliation may be subject to appropriate corrective action up to and including possible termination from employment.

### **AMERICANS WITH DISABILITIES ACT (ADA) AND THE ADA AMENDMENTS ACT (ADAAA)**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of TES, Inc., to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

TES, Inc., will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the company. If you have any questions or requests for accommodations, please contact your supervisor, the Person-in-Charge or the Team Builder in the corporate offices.

## **IMMIGRATION REFORM & CONTROL ACT (IRCA)**

In compliance with the Federal Immigration Reform and Control Act of 1986 (IRCA), TES, Inc., is committed to employing only individuals who are authorized to work in the United States.

Each new employee must complete the Employment Eligibility Verification Form I-9 as a condition of employment and present documentation establishing identity and employment eligibility. If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to the expiration of that period to remain employed.

## **CONFIDENTIALITY**

It is the policy of TES, Inc., that all information considered confidential will not be disclosed to external parties or to employees without a “need to know.” If an employee questions whether certain information is considered confidential, he/she should first check with their supervisor or the Team Builder in the corporate offices. This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

## **CONFLICTS OF INTEREST**

Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an employee may be faced with situations in which business actions taken on behalf of TES, Inc., may conflict with the employee’s own personal interests. Company property, information or business opportunities may not be used for personal gain.

Conflict of interest could arise in the following circumstances: (Not all inclusive)

- Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier contractor, regardless of the nature of the employment, while employed with TES, Inc, and/or its affiliates.
- Hiring or supervising family members or closely related persons.
- Owning or having a substantial interest in a competitor, supplier or contractor.
- Accepting gifts, discounts, favors or services from a customer/potential customer competitor or supplier, unless equally available to all company employees.

Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their supervisor, the Person-in-Charge or the Team Builder in the corporate offices.



## **OUTSIDE EMPLOYMENT**

Employees are permitted to engage in outside work or to hold other jobs subject to certain restrictions as outlined below:

- Activities and conduct away from the job must not compete with, conflict with or compromise the company interests or adversely affect job performance and the ability to fulfill all job responsibilities.
- Employees are prohibited from performing any services for customers on non-working time that are normally performed by TES, Inc.
- Restriction includes the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information.
- Employees are restricted from soliciting or conducting any outside business during paid working time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness or leaving early. If TES, Inc., determines that an employee's outside work interferes with performance, the employee may be asked to terminate the outside employment.

## **OPEN DOOR**

TES, Inc.'s management team, including our Chief Executive Officer (CEO), actively supports an "open door policy." Employees are encouraged to speak with their supervisor, manager or the CEO regarding work related issues, suggestions for workplace improvements, performance issues or relevant concerns or acknowledgments. To enhance schedules and minimize waiting time, please call the Corporate Office to schedule an appointment to speak with our CEO.

## **AT-WILL EMPLOYMENT**

It is the policy of TES, Inc., that all employees are employed at the will of the Company. Accordingly, either the Company or the employee can terminate this relationship at any time, for any reason or for no reason, with or without cause and without advance notice. Nothing contained in this handbook, employment applications, Company memoranda, or any other materials provided to employees in connection with their employment shall restrict the company's right to terminate an employee at any time for any reason. Any statements of specific grounds for termination set forth in this Handbook or elsewhere are not all inclusive and are not intended to restrict the Company's right to terminate at-will.

## **INTELLECTUAL PROPERTY**

All intellectual property conceived or developed for work-related purposes while in the employ of TES, Inc., is the property of the company. Intellectual property includes, but is not limited to, inventions (patents) processes, procedures, methods, tools, machinery, programs, computer software, client data/lists/information and the like which are conceived and/or developed while in the employ of the company.

## **PREGNANCY ACCOMMODATION**

TES, Inc., will provide reasonable accommodations for female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business. When an employee requests a reasonable accommodation, the company will explore with the employee the possible means of providing the reasonable accommodation, which may include but are not limited to:

1. allowing more frequent breaks or periodic rest;
2. assisting with manual labor;
3. modifying job duties;
4. modifying work hours/schedules;
5. temporary transfer to a less strenuous or less hazardous position; or
6. providing a leave of absence.

TES Inc., may require the employee to provide certification in connection with a request for reasonable accommodation that includes the following:

1. the date the reasonable accommodation became medically advisable;
2. the probable duration of the reasonable accommodation; and
3. explanatory statements as to the medical advisability of the reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law. For more information, or if you require an accommodation, please contact the payroll department.

## **BUSINESS COURTESIES & UNSOLICITED GIFTS**

Employees may accept occasional meals, refreshments, entertainment and similar business courtesies that are shared with the person who has offered to pay for the meal or entertainment, provided that:

1. They are not inappropriately lavish or excessive.
2. The courtesies are not frequent and do not reflect a pattern of frequent acceptance,
3. The courtesy does not create the appearance of an attempt to influence business decisions, such as accepting courtesies or entertainment from a supplier whose contract is expiring in the near future, or reciprocating with coupons or discounts applied to a guest check.
4. The employee accepting the business courtesy would not feel uncomfortable discussing the courtesy with his or her manager or co-worker or having the courtesies known by the public.

Employees may also accept unsolicited gifts that conform to reasonable ethical practices including:

1. Fruit baskets, candy and other modest presents that commemorate a special occasion.
2. Gifts of nominal value, such as calendars, pens, mugs, caps and t-shirts (or other novelty, advertising or promotional items).

# HEALTH AND SAFETY

## SAFETY POLICY

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for her/his working area. Each facility shall have posted emergency evacuation routes.

Management requires that every employee within the TES, Inc., organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, customer, business associates or company property at risk can lead to employee corrective action up to and including termination from employment.

## PARKING AND SAFE DRIVING

The safety and care of our guests and employees is of utmost importance to TES, Inc., and special attention is required in the parking areas of our respective businesses. Therefore, always be alert and aware of the pedestrians and other vehicles while driving in these parking areas. **Please drive with caution and note that the recommended speed in these parking areas is five (5) miles per hour!**

To focus on our guests' comfort and care, employees are required to park in designated spaces to enable our guests to have closer access to the various businesses and services offered by TES, Inc. These designated spaces for employees are as follows:

- Route 30 property - employees should park in the yellow-lined spaces throughout the property.
- Plain & Fancy property - employees should park in the west parking lot, (near the pond), or in the parking lot behind the restaurant.
- AmishView Inn & Suites property - employees should park in the east parking lot in spaces closest to Route 340.

Please Note: If an employee displays a valid, current handicap parking tag that was issued specifically for them, that employee may park in handicap-designated spaces as well as employee-designated spaces.

