

Four Star Mechanical Solutions, LLC

Employee Policy Handbook

Revised March 2026

A MESSAGE FROM BENTLEY BALL

Welcome to Four Star Mechanical Solutions. You've joined a team that holds itself to the standard of a Four Star General -- disciplined and committed to something bigger than any one person while continually raising the bar of excellence.

This handbook explains what you can expect from us and what we expect from you. Read it carefully. It's not a contract -- it's a foundation. When questions come up, refer here first, then ask your supervisor.

I'm glad you're here.

Bentley Ball, CEO

Four Star Mechanical Solutions, LLC

YOU'RE PART OF OUR TEAM

As a Four Star team member, you're expected to bring your best every day -- in skill, attitude, and character. In return, we're committed to fair pay, a safe workplace, and real opportunities to grow.

We have two core commitments: delivering the best service to our customers, and providing excellent wages and benefits to you. Neither one works without the other.

No one will be denied opportunities or benefits based on race, color, religion, creed, gender, disabilities, national origin, age, or veteran status.

In accordance with the Pregnant Workers Fairness Act (PWFA), effective June 27, 2023, Four Star Mechanical Solutions will provide reasonable accommodations to qualified employees and applicants with known limitations related to pregnancy, childbirth, or related medical conditions, unless doing so would cause undue hardship. Employees needing such accommodations should notify the Owner.

PURPOSE OF THIS HANDBOOK

This handbook covers the Company's history, philosophy, policies, and your benefits. It's a guide -- not a contract -- and individual situations may call for individual judgment.

Policies may be updated. When major changes occur, you'll be notified and may be asked to sign an updated acknowledgment. Only the Owner may modify policies in this handbook. No supervisor can verbally alter or override any written policy.

We ask that you read this handbook carefully and refer to it whenever questions arise.

NOTICE

The Company may change, suspend, or discontinue any policy at any time. Such changes apply to all current and future employees. No employee accrues benefits beyond the last day worked. Should any provision be found unenforceable, the remainder of the handbook stays in effect.

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SECTION 1 -- COMPANY OVERVIEW

What We Do

Four Star Mechanical Solutions, LLC was founded by Bentley Ball (originally Four Star Heating & Cooling) and has provided full-service HVAC/R and sheet metal fabrication to residential, commercial, and industrial customers since 2002.

Our Philosophy & Mission

Our name comes from the highest rank in the U.S. Army -- a standard of lifelong excellence. We operate with the same discipline: committed to our mission, guided by our values, and relentless in our pursuit of quality.

Mission: We achieve unparalleled quality as measured by customer and employee satisfaction. Our company is built on high-value people and performance.

Stars of Excellence

Everything we do flows from four values:

- Safety -- No job is so urgent that we skip safety. Safety comes first, always.
- Teamwork -- We listen to customers and each other, share input, and solve problems together.
- Arête (Greek: highest excellence) -- All work is done accurately, neatly, and in a superior manner.
- Respect -- We provide a workplace free from discrimination and harassment. Employees are treated fairly in wages, hours, and benefits.

Our Vision

We deliver products and services that exceed customer expectations. We are the best in all that we do -- because there is no room for second place. We will never forget our humble beginnings or our original goal: quality, service, and integrity.

What You Can Expect from Us

- Steady work in an economically sound business
- Selection based on character, skill, and ability -- never on protected characteristics
- Fair wages and benefits
- A safe, clean, and respectful workplace
- Promotions based on merit
- Transparent communication about Company direction

What We Expect from You

- Know your job and do it safely, promptly, and correctly
- Cooperate with management and teammates
- Bring a positive attitude and give your best effort every day
- Communicate openly -- with customers, coworkers, and supervisors

SECTION 2 -- EMPLOYMENT CLASSIFICATIONS

Full-Time: Employees who have completed the 90-day Introductory Period and work at least 32 hours per week. Full-time employees are eligible for all benefits described in this handbook.

Part-Time: Employees who work fewer than 32 hours per week. Part-time employees receive only legally required benefits.

Temporary: Employees hired for a specific project or time period, generally not exceeding 6 months. Not eligible for handbook benefits except as required by law. Non-exempt temporary employees earn overtime for hours over 40/week.

Non-Exempt: Employees entitled to overtime pay under the FLSA for hours worked over 40/week.

Exempt: Supervisors, executives, professional/technical staff, outside sales reps, and others whose duties qualify them for exemption from overtime under the FLSA. You will be told at hire if you are exempt.

SECTION 3 -- EMPLOYMENT POLICIES

Introductory Period

Your first 90 days are an evaluation period for both you and the Company. Benefits do not accrue during this time except as required by law. At the end of the period, your supervisor will review your performance. Completing the Introductory Period does not guarantee continued employment for any fixed term.

If you take more than 5 approved workdays off during the period, it may be extended by that amount of time. A rehired employee separated for more than 1 year restarts the Introductory Period.

Anniversary Date

Your first day of work is your official anniversary date, used to calculate benefits eligibility.

Personnel Records

Keep your personnel file current. Notify the Office Manager promptly if any of the following change: legal name, address, phone number, emergency contact, dependents, marital status, beneficiary designations, driver's license status, military status, W-4 exemptions, or professional license status. You may review your personnel file by appointment.

Personnel Administration Contact: Bentley Ball. Questions about insurance, wages, or policy interpretation go to Bentley Ball.

Labor Law Posters

Located in the fabrication shop on the wall, left of the restroom door.

Equal Employment Opportunity

The Company provides equal employment opportunity without regard to race, color, religion, creed, gender, national origin, age, veteran status, or disabilities.

This policy covers all aspects of employment: recruiting, hiring, training, promotion, transfer, compensation, discipline, and termination.

The Company complies fully with the Americans with Disabilities Act (ADA) and will make reasonable accommodations for qualified employees with disabilities, provided accommodations do not create undue hardship.

Gender-neutral language is used throughout this handbook. "They/them" and "the employee" replace gendered defaults.