## HEALTH AND SAFETY COMMITTEE

The Company has an active Safety Committee that meets regularly to address the various issues related to workplace safety and wellness. Their commitment is affirmed by the following Mission Statement, "Thomas E. Strauss, Inc., holds in high regard the safety of its employees. We believe that incidences which injure people and damage equipment cause needless personal suffering, inconvenience and expense. We believe that practically all incidences can be prevented by taking common sense precautions. To this end, every reasonable effort will be made in the interest of safe working conditions, safe premises and the prevention of accidental injuries and illnesses."

## **ACCIDENTS AND EMERGENCIES**

Maintaining a safe work environment requires the continuous cooperation of all employees. TES, Inc., strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

All employees will be provided care, first-aid and emergency services, as required, for injuries or illnesses while on company premises. Employees should contact any supervisor and/or 911 in the event of an accident or emergency. Medical care for a work-related injury is provided through any of the designated medical providers listed on our panel of physicians.

If an employee is injured on the job, TES, Inc., provides coverage and protection in accordance with the Worker's Compensation Law (see benefit section for more details). When an employee sustains an injury at work, it must be reported immediately to the employee's supervisor who will inform the appropriate department in the corporate offices accordingly.

## **ILLNESSES, CUTS AND SORES**

As a food service and overnight lodging provider, great care, caution and consideration is extended to our guests. Keeping that commitment in focus, the following guidelines are required of all our employees:

- Employees with illnesses involving fever; diarrhea and vomiting will not be permitted to work.
- Employees with other types of illness may not be permitted to work or may be re-assigned to work in a non-food area.
- Cuts, sores or any other health/safety-related issue with the hands will require appropriate covering to avoid any contact with food or food contact area. Failure to do so will require restriction from work or re-assignment to a non-food work area.
- As noted under the Accidents & Emergencies section above, any cuts, sores, illnesses must be reported to your supervisor or a work area lead immediately.

Failure to report accidents is a serious matter as it may adversely affect your coverage under our Worker's Compensation Insurance.

## **VIOLENCE-FREE WORKPLACE**

All employees, customers, vendors and business associates of TES, Inc., and its affiliates must be treated with courtesy and respect at all times. Employees are expected to refrain from conduct that may be dangerous to others.

Conduct that threatens intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. TES, Inc., resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. TES, Inc., treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to their supervisor, the Person-in-Charge or the Team Builder in the corporate offices. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform their supervisor, the Person-in-Charge or the Team Builder in the corporate offices of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. TES, Inc., will not retaliate against employees making good-faith reports. TES, Inc., is committed to supporting victims of intimate partner violence by providing referrals to its Employee Assistance Program (EAP) as well as appropriate community resources.

TES, Inc., will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. TES, Inc., will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, TES, Inc., may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt corrective action up to and including termination from employment.

## **WORKPLACE BULLYING**

TES, Inc., defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.”

The purpose of this policy is to communicate to all employees that the company will not tolerate bullying behavior. Employees found in violation of this policy will be subject to corrective action up to and including termination from employment.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, then intention of the alleged bully is irrelevant and will not be given consideration when determining corrective action. As in sexual harassment, it is the effect of the behavior upon the individual that is important. TES, Inc., considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or her/his family; persistent name calling that is hurtful, insulting or humiliating; using a person as the focus of jokes; abusive and offensive remarks.

- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

## **DRUG-FREE WORKPLACE – ALCOHOL AND SUBSTANCE ABUSE**

TES, Inc., is committed to providing a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, TES, Inc., is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedures designed to correct instances of identified alcohol and/or drug use in the workplace.

TES, Inc., will assist and support employees who voluntarily seek help for such problems before becoming subject to corrective actions and/or termination from employment under this or other relevant policies. Such employees may be allowed to use accrued paid time off, placed on leaves of absence, (paid or unpaid), referred to treatment providers and otherwise accommodated as required by law. Such employees will be required to document that they are successfully following prescribed treatment.

Employees should report to work fit for duty and free of any adverse effect of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

### **Medical Marijuana**

Employees that are or will be registered medical marijuana users may possess and consume certain quantities of medical marijuana pursuant to Pennsylvania law. Employees registered for medical marijuana must also follow Pennsylvania's process for using marijuana.

Marijuana remains an illegal substance under federal law and will be treated as such by the Company should an employee test positive on Company property or at Company sponsored events (either on or off Company property). No employee who occupies a position that is subject to federal or state regulations that prohibit the use of marijuana, medical or otherwise, will be permitted to continue to be employed in that position. Further, no one is permitted to perform a safety-sensitive job while under the influence of marijuana or any other controlled substance.

Employees who follow the proper procedure for registering for and notifying the Company of their medical marijuana status shall not be discriminated against based upon their status as a registered medical marijuana user.

### **Reasonable Suspicion Testing**

Situations may present themselves when Managers may have a reasonable suspicion that an employee's performance is being impaired as a result of substance abuse which may occur either on or off the job. Reasonable suspicion may exist by virtue or: (a) an employee's visible impairment on the job; (b) an objective evaluation of an employee's declining productivity, quality of performance or attendance; (c) a work-related accident or injury, or following an unsafe act; or (d) other aberrant behavior.

In these situations T.E.S., Inc. may require employees to undergo testing for alcohol and controlled substances, (e.g. marijuana, cocaine, opiates, amphetamines and phencyclidine). An employee's refusal of such testing may result in corrective action up to and including termination from employment. In addition, should an employee be found to be under the influence of drugs and/or alcohol while at work, they will be subject to appropriate disciplinary action up to and including termination from employment.

### **Work Rules – Restrictive Behavior**

The following **prohibitive behavior** applies to all employees whenever they are working, are operating any company vehicle, are present on company premises, and/or are conducting related work off-site:

- Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
- Being under the influence of alcohol or an illegal drug as defined in this policy.
- TES, Inc., will not allow any employees to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it as requested.
- Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

### **Consequences**

Employees who fail to comply with the above-detailed work rules on restrictive behavior will be subject to appropriate corrective action up to and including termination from employment. It should be noted that the Company provides each employee and immediate family member with access to an Employee Assistance Program (EAP) which offers confidential, professional counseling for alcohol and drug abuse issues. Details on this program are listed in the Benefit Section of the Handbook as well as through your supervisor and the corporate offices.

## **Inspections**

TES, Inc., reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate corrective action up to and including termination from employment.

## **Crimes Involving Drugs**

TES, Inc., prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

## **SMOKE-FREE WORKPLACE**

It is the policy of TES, Inc., to **prohibit smoking by employees** on ALL company premises in order to provide and maintain a safe and healthy work environment for all employees and visitors. Details of this **prohibitive policy** are as follows:

- Tobacco use is prohibited for all employees who are in company owned vehicles or on company owned property (including land, buildings and parking lots), whether on shift, punched out for break, arriving for or leaving from a shift, or in personal vehicles.
- Tobacco use is prohibited for all employees at any company-sponsored meetings and events on or off company premises.
- Use of tobacco products of all types, (including, but not limited to, cigarettes, cigarillos, cigars, roll your own tobacco, snus, snuff, sticks, bidis, e-cigarettes, kreteks, pipes, smokeless tobacco) are prohibited while on company property at all times as noted above.
- Compliance with the smoke-free workplace policy is mandatory for all employees, without exception. Non-compliance with the policy will result in the following corrective actions:
  - First offense : written warning
  - Second offense within one calendar year: Termination of employment

## **INTERNAL INVESTIGATIONS AND SEARCHES**

To ensure the safety of all employees, vendors and customers, the company reserves the right to conduct personal searches consistent with applicable law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the company property. In addition, the company reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the company.



Persons attempting to enter the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge.

## **SAFE FOOD HANDLING**

Due to the nature of our business, it is essential that everyone (that is working in a food handling capacity) follows safe food handling procedures. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly and therefore, employees who do not follow these rules are subjective to disciplinary action up to and including termination of employment. While you will receive additional and ongoing training on food safety, following are some of the basic rules to follow and enforce:

1. Employees shall follow the FDA Food Code 2009, enforced by the Department of Agriculture, which include; employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment.
2. Employees shall keep their hands washed and always wash their hands after using the restroom, touching your hair, eating, sneezing or coughing.
3. If you use disposable gloves, change them frequently. Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
4. Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first.
5. The same for utensils like knives and portioning tools always wash and sanitize them after every use. Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 41°F.
6. Food that is cooking or in holding should always be above 140°F. Bacteria count on food grows rapidly between 41°F and 135°F so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
7. Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

# GENERAL WORKING POLICIES

## BACKGROUND & REFERENCE CHECKS

To ensure that an individual who joins TES, Inc., is well qualified and to strive to maintain a safe and productive work environment, it is our policy to conduct pre-employment background checks as necessary. Background checks may include verification of any information on the applicant's resume or application form, reference checks, criminal record checks, driving record checks, and credit report checks for particular job categories when appropriate and job related.

All offers of employment are contingent on receipt of a background check that is acceptable to TES, Inc. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, (FCRA), the Americans with Disabilities Act, (ADA), and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

Please note that a criminal conviction does not automatically disqualify an applicant from employment consideration.

## CUSTOMER COMMITMENT

Here at TES, Inc., we refer to our customers as our "**Guests.**" We want them to feel like guests in our own homes. All of our programs have a guest center focus. Whenever we look to improve a feature within our business, we keep the "Guest" at the center of our focus.

In the various jobs that are performed within the TES, Inc., businesses, interaction with our guests is not only encouraged but expected. There are five (5) actions we can do to ensure that we treat our guests like GUESTS, no matter when or where we are:

1. **LOOK** at our guests (make eye-contact and acknowledge them)
2. **SMILE** at our guests
3. **GREET** our guests
4. **LISTEN** to our guests (really listen and try to understand)
5. **THANK** our guests and invite them back

To be part of our team, it is important that we practice **lateral service** for our employees. To do so, we need you to know how your job and job tasks impact other employees and their tasks. **RESPECT** each other! We want you to enjoy what you are doing on behalf of TES, Inc., and our guests and remind you, "Smiling is contagious!" **ENJOY THE JOURNEY!!!**

## **REFERRAL PROGRAM**

The Company is pleased to offer all employees the opportunity to participate in our Employee Referral Program. This program encourages employees to refer an associate, friend or relative to the Company as a prospective employee for an open position. If that individual is hired, and after they have met certain criteria, the active employee who made the referral will receive a cash bonus in their paycheck. Refer to your break area postings or ask your manager for details on the current rewards.

This program encompasses referrals for both part-time and full-time employees. An updated list of job openings is posted on our website at [www.JobsThatFitMyLife.com](http://www.JobsThatFitMyLife.com).

## **STANDARDS OF CONDUCT**

Every organization must have rules by which it operates. The following is a list of unacceptable behaviors that may lead to corrective action up to and including termination from employment. This list is by no means all-inclusive and is intended to be a guide only. In addition, this list by no means limits the authority of TES, Inc., to discipline its employees for misconduct, nor does this list alter the status of TES, Inc., employees as “at-will”.

- Sexual or other unlawful or unwelcome harassment.
- Dishonesty, including any falsification or misrepresentation, providing incomplete, misleading, or incorrect information in connection with the preparation of any company records, including an application for employment.
- Stealing or destruction of equipment, tools and/or other property belonging to a customer, employee or TES, Inc.
- Removal from TES, Inc., premises of any company property or property of others without appropriate permission and approvals.
- Damage, abuse, or destruction of company property or property of others.
- Absence from the company for (2) consecutively scheduled shifts without authorization or acceptable excuse.
- Possession, sale or use of intoxicating beverages or drugs on company property or reporting for work with the presence of intoxicating beverages or drugs in one’s bodily system or other violations of drug and alcohol policy.
- Unauthorized use, possession, conveyance or storage of any firearms, explosives or other dangerous weapons on company premises.
- Insubordination, including refusal to perform work required by a supervisor.
- Use of profane, abusive or threatening language toward fellow employees, customers or guests.
- Fighting, interfering with, or threatening bodily injury to other employees, customers or guests.
- Gambling
- Any act which may endanger the safety or life of others.
- Willful, deliberate, or repeated violation of company safety rules.
- Deliberate delaying or restricting services or work effort or inciting others to delay or restrict same.
- Failure to report to work upon expiration of Paid Time Off (PTO), holiday or leave of absence or upon being called back after a layoff.

- Disclosure of confidential company information to unauthorized persons.
- Any other conduct which is of a serious nature and which, in the sole opinion of the company, makes the employee unfit for further service or warrants termination from employment.

### **GENERAL EXPECTATIONS**

It is the expectation of TES, Inc., that all employees conduct themselves in the most professional and collaborative manner, focusing on their assigned duties while assisting fellow team members when necessary. As noted earlier, our customers are our “guests” and each employee is responsible for providing exceptional service to our guests as opportunities to do so arise during the course of one’s daily work. Supervisors will hold each employee accountable for their performance and behavior and the company reserves the right to terminate an employee from employment without regard to the corrective action process detailed below.

### **EMPLOYEE CORRECTIVE ACTION**

When the need arises for the management team to address necessary behavioral change and/or performance improvement with an employee, a corrective action process will be instituted. The manager reserves the right to determine the appropriate level of corrective action and/or discipline depending on the facts and circumstances, and may proceed to any of the following steps: Verbal Warning, Written Warning, Suspension, or Termination.

### **EMPLOYEE PERSONNEL FILES**

Employee files are securely maintained in the corporate offices and are considered confidential. Supervisors may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees and former employees upon request will generally be permitted within three business days of the request unless otherwise required under state law. Personnel files are to be reviewed in the corporate offices. Personnel files may not be taken outside the department.