Management is responsible for implementing EEO policies, but all employees share responsibility for ensuring they apply uniformly.

In accordance with the Pregnant Workers Fairness Act (PWFA), the Company provides reasonable accommodations for pregnancy, childbirth, and related medical conditions. See the "You're Part of Our Team" section for full details.

Harassment Policy

The Company provides a workplace free from harassment of any kind -- verbal, physical, or visual.

What is harassment? It includes words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not limited to sexual conduct. Sexual harassment includes unwelcome advances, requests for sexual favors, or physical/verbal conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment, or is made a condition of employment.

Third-party harassment: Harassment by customers, vendors, or contractors is also prohibited. Field technicians who experience threatening or harassing conduct at a customer site should disengage, document the incident, and report it to their supervisor immediately.

Responsibility: All employees -- especially supervisors -- must keep the workplace free from harassment. If you witness or learn of potential harassment, report it immediately. When management becomes aware harassment may exist, it is legally obligated to act, regardless of whether the victim requests action.

Reporting: Report incidents to your supervisor or any member of management. All reports will be promptly investigated -- with target resolution within 10 business days -- with appropriate confidentiality for everyone involved. No adverse action will be taken against any employee who makes a good-faith report.

Four Star Mechanical Solutions takes all harassment complaints seriously and will take prompt corrective action when warranted. Any employee found to have engaged in harassment will be subject to disciplinary action up to and including termination. The Company will not tolerate retaliation against any employee who reports harassment in good faith.

Anti-retaliation: No employee will be retaliated against for reporting harassment in good faith or participating in an investigation.

Confidential Information

Employees receive access to confidential business and customer information. This obligation continues after employment ends. Do not discuss business with anyone outside the Company or outside the relevant transaction. Removal or copying of Company records without management approval is prohibited. Violation of confidentiality will result in dismissal.

Driver's License & Driving Record

Employees who operate Company vehicles must maintain a valid driver's license and an insurer-acceptable driving record. Report any changes to your driving record immediately. Failure may result in disciplinary action including dismissal.

Former Employees

Former employees in good standing who gave at least two weeks' notice may be considered for rehire through standard pre-employment procedures.

Credit Investigation

The Company may conduct employment credit checks per the Fair Credit Reporting Act. You have legal rights to review and dispute credit information.

Customer Relations

Regardless of your role, you represent Four Star Mechanical Solutions to every customer. Act competently, communicate respectfully, follow up promptly, and take pride in your work.

Non-Compete Agreement

Certain roles (outside sales, key field positions) may require signing a Non-Compete Agreement as a condition of employment.

Outside Employment

Your position here is your primary job. Outside employment must not conflict with your duties or create a conflict of interest. Notify your supervisor before taking on any secondary employment.

Proof of Right to Work

All new hires must complete Federal Form I-9 and present valid identity and work eligibility documents before beginning work.

Security Checks

The Company may inspect packages, parcels, or employee vehicles entering or leaving Company premises at any time.

Aptitude & Ability Tests

If a disability affects your ability to take a required test, notify us in advance. Reasonable accommodations -- including accessible formats or modified conditions -- will be arranged. Medical documentation may be required.

Bonding

Certain positions require bonding, at Company expense. Failure to maintain bondability may result in transfer or dismissal.

SECTION 4 -- STANDARDS OF CONDUCT & DISCIPLINE

Standards of Conduct

By accepting employment, you agree to conduct yourself in a mature, responsible manner that reflects the Company's values. Rules exist not to restrict your rights, but to ensure a safe, productive, and fair environment for everyone.

Unacceptable Activities -- Immediate Dismissal

The following may result in immediate termination without prior warning:

- Willful violation of Company or safety rules
- Negligence endangering the life or safety of another person
- Intoxication or use/possession/sale of controlled substances at work (see Substance Abuse Policy)
- Possession of illegal weapons or explosives on Company property
- Acts of violence, threats, fighting, or sabotage
- Insubordination or refusal to follow lawful supervisor instructions
- Theft, unauthorized possession or removal of Company property
- Dishonesty, falsification of records, or lying about leave
- Violating confidentiality or Non-Disclosure Agreement
- Immoral conduct or gambling on Company premises

Unacceptable Activities -- Subject to Discipline

The following may result in disciplinary action up to and including dismissal:

- Careless or substandard work
- Harassment of any kind
- Unauthorized departure from work or failure to be ready at start time
- Sleeping on the job or loafing during working hours
- Excessive personal phone use
- Smoking in restricted areas
- Creating unsanitary conditions
- Excessive absenteeism or tardiness
- Obscene or abusive language toward any person
- Speeding or careless driving of Company vehicles

- Failure to report accidents or vehicle damage immediately
- Failure to maintain neat, appropriate appearance per dress code
- Timecard fraud of any kind

Discipline Policy

The Discipline Policy applies to all regular employees who have completed the Introductory Period.

Step 1 -- Oral Reminder: Supervisor discusses the problem and expected remedy. Documented and active for 3 months. Kept in department file unless another disciplinary event occurs.

Step 2 -- Written Reminder: If the problem continues or recurs, a written memo is issued, placed in your personnel file, and active for 6 months.

Step 3 -- Decision-Making Leave: A one-day unpaid suspension. You spend the day deciding whether to correct the issue and commit to Company standards or resign. A written commitment letter is required to return. Active for 9 months. Any further violation within that period results in termination.

Discipline Deactivation: If no further issues occur during the active period, the discipline step is formally deactivated. Your supervisor will notify you.

Immediate Suspension Pending Investigation: The following actions result in immediate suspension, followed by possible termination without prior discipline: theft, falsification of records, safety violations, conflict of interest, threat of or act of bodily harm, willful property destruction, intoxicant/drug use or possession, neglect of duty, or refusal to perform assigned work.

Dismissal

Employees may be dismissed for inability, rule violations, or failure to meet job requirements. Some offenses result in immediate dismissal. Before dismissal, all pertinent facts will be reviewed and the employee will have the opportunity to explain their conduct.

Warnings

Warnings may be verbal, written, or may include suspension or other measures appropriate to the circumstances. All warnings give you the opportunity to respond. The Owner or senior management provides a second opinion before any dismissal occurs.

SECTION 5 -- COMPENSATION & PERFORMANCE

Wage & Salary Policies

Pay is determined by three factors: the scope and responsibility of the job, external market comparability, and individual performance. The Company applies these principles consistently regardless of race, color,

religion, creed, gender, national origin, age, veteran status, or disabilities.

No employee may be paid directly from petty cash or any informal fund. Exceptions apply only to verified independent contractors.

Computing Pay

Salaried employees' hourly/daily rates are computed on the basis of an 8-hour workday / 40-hour workweek / 52-week year.

Payroll

- Payroll week: 12:01 AM Monday through Sunday midnight.
- Pay cycle: Weekly.
- Time cards due: 9:00 AM Monday (or Tuesday if Monday is a holiday).
- Paychecks available: Friday after 3:00 PM or via direct deposit.
- Late time cards will be processed in the following payroll period.

All time must be charged to a job number or service invoice. You cannot be paid for time not charged.

Overtime

All overtime must be pre-approved by your supervisor. Non-exempt employees earn 1.5x their regular rate for hours over 40/week. Non-exempt employees who work a Company holiday earn double-time for hours worked that day.

Travel Pay

Travel Pay (Installers): Travel time is defined as commuting from the Shop to and from job assignments at the start and end of the day. Travel time in excess of 30 minutes is paid at straight time.

On-Call Compensation

A bonus per weekend (Monday-Sunday) is paid to any employee required to be on call for after-hours service work. Employees performing after-hours emergency service work receive a minimum of two (2) hours' pay. The current on-call bonus rate is published in the Benefits Addendum, which is updated annually.

Error in Pay

Report any paycheck errors to your supervisor immediately. Corrections will be made promptly.

Deductions

Mandatory deductions include federal, state, and local income taxes and Social Security contributions as required by law. Any other mandatory deductions (garnishments, etc.) will be communicated to you. Direct

deposit and additional voluntary deductions are available -- contact the Office Manager.

Wage Assignments (Garnishments)

Court-ordered wage garnishments will be executed as required. Per the Federal Wage Garnishment Act, three or more garnishments may be cause for dismissal.

Termination & Severance

The Company does not pay severance. Two weeks' notice is expected upon resignation. Any accrued but unused PTO will be paid at termination. Vacation pay may not substitute for two weeks' notice without Owner authorization. Amounts advanced but not yet earned at termination will be deducted from final pay.

Performance Reviews

Formal performance reviews are conducted semi-annually, with one scheduled on or near your anniversary date. New employees may be reviewed more frequently. Reviews assess attendance, initiative, work quality and quantity, attitude, and customer feedback. Reviews are an opportunity to discuss your strengths, development areas, and career goals.

Compensation Reviews

Compensation reviews are conducted annually. Increases are merit-based only -- not automatic or tied to tenure or cost of living. A review does not guarantee an increase.

Work Schedule

- Field/associated employees: 6:00 AM - 5:00 PM
- Office staff: 7:00 AM - 12:00 PM and 1:00 PM - 4:00 PM
- Standard workweek: Five 8-hour days, Monday-Friday
- Schedule changes will be communicated promptly

SECTION 6 -- BENEFITS

Eligibility

Full-time employees are eligible for all benefits described here once they meet the eligibility requirements for each benefit. Part-time and temporary employees receive only legally required benefits. No benefits accrue during the Introductory Period except as required by law.

Holidays

Full-time employees who have completed the Introductory Period are eligible for paid holidays. To qualify, you must work the last scheduled day before and the first scheduled day after the holiday (exceptions: approved vacation or authorized leave).

Recognized Paid Holidays:

The following seven (7) days are recognized paid holidays:

Holiday Date
--- ---
New Year's Day January 1
Memorial Day Last Monday in May
Independence Day July 4
Labor Day First Monday in September
Thanksgiving Day Fourth Thursday in November
Day After Thanksgiving Friday following Thanksgiving
Christmas Day December 25

If a holiday falls during your scheduled vacation, you receive either an extra vacation day or holiday pay at the Company's discretion. You are not eligible for holiday pay while on a leave of absence.

Religious Holidays: You may use an available PTO day to observe a religious holiday. If no PTO is available, the time is unpaid. Notify your supervisor at least 10 business days in advance.

Unified PTO (Paid Time Off) -- Vacation & PTO Combined

Effective January 1, 2026, the Company consolidates all Vacation and PTO into a single unified PTO bank. The following terms apply:

Eligibility: Full-time employees begin accruing PTO after 90 days of employment.

Accrual Schedule:

Years of Employment PTO Days per Year
--- ---
0-1 Year 8 days
1-2 Years 10 days
2-5 Years 12 days
5+ Years 20 days

Carryover: Up to 5 unused PTO days may be carried over to the following calendar year. PTO in excess of 5 days does not carry over and is forfeited.

Scheduling:

- 1 day: Request at least 1 week in advance
- 2-3 days: Request at least 1 month in advance
- 1 week or more: Request at least 6 months in advance

Only one team member may be on vacation at a time for a given period. Scheduling conflicts are resolved by seniority. PTO must be specified as such when requested to receive PTO pay.

Payment: PTO is paid at your regular straight-time hourly rate. Payment in lieu of unused PTO requires written Owner approval. Accrued but unused PTO is paid out upon termination.

PTO does not accrue during leaves of absence exceeding 30 days.

Sick Leave

Separate Sick Leave Bank -- employees receive 3 paid sick days per calendar year, available after 90 days of full-time employment. Sick leave does not carry over. Sick leave is intended for personal illness, medical appointments, or care for an immediate family member. Sick leave is separate from the PTO bank and may not be substituted for PTO for non-illness purposes.