It is the employee’s responsibility to keep all personal information current with the corporate office – Name, address, telephone number, marital status, beneficiary, etc. It is important to keep the employee files current and up to date, as this information may impact payroll, taxes, and benefits.

### **DRESS CODE, GROOMING & HYGIENE**

It is important for all employees to project a professional image while at work by being appropriately attired and presentable. All TES, Inc., employees are expected to be neat, clean and well-groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed. Specific dress code regulations may be different between business units and job positions within each business unit, and must be followed per each individual requirement, and are subject to management discretion.

Specific Grooming and Appearance regulations per each business unit and job position may address the following:

- Professional, neat and clean appearance.
- Hair and facial hair
- Jewelry, fingernails and nail polish
- Visible tattoos and body piercings

Specific Uniform regulations per each business unit and job position may address the following:

- Required uniform pieces
- Cleanliness, fit, and presentation of uniform
- Hair restraints and gloves

Hygiene standards include a regular bath or shower, use of deodorant and appropriate oral hygiene, etc. Violations of hygiene requirements can range from offensive perfumes and body odor, such as use of too much perfume/cologne, smelling of gasoline, smoke or other offensive chemicals.

When returning to work from break or meal periods, employees must meet the same hygiene requirements as when first arriving to work.

TES, Inc., is confident that employees will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness within the set guidelines. Non-compliance with these policies may be cause for corrective action up to and including termination from employment.

## **ELECTRONIC COMMUNICATIONS & INTERNET USE**

The following guidelines have been established for using the Internet, company-provided cell phones / electronic communications devices and e-mail in an appropriate, ethical and professional manner:

- Internet, company-provided equipment (e.g., cell phones, laptops, and computers) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon TES, Inc., or be contrary to TES, Inc.'s best interests; and engaging in any illegal activities, including piracy, extortion, blackmail, copyright infringement, and unauthorized access of any computers and company-provided equipment such as cell phones and laptops.
- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
- Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that could be saved and/or transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work.
- Employees should not open suspicious e-mails, pop-ups or downloads. Contact IT with any questions or concerns to reduce the release of viruses or to contain viruses immediately.

- Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the company.

### **Right to Monitor**

All company-supplied technology and company-related work records belong to the company and not to the employees. TES, Inc., routinely monitors use of company-supplied technology. Inappropriate or illegal use of communications should be reported to the CEO of the company and may be subject to corrective actions up to and including termination from employment

### **Use of Telephones**

Employees are not permitted to receive incoming calls while on duty unless it is an emergency. If someone calls a company phone to get hold of an employee, the company will take a message and the employee will be able to return the call during their break time.

### **Cell Phone / Electronic Communications Device Policy**

This policy is to promote a safe and productive work environment and increase the safety of our community. It applies to all employees with company issued and personal cell phones while engaged in work activity on behalf of TES, Inc.

Employees shall be professional and conscientious at all times when using company issued phones and personal phones for company related business. Cell phones shall be turned off or set to silent or vibrate mode during meetings, conferences and in other locations where incoming calls may disrupt normal workflow, unless authorized by management.

The company may either issue a cellular phone or reimburse an employee for some portion of the cost for a personally owned cellular phone for employees who are required to be in close contact with the company at all times. It is company policy that company issued phones are for business use only, and phone bills for company issued phones are reviewed.

### **Personal Cell Phone / Electronic Communications Device (ECD)**

Employee use of personal cell phones or ECDs may not interfere with employee productivity, guest service, or company values and goals. Specific policies concerning the carrying and use of personal cell phones / ECDs are determined by individual business units.

When the use of personal phones or ECDs is permitted (i.e. company business, emergencies, or any other manager approved use pursuant to this policy), employees are expected to exercise the same discretion in using their personal devices as is expected for the use of company devices while at work. The company policies pertaining to harassment, discrimination, retaliation, trade secrets, confidential information and ethics apply to employee use of personal devices. Failure to follow TES, Inc., cell phone / ECD policies and procedures may result in disciplinary action, up to and including termination of employment.

## Driving

The dangers of distracted driving are a serious concern to TES, Inc. Employees are expected to follow applicable local, state and federal laws and regulations regarding the use of electronic devices at all times.

Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their company issued or personal cell phone for any purpose while driving. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before:

1. creating, reading or responding to e-mails and or text messages or accessing other smart phone or Internet-based features;
2. entering information into an electronic navigation system (GPS), computer, dispatch device or other electronic device which requires the user to enter information; and
3. using headphones, earphones, or similar device to listen to radio, MP3 player, CD player or other entertainment devices.

Employees may use hands-free equipment to make or answer calls while driving without violating this policy. However, safety must always be the first priority. The company expects employees to keep these calls as brief as possible.

Special care should be taken in situations involving traffic, inclement weather or unfamiliar areas. Employees who are charged with traffic violations resulting from the use of a company issued or personal devices for work related business while driving may be held solely responsible for all liability that results from such actions.

Employees who work in hazardous areas must refrain from using company issued or personal devices while at work in those areas, as such use can be a major safety hazard.

## **SOCIAL MEDIA POLICY**

Social media can take many different forms, including but not limited to internet forums, blogs and micro blogs, online profiles, wikis, podcasts, pictures and video. At TES, Inc., we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

### **Guidelines**

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not employed or affiliated with TES, Inc., as well as any other form of electronic communication.

Ultimately, you are solely responsible for when and what you post online. Social media must be reserved for break and lunch time use solely, unless doing so is part of an employee's job responsibility; otherwise, disciplinary action could occur. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects members, customers, suppliers, people who work on behalf of the Company or its legitimate business interests may result in corrective action up to and including termination from employment.

### **Be Respectful**

Always be fair and courteous to fellow employees, customers, members, suppliers or people who work on behalf of TES, Inc. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our "Open Door" policy than by posting complaints to a social media outlet.

Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, and threatening or intimidating, that disparage customers, employees, business partners or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to corrective action up to and including termination from employment.

### **Be Honest and Accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow employees, customers, suppliers, and people working on behalf of TES, Inc., or competitors.

### **Post Only Appropriate and Respectful Content**

Maintain the confidentiality of TES, Inc.'s private and confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications. Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Do not create a link from your blog, website or other social networking site to the Company website without identifying yourself as an employee.



## **Retaliation is Prohibited**

TES, Inc., prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to corrective action up to and including termination from employment.

## **INFORMATION TECHNOLOGY**

TES, Inc., has an Information Technology Policy that addresses computer, point of sale and other technology use and security issues. Dependent upon the specific position with the company, this policy will be reviewed individually with the respective employee and a signed acknowledgment of said policy will be required from the employee.