Funeral (Bereavement) Leave

Full-time employees receive paid bereavement leave as follows:

- 3 paid days for the death of an immediate family member: parent, spouse, domestic partner, child, sibling, or spouse's/domestic partner's parent.
- 1 paid day for grandparents (yours or your spouse's/partner's), siblings-in-law, or any extended family member living in your home.
- 1 unpaid day (or a PTO day) for other relatives or close friends, with supervisor approval.

In the event of a miscarriage or pregnancy loss, employees are entitled to up to 3 paid bereavement days. This applies to the employee experiencing the loss and, at supervisor discretion, their partner.

When a funeral requires out-of-town travel, supervisors may approve additional unpaid time or the use of PTO to accommodate travel requirements.

Bereavement leave is not retroactive, postponed, or split. Pay is made for actual time lost from scheduled work. Bereavement leave does not run concurrently with holidays or vacation.

Jury Duty

Report for jury duty when called -- it's your civic responsibility. Notify your supervisor within 48 hours of receiving your summons. On days or half-days when you are not required to serve, you are expected to return to work. Jury duty compensation provided by the court does not replace your Company pay; consult the Office Manager regarding pay continuation during jury duty.

SECTION 7 -- LEAVES OF ABSENCE

General

Leaves may be unpaid unless otherwise specified. All leaves require supervisor or management authorization. Benefits do not continue to accrue during leaves exceeding 30 days, except as required by law.

Family & Medical Leave (FMLA)

Federal FMLA applies to employers with 50 or more employees within 75 miles. Four Star Mechanical Solutions is currently exempt from federal FMLA requirements. If the Company grows to meet the federal threshold, this policy will be updated accordingly. Employees with serious medical needs are encouraged to discuss leave options with the Owner.

Disability Leave (Including Pregnancy)

The Company may grant unpaid leave for illness, disability, or pregnancy. Submit a physician's statement to request this leave. Approved disability leave may last up to 90 days, extendable in 30-day increments up to 1 year.

Pregnancy is treated the same as any disability for leave purposes. (Note: The Pregnant Workers Fairness Act, June 2023, provides additional accommodation rights -- see EEO section.) Notify your supervisor as early as possible of your anticipated leave start date. The Company will make every effort to return you to your former or comparable position.

Accrued PTO will be paid at the start of disability leave if the employee elects. Benefits do not continue to accrue during leaves exceeding 30 calendar days. Employees unable to return after the maximum leave period are considered terminated and may reapply through standard hiring procedures.

Lactation Accommodation

[UPDATED: In compliance with the PUMP for Nursing Mothers Act (2022), all employees -- regardless of status -- are entitled to:

- Reasonable break time to express breast milk for up to 1 year after the child's birth
- A private space that is not a bathroom, shielded from view, and free from intrusion by coworkers and the public

Notify your supervisor to arrange an appropriate space and schedule. The Company will make reasonable efforts to accommodate nursing employees with minimal disruption to operations. No employee will be penalized for using this accommodation.]

Parental Leave

Full-time employees who have completed the Introductory Period are eligible for up to four (4) weeks of unpaid parental leave following the birth, adoption, or foster placement of a child. This applies to both birthing and non-birthing parents. Employees must provide at least 30 days' advance notice when possible.

Accrued PTO may be applied to parental leave at the employee's election. The Company will make reasonable efforts to return the employee to their former or a comparable position upon return.

Military Leave

Full-time employees inducted into the U.S. Armed Forces are eligible for reemployment after active duty, provided they present orders promptly, complete service satisfactorily, and apply for reemployment within 90 days of discharge (30 days for training duty of 6 months or less). Military Reserve members may take required duty time without pay and may apply accrued PTO to the leave.

Personal Leave

Personal leaves may be granted for extraordinary circumstances (never for taking other employment or starting a competing business). Request from your supervisor, with management approval required. Personal leaves may be up to 30 days. Benefits do not accrue during leaves exceeding 30 days. Failure to return as scheduled results in termination.

Educational Leave

May be approved when the coursework benefits both employee and Company. Apply the same as a personal leave of absence.

Election Day

Vote before or after work when possible. If necessary, up to 1 hour of unpaid leave is available for voting. Notify your supervisor at least one week in advance.

Insurance Premiums During Leave or Layoff

See the current Benefits Addendum for details on insurance premium responsibilities during leaves and layoffs.

SECTION 8 -- INSURANCE COVERAGE

Health Insurance

Health insurance is not currently available. The Company is evaluating benefit options and will update this section when a plan is confirmed.

(Current status: Please refer to the current Benefits Addendum for any updates to health insurance availability.)

Life Insurance

Employer-paid \$100,000 term life insurance policy, provided at no cost to the employee, effective after 6 months of full-time employment.

Retirement (Pension) Plan

Simple IRA with 3% Company matching, available after 6 months of full-time employment. See current Benefits Addendum for details.

SECTION 9 -- GOVERNMENT-REQUIRED COVERAGE

Workers' Compensation

Workers' Compensation insurance covers all employees for work-related injuries and illnesses from the first minute on the job. Report all injuries to your supervisor immediately -- no matter how minor. Injured employees requiring treatment should go to the nearest emergency facility. The Company will not tolerate Workers' Compensation fraud and will prosecute suspected fraud civilly and/or criminally.

Employees returning from an injury-related absence must provide physician clearance before resuming work.

Unemployment Compensation

If you become unemployed through no fault of your own, you may be eligible for state unemployment benefits. Apply through your local State Unemployment Office promptly after separation.

Social Security

Both you and the Company contribute to Social Security as required by federal law. Your contributions are deducted each pay period; the Company matches them dollar for dollar.

SECTION 10 -- OTHER BENEFITS

Annual Outing

The Company normally sponsors at least one annual team gathering.

Education Assistance

Full-time employees with at least 1 year of service and no warnings in the past 6 months may receive partial reimbursement for job-related courses. Requirements: pre-approval from supervisor, grade of B or better, course from an accredited institution, not covered by another benefit (e.g., VA). Submit certified transcript and receipts upon completion.

Education/Training (Seminars & Factory Schools)

The Company periodically selects employees to attend factory schools, workshops, or training sessions. You receive regular pay during approved off-site training. Expenses may be fully or partially covered depending on the course.

Employee Purchases

Full-time employees may purchase Company products at cost for personal use only, with Owner pre-approval. Freight, pickup, and storage are the employee's responsibility. Payment in full is required unless the Owner authorizes otherwise.

SECTION 11 -- OTHER POLICIES

Attendance & Absence

- Be at your assigned work site, ready to work, at the start of every shift.
- Call your supervisor by 6:00 AM if you will be absent or late.
- Notifying a coworker or CSR does not count -- you must reach a supervisor directly.
- Three consecutive unnotified absences are considered voluntary resignation.
- Five absences in 60 days, or three late arrivals/early departures in 30 days, are considered excessive and subject to disciplinary review.
- Absence records are considered in promotion, transfer, and leave decisions.

Field Personnel Dispatch & Invoicing

Field personnel must use the Company-provided dispatch app at all times. All dispatches, invoices, and time cards must be complete, accurate, and submitted on time. The Company's ability to serve customers and maintain profitability depends on this.

Payroll Period & Time Cards

Payroll week runs Monday 12:01 AM through Sunday midnight. Time cards are due 9:00 AM Monday (Tuesday if Monday is a holiday). Late cards roll to the next pay period. Record departures and returns from lunch and brief absences. Supervisors and employees must both initial any corrections. Falsifying your own or another employee's time card is grounds for immediate dismissal.

Breaks & Lunch

- Two paid 10-minute breaks per 8-hour shift.
- One unpaid lunch break: 30-60 minutes (30 minutes mandatory).
- Office employees: 12:00 PM - 1:00 PM.
- Do not clock out for designated break periods; remain at the job site.
- Clock out and in when leaving the job site for lunch.
- You may not skip lunch to arrive late or leave early.

Severe Weather & Emergency Conditions

Contact your supervisor if conditions prevent safe, timely work. If the Company closes after you've already arrived:

- Sent home before 2 hours worked: paid for 2 hours.
- Sent home after 2 hours worked: paid for actual time worked.
- Asked to stay beyond announced closing: paid at time-and-a-half.

Bonuses

Annual merit bonuses may be distributed when profits permit, based on attendance, attitude, efficiency, initiative, knowledge, performance, customer feedback, and length of service. Bonuses are discretionary -- not guaranteed.

Bulletin Boards / Notification Systems

Read the bulletin boards regularly. Only authorized personnel may post, remove, or alter notices.

Cell Phone Use Policy

Cell phones are permitted and can be valuable tools, but must be used responsibly.

Prohibited at all times:

- Using phone for any reason while driving a Company vehicle
- Recording confidential information via camera or microphone
- Playing games during working hours
- Downloading/uploading inappropriate or illegal content on Company devices
- Speaking on phone within earshot of coworkers during working hours

Permitted uses:

- Business calls, productivity apps, emergency personal messages
- Brief personal calls made away from coworkers' workspaces
- Phone use during breaks, lunch, or in a stationary vehicle

The Company may monitor cell phone use and may ban a device if usage impairs productivity. Violations may result in discipline up to termination.

Communications

Stay informed through this handbook, bulletin boards, team meetings, and supervisor discussions. Communicate your ideas, goals, and concerns. Open communication is a core part of our culture.

Community Activities

The Company supports participation in community service activities.

Computer Software (Unauthorized Copying)

Illegal duplication of software is a federal crime with fines up to \$250,000 and up to 5 years imprisonment. Employees may only use software in accordance with its license agreement. Report any suspected misuse to your supervisor. Violations subject to dismissal.

Dress Code / Personal Appearance

Field employees must wear a clean uniform shirt and long pants in good condition every day. All employees are expected to present a neat, clean, professional appearance at all times.

Specific guidelines:

- Beards: trimmed and neatly cropped
- Hairstyles: professional; hair should not fall in the eyes or cover the ear/collar (male employees)
- Sunglasses: not to be worn while speaking with customers or inside a customer's home or business
- No sun dresses with bare backs/shoulders, undershirts, or shorts for field employees

Jewelry and accessories must not create a safety hazard on the job site. Visible tattoos in customer-facing situations should be professional and inoffensive. Employees with tattoos of a religious or cultural nature may request a reasonable accommodation from the Owner.

If your attire is inappropriate, you may be sent home to change, without pay for that time. Your supervisor determines appropriate standards; violations are subject to disciplinary action.

Email Use Policy

Company email is for business use. Employees must comply with applicable law and use email appropriately.

Prohibited email behaviors:

- Using Company email for personal business or chain letters
- Forwarding confidential information externally
- Distributing pornographic, illegal, discriminatory, or harassing content
- Unauthorized access to another's email or password
- Broadcasting unsolicited personal views on non-business matters
- Introducing viruses or malware into Company systems

The Company reserves the right to monitor all email communications on Company systems for legitimate business purposes. Violations are subject to discipline up to termination.

Artificial Intelligence (AI) & Technology Use

The Company permits limited use of AI tools (such as ChatGPT, Copilot, or similar) on Company devices, subject to the following rules:

- Do not enter customer names, addresses, account details, or any personally identifiable information (PII) into any external AI tool.
- Do not input Company trade secrets, pricing data, proprietary processes, or confidential business information into external AI tools.
- All AI-generated content used in customer communications, estimates, or official Company documents must be reviewed and verified by the employee before use. Employees are responsible for the accuracy of AI-assisted work product.
- Use of AI tools for customer-facing communications requires supervisor approval.
- This policy is in addition to and consistent with the Email Use Policy and Confidential Information policy. Violations are subject to discipline up to termination.