## **NEWS MEDIA**

This policy exists to assure that information disclosed by TES, Inc., is timely, accurate, comprehensive, authoritative and relevant to all aspects of the company. TES, Inc.'s Director of Marketing and TES, Inc.'s CEO are the company media primary contact and company spokespersons, and will convey the official company position on issues of significance and situations that are particularly sensitive in nature, etc.

Employees shall direct any news media questions to company management. Nothing herein is intended to interfere with employee's rights under Section 7 of the NLRA to engage in collective action with regard to the terms and conditions of their employment.

## **SOLICITATIONS, DISTRIBUTIONS AND POSTING OF MATERIALS**

TES, Inc., prohibits the solicitation, distribution and posting of materials on or at company property by any employee or nonemployee except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by TES, Inc., management and company-sponsored programs related to TES, Inc., and its services.

### **Provisions:**

- Nonemployees may not solicit employees or distribute literature of any kind on company premises at any time without management approval.
- Employees may only admit nonemployees to work areas with management approval or as part of a company-sponsored program. These visits should not disrupt workflow. An employee must accompany the nonemployee at all times.
- Employees may not solicit other employees during work times except in connection with a company-approved or sponsored endeavor or event.
- The distribution and/or posting of materials and posting of materials or electronic announcements are permitted only with approval from management.

TES, Inc., respects the rights of our employees and adheres to the regulations relating to concerted activity by employees as defined in Section 7 of the National Labor Relations Act (NLRA).

# ATTENDANCE AND PAYROLL

## ATTENDANCE AND PUNCTUALITY

PTO must be scheduled with one's supervisor in advance. Patterns of excessive absenteeism or tardiness may result in corrective action up to and including termination from employment. **If an employee expects to be tardy (late) to work, he/she is expected to call in as soon as possible. If he/she is unable to report to work, the company requires a "call-off" phone call at least two (2) hours prior to the beginning of his/her scheduled work shift.**

Not reporting to work and not calling to report the absence is a "no-call/no-show" and is a serious matter. The first instance of a "no call/no show" may result in a final written warning. The second separate offense within one year may result in termination from employment with no additional corrective action steps. Two consecutively scheduled shifts resulting in a "no call/no show" may be considered job abandonment and may be deemed an employee's voluntary resignation from employment.

Please use the appropriate phone number to contact your workplace if you are going to be late or if you are unable to report to work. Business unit phone numbers are listed on page 3 of this handbook, although your manager may supply a different number to use for these instances.

## SCHEDULING PROCEDURES

Each employee's schedule will be posted at their respective business unit in advance. If an employee needs to request time off (partial day, full day, multiple days), there are appropriate forms to be completed, signed, and submitted in advance. While every effort will be made to accommodate these requests, business levels, staffing levels, and other factors may prohibit the time off to be granted. Any requests made in advance must be approved by management.

If an employee needs to make a change to their schedule after posting, it is the employee's responsibility to find a suitable replacement that is approved by management. If it is an emergency situation, the employee's supervisor may help to identify a suitable replacement.

Change in business conditions sometimes make it necessary to adjust schedules after they are posted. When this occurs, your supervisor and/or scheduler will notify you of the changes.

Be aware that TES, Inc., reserves the right to schedule the employee to work more than (8) hours per day (if 18 years or older), and/or more than 40 hours per week as the business needs demand.

## **CHILD LABOR INFORMATION**

Co-workers that are considered Child Labor (16 & 17 years of age) have the following work restrictions:

- Cannot work more than 5 hours without an 'off-the-clock' break of at least 30 minutes
- Cannot work more than 8 hours per day (school year) or 10 hours per day (summer vacation)
- Cannot take a break of less than 35 minutes (the law is 30 minutes, TES requires 35 minutes)
- Cannot work more than 6 consecutive days
- Cannot work before 6:00 am or after midnight (school year) or 1:00 am (summer vacation)
- Cannot work more than 28 hours Monday through Friday plus 8 hours Saturday and 8 hours Sunday (during school year)
- Cannot work more than 48 hours per week (during summer vacation, provided they are not in summer school and voluntarily agree to work more than 44 hours)

## **EMPLOYMENT CLASSIFICATIONS**

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and TES, Inc.

**Exempt employees** are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA and meet the standards and criteria established under the FLSA by the United States Department of Labor. They are paid an established base salary on a weekly basis.

**Nonexempt employees** are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirement concerning minimum wage and overtime.

### **Company Job Classifications**

TES, Inc. has established the following categories for both nonexempt and exempt employees:

#### **Full-Time Employees**

Regular full-time employees must be available to work based on the business needs of the company, requirements of the position and work at least 34 hours per week for an indefinite period of time. Regular full-time employees are eligible for all company benefits subject to the terms, limitations and conditions of each program.

#### **Part-Time Employees**

Regular part-time employees are employees who consistently work less than 34 hours per week for an indefinite period of time with limited and/or restricted availability. Regular part-time employees are eligible for healthcare benefits only if the average hours worked exceeds 30 hours per week during a twelve month look back period to comply with ACA and IRS regulations.

### Temporary Part-Time Employees

Employees that are hired for a specific period of time to increase the workforce during peak business periods, or for a specific project will be classified as temporary. Employees are in the temporary status for a limited time (usually six months). Extension of a temporary assignment beyond six months requires the approval of Thomas E. Strauss, Inc. management. Temporary employees are not eligible for benefits unless federally mandated.

### **OVERTIME PAY (NONEXEMPT EMPLOYEES)**

Nonexempt employees who exceed 40 hours of work time in a work week will be paid time and one half their regular hourly pay rate for any time worked in excess of 40 hours worked.

Paid leave, such as PTO pay does not apply toward work time for the purpose of overtime.

The work week begins at 12:00 a.m. Sunday morning and ends at 11:59 p.m. on Saturday night.

### **DIRECT DEPOSIT OF PAYCHECKS**

TES, Inc., requires employees to participate in the direct deposit system as a condition of employment. To accommodate this condition, employees must provide banking information (e.g., bank account number, routing number), for their designated checking and/or savings account(s) or debit pay card, and the paycheck will be direct deposited into the account on a weekly basis. If an employee does not submit the necessary information for direct deposit within one week after receiving their first paycheck, a pay card will be supplied to the employee by TES, Inc. for the direct deposit of their paycheck. The pay week begins Sunday and ends Saturday. Paychecks are deposited into your account every Friday morning. Direct deposit generally begins with the 3<sup>rd</sup> paycheck, with the first two (2) paychecks being “live” checks as the system processes the information. Generally, direct deposit notices may be picked up as early as each Wednesday. Each business unit will have the direct deposit vouchers and/or paychecks available at their respective office locations for employees.

Individual employee’s direct deposit vouchers and/or paychecks will not be given to anyone else unless the employee has provided a written request to the office designating a particular person to do so.