Remote Work Policy

At this time, remote work is not offered for field technician or installation roles. Administrative or office roles may be considered for remote or hybrid arrangements at the sole discretion of the Owner. Remote work is a privilege, not a right, and may be modified or revoked at any time. If remote work is authorized, the employee is responsible for maintaining a safe, distraction-free work environment, protecting Company data, and adhering to all Company policies. Workers' compensation coverage applies only to legitimate work-related injuries during authorized remote work hours.

Social Media Policy

Social media includes blogs, forums, social networks, message boards, and any platform for sharing information publicly.

When representing the Company or referencing your employment:

- Adhere to this handbook and all Company policies
- Do not post defamatory, pornographic, harassing, or proprietary content
- Do not share confidential customer or Company information
- Do not make statements that could be mistaken as official Company positions
- Use a personal disclaimer when posting work-related opinions: "The views expressed here are my own and do not represent the positions, strategies, or opinions of Four Star Mechanical Solutions."
- Social media use on Company time and devices is limited to business purposes

[UPDATED -- NLRA Notice: Nothing in this policy is intended to restrict employees' rights under the National Labor Relations Act to engage in protected concerted activity, including the right to discuss wages,

hours, working conditions, or other terms of employment with coworkers or publicly. Discipline under this policy will not be applied to protected concerted activity.]

After-hours conduct that includes disclosure of confidential customer data, defamatory statements about specific individuals, harassment of coworkers, or illegal activity remains subject to disciplinary action.

Employee Referral & Recruitment

You're encouraged to refer qualified candidates for open positions. Ask candidates to mention your name when contacting the Company. Most open positions are posted on the bulletin board.

Entry After Hours

You may not enter Company property after normal working hours without prior approval from your supervisor or the Owner.

Exit Interviews

Employees leaving voluntarily are asked to participate in an exit interview. All information is confidential and does not affect references.

Expense Reimbursement

Pre-approval is required before incurring any expense on behalf of the Company. Submit an approved expense report with receipts each week. No reimbursement without prior written authorization.

First Aid

Report all on-the-job injuries and illnesses immediately to your supervisor, no matter how minor. Failure to report may jeopardize your Workers' Compensation rights. First aid kits are stocked on each truck and are the technician's responsibility to maintain. OSHA requires the Company to maintain injury records.

Gifts

Employees may not accept gifts from customers, suppliers, or vendors without advance management approval. Employees may not give gifts to customers or suppliers except Company-branded promotional items provided by the Company.

Grievances

Bring concerns to your immediate supervisor first. If unresolved, escalate to the Office Manager, then to the Owner. Address problems early -- small issues become big problems when left unspoken.

Housekeeping

Keep your work area neat and orderly at all times. Report any needed repairs or safety hazards to your supervisor immediately.

Inspection of Packages

The Company may inspect any packages or containers brought into or taken out of work areas.

Layoff & Recall

In the event of workforce reduction, layoffs will be based on skills and abilities, with seniority as a tiebreaker. If you leave or become unreachable, contact the Office Manager to indicate your interest in returning.

Life-Threatening & Serious Illnesses

The Company recognizes that employees with serious or life-threatening illnesses -- including cancer, heart disease, mental health conditions, and others -- may wish to continue working to the extent their condition allows. These employees must meet acceptable performance standards, and their continued work must not present a safety risk to others. Medical evidence may be required.

Supervisors must maintain confidentiality of employee health information. Make reasonable accommodations where possible without undue hardship. Be sensitive to co-workers' concerns while treating the affected employee consistently with others.

Mental Health & Wellbeing

The Company recognizes that mental health is as important as physical health. Mental health conditions are treated the same as physical health conditions under this handbook -- including for leave, accommodation, and confidentiality purposes.

Employees experiencing mental health challenges are encouraged to speak confidentially with the Office Manager or Bentley Ball. PTO and sick leave (see Benefits section) may be used for mental health needs without requiring detailed disclosure of the underlying condition.

Open Door Policy

Any employee may meet directly with any member of management -- including the Owner -- to discuss concerns, complaints, or suggestions. If the matter can best be addressed through the formal grievance process, you will be directed there. If not, management will take appropriate action.

Outside Activities

No employee may perform outside work for pay or as a donation of time for any Company customer or competitor, or in any way that competes with the Company's products or services. If you hold or seek a second job, notify your supervisor before starting. Discuss potential conflicts of interest openly.

Payroll Advances

The Company does not advance or loan money to employees except in extreme emergency situations at the Owner's sole discretion. An "Employee I.O.U." form is required.

Personal Phone Calls & Mail

Keep personal calls brief and non-disruptive. Emergency calls are always permitted. Do not use the Company as a personal mailing address. Safety-related phone use rules apply (see Cell Phone Policy and Driving rules).

Personal Property

The Company is not responsible for personal property loss, damage, or theft on Company premises. Safeguard your own belongings.

Personal Tools

New employees are expected to bring all required hand tools. The Company provides power tools and testing equipment. Company-supplied tools broken through normal use will be repaired or replaced. Tools lost or damaged through carelessness or negligence are the employee's financial responsibility. See the Required Tool List document for specifics.

Personal Use of Company Property

Use of Company equipment or tools for personal projects requires supervisor approval and a written pass before removal from Company property. The Company is not liable for personal injuries during personal use of Company property. You are responsible for returning equipment in good condition and for any damages incurred.

Promotion Policy

Open positions are posted on the bulletin board. Promotions are based on ability, performance, and seniority when qualifications are equal. Submit promotion requests to your supervisor. Trainees are reviewed every 90 days during training periods.

Property & Equipment Care

Understand and maintain equipment you use. Report any malfunction or unsafe condition immediately. Never operate equipment you believe to be unsafe.

Recycling & Waste Prevention

The Company is committed to environmental responsibility. Minimize paper waste, reuse materials when appropriate, and recycle cans, plastics, and paper consistently.

Resignation

Two weeks' advance notice is required. Exit interviews are required for all departing employees.

Discounting

Employee discounts are for personal use and immediate family only. Purchasing Company products on behalf of others is considered theft. Never give unauthorized discounts to customers or friends -- violations are subject to termination.

Supervisors

Your supervisor is your first resource for questions, guidance, and problem resolution. They are responsible for the efficient operation of their department and have authority to assign work, recommend pay changes, and maintain order. Treat your supervisor as a partner in your success.

Workplace Violence Prevention

Four Star Mechanical Solutions maintains a zero-tolerance policy for workplace violence. This policy applies to all employees, customers, vendors, and visitors -- including at customer sites.

[UPDATED: Workplace violence includes:

- Physical violence or assault
- Threats -- direct, indirect, or implied
- Intimidation or coercion
- Domestic violence that spills into the workplace

Reporting: Any employee who witnesses, experiences, or learns of threatening behavior must report it to their supervisor or the Owner immediately. Reports will be taken seriously and investigated. Employees may report concerns anonymously if preferred.

Field Technicians: If you encounter a threatening situation at a customer site, you have the right to remove yourself from that environment. Do not attempt to de-escalate a dangerous situation alone. Contact your supervisor immediately. Employees will not be penalized for refusing to enter a site they reasonably believe poses a threat to their safety.

Restraining Orders: If you have obtained a restraining order involving a person who may appear at the workplace, notify the Office Manager or Owner immediately so appropriate safety measures can be taken.

Violations of this policy are subject to immediate termination and potential referral to law enforcement.]**

Data Privacy Notice

The Company collects and uses certain employee data in the course of business operations. This notice explains what is collected, how it is used, and how it is protected.

[UPDATED: Data collected may include:

- Location tracking data (via dispatch and field service apps)
- Time and attendance records
- Communication monitoring data (email, Company devices)
- Performance metrics
- Standard employment records (payroll, benefits, personnel file)

How it is used: Operational dispatch, payroll processing, performance evaluation, safety compliance, and legal obligations.

Retention: Employee records are retained per applicable state and federal requirements.

Access: Personnel files are accessible to the employee by appointment and to authorized management only.

Biometric Data Notice: If the Company introduces biometric timekeeping or access systems (fingerprints, facial recognition, etc.), employees will be notified and consent will be obtained in advance in accordance with applicable law.

Questions about employee data may be directed to the Office Manager or Bentley Ball.]**

Cannabis / Controlled Substances

Employees may not report to work under the influence of cannabis, use or possess cannabis during work hours, on Company property, or in Company vehicles, or perform safety-sensitive duties while impaired by cannabis. The Company retains the right to test for cannabis impairment when there is reasonable suspicion of on-duty impairment, following a workplace accident, or as part of pre-employment screening.

(Note: See Substance Abuse Policy below for full context.)

Substance Abuse

The Company is committed to a safe, substance-free workplace. You must report to work with no mood-altering substances in your system. This includes alcohol and all controlled substances except physician-prescribed medications that do not impair work performance.

The Company recognizes alcoholism and drug abuse as treatable illnesses. Employees seeking treatment will be treated consistently with those dealing with other illnesses -- no employee's job security will be threatened solely for seeking help.

Guidelines:

- Pre-employment drug screening is required
- Employees appearing unfit for duty may be required to undergo a fitness-for-duty evaluation, including drug/alcohol testing. Refusal may result in discipline up to termination
- Employees in an accident involving a Company vehicle will be required to undergo drug/alcohol screening
- Off-duty illegal drug use that affects work performance, safety, or Company reputation will not be tolerated

- Employees on prescribed controlled substances that may affect safety must notify their supervisor through their physician

Violations of this policy are subject to disciplinary action up to and including termination.

Suggestions

Bring improvement ideas to your supervisor. When a suggestion has merit, it is recognized. Documenting your innovations -- including cost savings and performance improvements -- in your personnel file can favorably influence compensation and promotion decisions.

Theft

All Company property is protected. Theft includes unauthorized use of Company equipment, removing property without authorization, or abusing the employee purchase program. Violations are subject to immediate termination and possible criminal referral.

Transfers

Transfers (lateral, up, or down) may be required or requested. Transfers exceeding 30 days are considered permanent and may include a pay adjustment.

Uniforms

Field employees must wear Company-provided uniforms daily. Uniforms must be returned upon termination or the cost will be deducted from final pay.

Use of Company Vehicle

All Company vehicle use is governed by the following policy.

Personal Use:

- Unassigned vehicles: No personal use permitted. Company employees only; no passengers who are not Company employees.
- Assigned vehicles: May be driven to/from residence for business reasons. Incidental stops are permitted. No personal use otherwise.

Driver Requirements:

- Valid driver's license in good standing and insurable under Company policy
- Follow manufacturer maintenance and oil change schedules (Company pays for all maintenance and fuel)
- Monitor fluid levels and tire pressure
- Report damage or driving record changes immediately

Rules for All Drivers:

- No passengers who are not Company employees

- Always lock vehicles
- Do not drive intoxicated, fatigued, or on impairing medication
- No smoking in Company vehicles
- No texting or phone use while driving
- No other distracting activities while driving
- No personal items beyond incidentals/personal tools stored in vehicle

Accidents: Contact the office immediately. Do not admit fault or guarantee payment without Company authorization. Exchange information as required by law and report to police if required.

Vehicle Cleanliness: Vehicles represent the Company to every customer. Keep interiors vacuumed and clear of debris at all times. Assigned vehicle holders are responsible for regular exterior and interior cleaning per the Company checklist (exterior wash, glass, tires, interior vacuum, dashboard, floor mats).

The Company will not pay moving violations or parking tickets. Violations of this policy may result in verbal/written warnings, suspension of vehicle privileges, termination, and/or legal action. IRS regulations require documentation of business vehicle use.

Visitors

Visitors are not permitted on Company property without prior supervisor approval and must not enter working areas. If expecting a visitor, notify your supervisor and have the visitor check in with management upon arrival.