### **TIME REPORTING**

The accurate recording and submitting of individual weekly time worked and tips received information (when appropriate) is the responsibility of each nonexempt and hourly employee. Failure to “clock in” or “clock out” or properly declare tips will cause a time clock error which will need to be corrected with the assistance of both your supervisor and payroll. When a mistake is realized, the employee will need to contact their supervisor immediately to correct the error as soon as possible. Excessive time clock errors may become a performance issue and subject to appropriate corrective action. If a time clock error is not corrected in a timely fashion prior to the processing of payroll, the employee’s paycheck may be delayed to the following week.

A work hour is any hour of the day that is worked. The workday is defined as the 24-hour period starting at 12:00 a.m. and ending at 11:59 p.m. The workweek covers seven consecutive days beginning on Sunday and ending on Saturday.

Overtime, which needs to be pre-approved by the supervisor, is defined as hours worked by an hourly or nonexempt employee in excess of 40 hours in a workweek.

Employees over the age of 18 years who are classified as hourly or nonexempt are permitted to “clock in” 5 minutes prior to their scheduled time. “Clocking in” any earlier than the 5 minute rule will require approval from the supervisor. Once an employee has clocked in, they are required to report to their work station immediately. Once the employee’s work shift ends, they are required to “clock out” consistent with their scheduled end of shift time frame. Personal concerns, restrooms, coats, etc., should be handled before “clocking in” or after “clocking out” each day.

### **PAYROLL DEDUCTIONS AND GARNISHMENTS**

The Company is required by law to make certain payroll deductions each pay period. Such deductions typically include federal, state, local taxes and social security withholding. Depending upon the employee’s benefit elections, there may be additional deductions for medical and dental insurance based on eligibility requirements. In addition, items such as the purchase of uniforms, United Way contributions, etc., may be transacted through payroll deductions.

If the Company receives a court order for garnishments such as alimony and child support, it is legally bound to withhold the amount indicated in the garnishment order from the employee’s paycheck.

### **LST – Local Services Tax (Route 30 Co-workers only)**

For co-workers who work on the Rt. 30 property, \$1 per week will be deducted from your paycheck to satisfy the \$52 annual LST tax for East Lampeter Township. Any co-worker already paying this tax through another employer may supply a copy of the receipt or pay stub and we will not deduct the tax again. Rt. 340 co-workers are not subject to this as Leacock Township has not adopted this tax.

# TIME OFF AND LEAVES OF ABSENCE

## HOLIDAYS

An essential part of each employee's job requirements is to be available for day or evening work hours on holidays. TES, Inc., Corporate Offices, Miller's Restaurant & Shops, and Plain & Fancy Farm Restaurant and Country Store are closed on December 24 and 25. Amish View Inn & Suites is open for our guests on December 24 and 25.

## PAID TIME OFF (PTO)

Thomas E. Strauss, Inc. recognizes the need for employees to be away from their work assignments and have access to leisure, personal, and emergency situations with no loss of income. This policy provides employees the flexibility to manage their own paid time away from work.

Employees earn Paid Time Off (PTO) based upon their individual years of service and employment status. Regular full-time exempt (salaried) and non-exempt (hourly) employees are eligible for PTO as follows:

Years of Service	Accrual Factor	PTO Hours
After 1 year of service	.01961	Up to 40 hours
After 3 years of service	.04000	Up to 80 hours
After 10 years of service	.06123	Up to 120 hours

Accrual of PTO will be based on the above schedule and phased in starting with each employee's 2018 anniversary. PTO that has been earned on the employee's 2019 anniversary will be calculated based upon time worked the previous 12 months.

PTO shall be used for scheduled and unscheduled time off including when ill, physician and any other appointments and absences that qualify for Family and Medical Leave (which may be used in increments of 15 minutes) for non-exempt employees. Exempt employees may only use PTO in full or half day increments per the Fair Labor Standards Act. PTO does not accrue for exempt and non-exempt employees during unpaid leaves of absence.

Unscheduled PTO can be used by both exempt and non-exempt employees for unexpected events such as illnesses, extending bereavement or unplanned emergencies. Unscheduled PTO shall not be used for planned routine activities. Employees must follow their business unit's procedure for requesting PTO from their supervisors.

Employees may carryover a maximum of 24 hours of accrued and unused PTO for 90 days after their anniversary accrual date. After 90 days any unused PTO time that was carried over will be removed.

PTO may not be prepaid to employees prior to their request for PTO and the hours requested must be available.

The Company may allow payment of Paid Time Off (PTO) in lieu of taking the time off due to business levels where it is more advantageous to accept the payment for PTO when work is available. Employees must also submit these requests to their supervisor which will be forwarded to Human Resources for review and approval.

### **BEREAVEMENT LEAVE**

An employee who wishes to take time off due to the death of an immediate family member should notify his or her supervisor immediately.

Bereavement leave is granted according to the following schedule:

- (2) days in the event of the death of a spouse or child
- (1) day in the event of the death of a parent, grandparent, sibling, or in-law (defined as a mother or father in-law, a sister or brother in-law, and a daughter or son in-law).

Bereavement leave is paid leave for Full-time employees and non-paid for Part-time employees.

### **FAMILY AND MEDICAL LEAVE ACT (FMLA)**

It is the policy of Thomas E. Strauss, Inc. to provide family and medical leave in accordance with the federal Family and Medical Leave Act (FMLA) and state law. When an employee's absence qualifies under both state and federal laws, the employee will use his or her entitlement under each law at the same time, to the extent permitted by law. When one law's provisions provide a greater benefit, the employee will receive the greater benefit.

If an employee is not eligible for FMLA leave, uses up his or her FMLA leave, or wishes to take leave for a purpose that does not qualify for FMLA, the employee should consult the company's other leave policies to determine if other leave might be available.

The company uses a 12-month period measured forward from the first day of FMLA leave to determine the 12-month period during which the FMLA leave is available for reasons that qualify for up to 12 workweeks of leave.

#### **Eligibility**

To be eligible for FMLA leave, an employee must have worked at least 12 months for the company, been employed for at least 1,250 hours during the 12 months preceding the commencement of leave, and must be employed at a worksite where at least 50 company employees are employed within 75 miles of the worksite.

## **Types of absences covered**

Under the FMLA, eligible employees may take up to 12 weeks of unpaid leave in the designated 12-month period for any of the following:

- For incapacity due to pregnancy, prenatal medical care, or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition;
- For a serious health condition that makes the employee unable to perform his or her job; or
- For a qualifying exigency, as described below.

## **Qualifying Exigency Leave**

Eligible employees with a spouse, son, daughter, or parent on covered active duty (or who has been notified of an impending call or order to active duty) in the Armed Forces may use their 12-week leave entitlement to address certain qualifying exigencies. Covered active duty includes deployment to a foreign country. Qualifying exigencies may include attending certain military events, addressing childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, addressing parental care, and attending post-deployment reintegration briefings.

## **Military Caregiver Leave**

An eligible employee may take up to 26 weeks of unpaid leave during any single 12-month period (a separate and distinct leave year from the period designated above) to care for the employee's spouse, son, daughter, parent, or next of kin who is a covered military service member and incurred a serious injury or illness in the line of military duty, or who experienced the aggravation of an existing or pre-existing condition in the line of active duty. The 12-month period is measured forward from the date leave begins. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves. A serious injury or illness is one that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

A serious injury or illness for a covered veteran is one that was incurred in the line of duty or existed before active duty and was aggravated, and manifested itself before or after becoming a veteran and is:

- A continuation of such an injury or illness, or a condition for which the veteran received a U.S. Department of Veterans Affairs Service-Related Disability Rating of 50 percent or greater based on the condition requiring leave;
- A condition that substantially impairs the veteran's ability to keep or obtain gainful employment; or
- An injury on the basis of which the veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

For military caregiver leave for veterans, the veteran must have been discharged or released under conditions other than dishonorable during the five-year period before the first date an employee takes FMLA leave.



### **Duration of leave**

An employee does not need to use his or her leave entitlement in one block. Leave may be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.

### **Benefits and protections**

During FMLA leave, the employer must maintain the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Upon return from FMLA leave, employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

### **Procedures**

Employees must be informed whether they are eligible under FMLA. If they are, the employer must specify any information required and explain the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Employees must be informed if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the leave is not FMLA-protected, the employee must be notified of that fact.

### **When to request leave**

Where leave is foreseeable, the employee should make a request for leave at least 30 days in advance. Foreseeable leave should be scheduled so that it does not unduly disrupt the employer's operations.

Where 30 days advance notice of the need for leave is not possible, the employee must provide notice as soon as practicable and generally must comply with normal call-in procedures.

If the circumstances change such that the amount of leave needed changes, the employee should provide notice of the change within two business days.

### **Notifications and certifications**

When requesting leave, employees must provide sufficient information to permit a determination of whether the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Employees also must indicate if the requested leave is for a reason for which FMLA leave was previously taken or certified.

An employee who requests leave will be given a "Notice of Eligibility and Rights and Responsibilities" notice within five business days after indicating the need for leave. These notices explain his or her eligibility and expectations. Any required certification form may be provided with this notice.

The employee must return the requested certification within 15 calendar days. The Payroll/Benefits Department in the corporate offices will review the certification and determine whether sufficient information has been provided, or if deficiencies need to be corrected. The employee must be given seven calendar days to correct any deficiencies.

When a complete and sufficient certification has been returned (or when the employee has otherwise provided sufficient information to designate the absence as FMLA) the employer will provide the employee with a "Designation Notice" within five business days of determining whether the leave qualifies for FMLA. If so, the notice will describe the conditions of the leave and the requirements for returning to work.

The company reserves the right to require a second or even third medical opinion, at the company's expense. Employees also may be required to provide periodic recertification supporting the need for leave as allowed by law, and may be required to report periodically on their status and intent to return to work. The company may waive the certification requirement at its discretion.

### **Pay during leave**

Generally, family and medical leave absences are unpaid. The company requires the substitution of any accrued paid leave during FMLA leave. In order to use paid leave, employees must comply with normal paid leave policies.

Employees may also be eligible for income replacement under a benefit program or other entitlement. This may include short-term disability, workers' compensation, and so on. If an employee is receiving such benefits during FMLA leave, the employee cannot be required to substitute company paid leave (PTO, etc.). However, where state law permits, the company and the employee may agree to have paid leave supplement the disability plan benefits (i.e., where those benefits are less than the employee's regular wages or salary).

### **Returning to work**

An employee will be reinstated to the same job or an equivalent position upon completion of FMLA leave, except where denial of restoration is permitted by the FMLA. If the employee has exhausted all available leave and is still unable to return to work, the employee no longer has any job restoration rights under FMLA. Each situation will be reviewed on a case-by-case basis to determine whether the employee may be eligible for rights and protections under other laws or company policies.

### **Fitness for duty**

When leave is for the employee's own serious health condition, the employee is expected to return to work when released by a health care provider. The employee will need to provide a Fitness for Duty certification before returning to work if this requirement was indicated in the Designation Notice. The Fitness for Duty certification must be signed by a health care provider.

If an employee is released for light duty work and is offered a light duty job but refuses, any short-term disability benefits the employee may be receiving may cease, depending on the terms of the plan. However, the employee is still permitted to use his or her FMLA entitlement.

### **Additional Information**

Termination of employment may occur if an employee fails to return from leave at the time agreed upon (barring circumstances which required an extension of available leave) or if an employee is found to have taken leave on a fraudulent basis.

Employees will continue accruing PTO time during FMLA leave, consistent with company policy.

## **PERSONAL LEAVE OF ABSENCE**

Full time employees who require time off in addition to PTO may request a personal leave of absence without pay for up to a maximum of 30 days.

All full-time employees employed for a minimum of six (6) months are eligible to apply for an unpaid personal leave of absence. Job performance, absenteeism and departmental requirements will all be taken into consideration before a request is approved.

Please contact your supervisor, the Person-in-Charge or the Team Builder in the corporate offices for more information on request procedures.

## **JURY & WITNESS DUTY LEAVE**

To assist employees while carrying out their civic responsibility, TES, Inc., will accommodate employees by granting non-paid excused time off or making schedule adjustments for Jury or Witness Duty, during which the employee may choose to use any earned PTO.

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness, the employee should notify his or her supervisor. The employee is required to provide copies of the subpoena or jury summons to his or her supervisor. Upon completion of jury or witness duty, employees must present a receipt which includes days of duty served.

The supervisor may verify the notification by contacting the office issuing the summons or subpoena and will make scheduling adjustments to accommodate the employee's obligation. The supervisor will also provide court documentation to payroll for processing.

## **NO WORK DURING LEAVE OF ABSENCE**

While on an authorized leave of absence from TES, Inc., the taking of another job outside the company is prohibited and will result in disciplinary action up to and including termination of employment.

## **BENEFITS DURING LEAVE OF ABSENCE**

While on a leave of absence, employees are responsible for their portions of benefits' premiums which must be paid monthly. If the employee's portion of benefits' premiums are not paid in a timely manner, TES, Inc., reserves the right to cancel the employee's benefits.

# EMPLOYEE BENEFITS

## **BENEFIT DISCLAIMER**

The Company has established a variety of employee benefit programs, many designed to assist each eligible employee in meeting the financial burdens that can result from illness and disability and to help plan your retirement. This section of the Employee Handbook contains a very general description of the benefits to which you may be entitled to as an eligible employee of the Company. Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. To the extent that any of the information contained in this Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Please note that nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between the Company and its employees, retirees or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

TES, Inc., reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, provisions of the benefit plans described herein. Further, the Company reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans in concert with the respective summary plan descriptions of each.