Violations of Policies

All employees are expected to follow the policies in this handbook. Violations will result in appropriate disciplinary action. A written record of violations is maintained in each employee's personnel file.

SECTION 12 -- SAFETY PROGRAM

Safety Philosophy

Your safety is the Company's constant concern. No job is so urgent that safety can be bypassed. Willful or habitual safety violations are grounds for immediate dismissal. Every employee shares responsibility for a safe workplace -- report hazards immediately.

Safety Rules & Regulations

1. Hard hats must be worn on all jobs requiring them.
2. Follow all tool and equipment manufacturer safety guidelines at all times.
3. Footwear: Rubber-soled/leather shoes with steel-toe safety boots required at all times on duty.
4. PPE: Gloves and eye protection required when drilling, soldering, brazing, grinding, or sanding. Eye

protection is provided to each employee.

5. First aid kits are on every truck. Each employee is responsible for maintaining their kit.
6. Fire extinguishers are on every truck. If discharged, the employee is responsible for replacement/refill. Fire extinguisher must be accessible during any welding or brazing work.
7. Ladders: Only use ladders in good working order. Read operating instructions for each ladder used. All ladders must be tied off. Failure to comply may result in immediate termination.
8. Tool inspection: All tools must be inspected regularly to ensure safe, correct operation. Extension cords must be in good condition and of the three-wire type.
9. Unauthorized access: No unauthorized person may operate or use your tools or equipment.
10. Vehicles: Keep in safe operating condition. Report problems to your supervisor immediately. No passengers in service vehicles at any time.
11. Seat belts: Mandatory at all times in Company vehicles. This is state law and Company policy.
12. Safety Data Sheets (SDS): SDS must be kept on each vehicle at all times. Employees are responsible for obtaining SDS for any non-inventory materials.
13. Observe and practice all safety procedures established for each job.
14. Report all injuries -- no matter how minor -- immediately to your supervisor. Do not self-treat or attempt to remove eye particles.
15. Do not move employees with possible fractures to the spine, neck, back, or head, or those who are unconscious, until authorized medical personnel arrive.
16. No loose clothing or jewelry around machinery.
17. Do not distract a coworker when it could cause injury.
18. Wear all required PPE -- goggles, masks, gloves, restraints, etc. -- adjusted properly.
19. Keep aisles, exits, fire equipment, electrical panels, and valves clear at all times.
20. Report all potential hazards to your supervisor immediately.
21. Secure all equipment, materials, and tools -- lock up where applicable.
22. Keep your work area clean and orderly. Clean spills immediately. Stock materials carefully.
23. Use proper waste receptacles. Do not create road hazards with unsecured truck bed contents.
24. Ask customers if they have specific safety guidelines you must follow before beginning any job.

Security

- Keep cash properly secured; report insecure cash immediately
- Know the location of all alarms and fire extinguishers
- When last to leave, ensure all entrances are locked and secured

Smoking

The Company's office, shop, and vehicles are smoke-free. Employees may not smoke in areas that directly serve customers or where it is offensive to coworkers. Non-smokers' preferences take precedence. When working at a customer's site, always follow their smoking policy.

Seniority

Your seniority starts on your anniversary date, after completing the Introductory Period. Seniority affects vacation scheduling, layoff decisions, and is one factor in promotions.

Solicitations & Distributions

No solicitation for personal causes during working time or in working areas. Non-Company literature may not be distributed during working time. Solicitation during authorized breaks is permitted in non-working areas. Outside individuals may not solicit or distribute literature on Company property.

SECTION 13 -- BENEFITS ADDENDUM

Effective Date: January 1, 2026

Supersedes: Benefits Addendum from Rev. 12.11.23

| Benefit | Eligibility | Details |

|---|---|---|

| Travel Pay (Installers) | Immediate | Travel time from Shop to/from job assignments at start/end of day. Travel time in excess of 30 minutes paid at straight time. |

| On-Call Compensation (Service Technicians) | Immediate | See current on-call bonus rate on file with the Office Manager, updated annually. After-hours emergency service work: minimum 2 hours' pay. |

| Company Holidays | After Introductory Period | New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day (7 total). |

| Unified PTO Bank | After 90 days of full-time employment | 0-1 yr: 8 days / 1-2 yrs: 10 days / 2-5 yrs: 12 days / 5+ yrs: 20 days. Up to 5 days carry over annually. |

| Sick Leave | After 90 days of full-time employment | 3 days per calendar year. No carryover. Separate from PTO bank. |

| Health, Dental & Vision Insurance | After 6 months | Not available at this time. The Company is evaluating benefit options and will update when confirmed. |

| Life Insurance | After 6 months | Employer-paid \$100,000 term life insurance policy at no cost to the employee. |

| Retirement (Pension) Plan | After 6 months | Simple IRA with 3% Company matching. |

RECEIPT & ACKNOWLEDGMENT

Four Star Mechanical Solutions, LLC -- Employee Policy Handbook

By signing below, I confirm that:

1. I have received and read this Employee Policy Handbook. I understand its policies are subject to change at Management's discretion.

- 2. I understand that confidential information I access during employment -- including customer lists, pricing, processes, and business strategies -- must not be shared outside the Company, including after my employment ends.
- 3. I understand that this handbook does not constitute a contract of employment for any specified duration.
- 4. I understand that my signature confirms I have read all pages of this handbook and received a copy.

Employee Printed Name: _____

Position: _____

Employee Signature: _____ Date: ____/____/____

Owner/Supervisor Signature: _____ Date: ____/____/____

The signed original should be returned to the Office Manager and filed in your personnel file.

Digital Acknowledgment: Employees who receive this handbook electronically may sign via DocuSign or another Company-approved digital signature platform. A digitally signed acknowledgment carries the same legal weight as a handwritten signature and will be stored in your personnel file.

Four Star Mechanical Solutions, LLC -- Employee Policy Handbook
Revised March 2026