For more complete information regarding any of the benefit programs, please refer to the Summary Plan Descriptions you received upon enrollment. If you need an additional copy, please contact your supervisor, the Person-in-Charge or the Team Builder in the corporate offices.

## **BENEFITS**

The following is a brief summary of the various benefit plans offered to our employees. For detailed information regarding these plans, eligible employees should contact their supervisor, the Person-in-Charge or the Team Builder in the corporate offices.

### **Medical Insurance**

Following 60 days of service, full-time employees are eligible for the Company-sponsored medical insurance. A portion of the cost will be paid by TES, Inc. Dependent coverage for full-time employees is available with the cost being paid fully (100%) by the employee.

### **Dental Insurance**

A group dental insurance plan is available to full-time employees and their dependents after 60 days of employment with the cost fully paid (100%) by the employee.

### **Group Life Insurance**

The Company provides to all full-time employees who have been employed for at least 60 days basic life insurance of \$10,000.00. The cost of this group insurance plan is fully paid by TES, Inc.

### **Supplemental Benefit Plans**

Following 60 days of continuous employment, full-time employees are eligible to participate in the following AFLAC benefits. The costs of these optional plans are fully paid (100%) by the employee:

- Short Term Disability
- Critical Illness
- Accident Insurance

### **Short Term Disability Benefits**

The Company provides salaried employees with a minimum of six (6) months of continuous employment short-term disability coverage. After the 31<sup>st</sup> day, the eligible employee will receive an amount equal to 60% of their basic weekly salary. This insurance applies to accident, sickness or pregnancy. The weekly income maximum benefit is nine (9) weeks.

### **Long Term Disability Benefits**

The Company provides salaried employees with a minimum of six (6) months of continuous employment long term disability coverage which begins after the short term coverage ends and provides an amount equal to 60% of an eligible employee's basic weekly salary.

### **401(k) Retirement Plan**

Full-time employees are eligible to participate in the 401(k) plan after one (1) year of employment. Part-time employees are eligible to participate in the plan after one (1) year of employment and 1000 hours worked in a calendar year. Eligible participants must be 21 years of age.

### **Employee Assistance Program (EAP)**

The Employee Assistance Program (EAP) is a voluntary, professional and confidential counseling service designed to help the employee and dependents resolve personal issues such as family problems, alcohol, drugs, legal and financial challenges as well as career aspirations. The program offers up to five (5) evaluations/counseling sessions per year at no charge for eligible full-time employees and three (3) evaluations/counseling sessions per year at no charge for part-time employees. Referrals to community resources are made if additional services are required. The EAP is a company paid benefit and is provided to all employees after 60 days of continuous employment.

### **Workers' Compensation Benefits**

The Company is covered under statutory state workers' compensation laws. All employees who sustain work-related injuries must immediately notify a supervisor. Medical bills for an on-the-job accident or job-related illness are paid through the workers' compensation benefit as long as the employee receives treatment at one of the designated medical providers as detailed on the list of the Company's panel of providers. If such an event keeps an employee out of work, he/she may be eligible for a benefit to supplement their income.

### **Social Security Benefits**

Social Security retirement benefits normally begin at age 65 + however an employee may begin receiving the benefit as early as age 62 with an apportioned benefit upon early retirement. There are also survivor benefits available upon the death of the employee. Both the Company and the employee contribute equally to the Social Security Program (FICA) through payroll deductions.

### **Additional Employee Benefits**

As part of the TES, Inc., family of employees, we are pleased to provide each employee with the following benefits unique to our company in recognition of what each of you do for our organization:

#### **Discounts:**

Welcome Comp Coupons	-	1 <sup>st</sup> Day of Employment*
Birthday Comp Coupons	-	Birthday Month*
Miller's Smorgasbord	-	50 % off for you and up to 7 guests*
Smokehouse BBQ and Brews	-	25 % off for you and up to 3 guests*
Gift Certificate	-	50 % off Miller's Traditional Smorgasbord (12 meals / year)
Miller's Gift Shop	-	30 % off gift items, 20 % off food & beverage items
Plain & Fancy Country Store	-	30 % off gift items, 20 % off food & beverage items
Locally Made Food Shop	-	30 % off gift items, 20 % off food & beverage items
Quilt Shop	-	20 % off (excludes consigned items)
AmishView Inn & Suites	-	50 % off room rates

(based on room availability – see your manager for details)

\*Please note that when enjoying a meal while using your co-worker discount, it is customary etiquette to leave gratuity based on the actual amount of the meal prior to the discount. Alcohol not discounted.

**Recognition:**

Service Awards - Recognition for various Length of Service landmarks

**Holiday Meals:**

All employees working on the following holidays may have a free on-duty meal on that day:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Easter
- Mother's Day
- Memorial Day
- Father's Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day

# SEPARATION OF EMPLOYMENT

## SEPARATION OF EMPLOYMENT

The separation of employment within the organization can occur for several reasons:

### Resignation

Although we trust your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to separate the employee prior to the two week period when business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.

### Retirement

Employees who wish to retire are asked to notify their supervisor and the corporate offices in writing at least one (1) month before the planned retirement date. As a retiring employee is generally an integral part of the business who has been employed for a substantial amount of time, we request this advance notice to enable us to find a suitable replacement that can train with the retiring employee prior to their departure.

### Job Abandonment

Employees who fail to report to work or contact their supervisor for two consecutively scheduled shifts shall be considered to have abandoned the job without notice, effective at the end of their second scheduled shift. The supervisor shall notify the corporate offices at the expiration of the second shift and initiate the paperwork to terminate the employee from employment. Employees who are separated due to job abandonment may be ineligible for rehire.

### Termination

Employees of TES, Inc., are employed on an "at-will" basis and the Company retains the right to terminate at any time.

## RETURN OF COMPANY PROPERTY

The separating employee must return all company property at the time of separation, including but not limited to uniforms, cell phones, keys, PCs, identification cards, company manuals, etc. Failure to return items may result in deductions from the final paycheck. An employee will be requested to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.



**PAID BENEFITS**

Accrued PTO leave will be paid in the last paycheck unless the employee's termination is considered voluntary and they did not give a full two week's written notice.

Health insurance terminates on the last day that the employee works. Information for Consolidated Omnibus Budget Reconciliation (COBRA) continued health coverage will be provided.

**REHIRE**

Former employees who left the Company in good standing and were classified as eligible for rehire may be considered for re-employment. An application must be submitted to the corporate offices and the applicant must meet all minimum qualifications and requirements for the position in order to be considered.

Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals or other benefits. 401(k) benefits may be subject to different eligibility guidelines. See the Payroll/Benefits Coordinator for information.

An employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.