



BHL Company, LLC Employee Handbook

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Employment Manual Version Control

Version	Date	Author	Change Description
1.0	2/17/2015	Tiffany Lambert	Initial Version
1.1	4/19/2016	Tiffany Lambert	Reviewed: Added Accident Procedures & clarified Cell Phone Use
1.2	5/1/2019	Tiffany Lambert	Updated throughout. Added Safety Procedures & Operation Requirements, Group Health Coverage, PTO Policy & Bereavement Leave
1.3	3/1/2020	Tiffany Lambert	Updated throughout
1.4	3/1/2021	Tiffany Lambert	Updated throughout

Note: The content of a manual does not constitute, nor should it be construed as, a promise of employment or as a contract between BHL Company, LLC and any of its employees. BHL Company, LLC, at its sole option and discretion, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time and without prior notice.

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1 INTRODUCTION

This document has been developed in order to familiarize employees with BHL Company, LLC (hereinafter sometimes referred to as “Company”) and provide information about working conditions, key policies, procedures, and benefits affecting employment at BHL Company, LLC.

In order to operate and manage its business, the Company makes many decisions on a daily basis. Because its decisions may affect employees, the Company has prepared this Employee Policy and Procedure Handbook as a guideline for employer-employee relations. It was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Handbook as soon as possible, for it will answer many questions about employment with the Company.

1.1 Welcome

Welcome to BHL Company, LLC! We are happy to have you as a new member of our family! You perform a vital role, and we appreciate the special skills and knowledge you bring to this team. To those present employees, we want to thank you for your contributions to the Company’s growth and success since 2005. The success that BHL Company, LLC has enjoyed is a direct result of the concentrated efforts of our team to provide the highest quality of service to our customers. We anticipate that you will join with enthusiasm, our efforts by providing exceptional levels of service to our customers.

Once again, welcome! We hope that your experience here will be challenging, enjoyable, and rewarding.

1.2 Equal Employment Opportunity

BHL Company, LLC is an equal employment opportunity employer. Employment decisions are based solely upon an individual’s qualifications relating to the requirements of the position for which the individual is being considered, not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

BHL Company, LLC ensures that all personnel actions such as compensation, benefits, transfers, layoffs, Company-sponsored training, promotions, terminations and disciplinary actions are applied equally.

1.3 Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, BHL Company, LLC reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

2 EMPLOYMENT POLICIES

2.1 Employee Background Check

Prior to making an offer of employment, BHL Company, LLC may conduct a job-related background check. A comprehensive background check may consist of some or all of the following: prior employment verification, professional reference checks, credit checks and education confirmation.

2.2 Criminal Records

When appropriate, a criminal record check is performed to protect BHL Company, LLC's interest and that of its employees and clients.

2.3 Orientation Period for New Employees

To help you become familiar with the Company and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees.

BHL Company, LLC monitors and evaluates every new employee's performance for three (3) months (i.e. Probationary Period) to determine whether further employment in a specific position, or with BHL Company, LLC generally, is appropriate.

2.4 Duration of Employment

BHL Company, LLC does not require employees to commit to employment for any specific duration, and the Company does not commit to employees that their employment will last for any specific duration. Consequently, all employment by the Company is considered at will. This means that BHL Company, LLC may terminate your employment at any time, with or without notice, for any lawful reason and likewise you are free to resign your employment at any time, with or without notice. Only the Company President can modify this relationship and, even then, only in writing.

The Company requests that all employees give a two (2) week notice of resignation.

2.5 Personnel Records and Administration

The Company recognizes and respects the information contained in employee records. Certain information about you as a member of the Company is essential for the office and affects payroll. It is important that the Company maintain accurate personnel records at all times. You are responsible for notifying Human Resources of any change in name, home address, telephone number, marital status or any other pertinent information. Any change needs to be reported in writing without delay to the Company. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconvenience.

Personnel files will be kept confidential at all times and include some or all of the following documents:

- Copy of driver's license
- Voided checks for direct deposit
- Medical records

In response to valid requests to verify employment or for business references, the Company will release employment status, i.e., active or terminated, job title, and dates of employment. Additional information regarding employment will be released upon written authorization from the employee. Additional information may also be released pursuant to subpoena or other legal obligation.

You may, in the course of your work, have access to information about the Company, other employees or customers, which is confidential. This information is not to be revealed to anyone other than in the normal course of conducting your duties and responsibilities. Disclosure of such information is prohibited and could result in disciplinary action, up to and including termination of employment.

2.6 Cell Phone Use Policy

FMCSA released a Final Rule prohibiting the use of hand-held mobile telephones by drivers of commercial motor vehicles (CMV's). Specifically, drivers are banned from holding a mobile telephone to conduct a voice communication, from dialing a mobile telephone by pressing more than a single button or reaching for a mobile phone in an unacceptable and unsafe manner – this includes all “push-to-talk” functions. The final rule does not restrict or prohibit the use of hands-free devices. The new rule permits truck and bus drivers to use handheld cells after they have moved their vehicles to the side of or off of a highway or have stopped where the vehicle can safely remain stationary.

Drivers who violate the restriction will face federal civil penalties of up to \$2,750 for each offense and disqualification from operating a CMV for multiple offenses. Commercial truck and bus companies that allow their drivers to use hand held cell phones while driving will face a maximum penalty of \$11,000.

Here at BHL Company, LLC we acknowledge this law and all drivers are required to abide by these laws. This type of activity is prohibited and includes texting and talking on a cell phone while operating any kind of motorized vehicle while performing work activities. The workplace includes any location that the employee is operating a vehicle in their role as an employee. We require that you do the following while in a company vehicle:

- Find a safe place to pull off of the road and place your call
- If you receive a call while driving, let the call go to voice mail and answer when it is safe to do so.
- Under no circumstances should you text message or read text messages while driving.

If a driver is cited by any enforcement agency for cell phone use violations or is observed using a handheld device by one or more supervisory or management employees, the driver will be subject to disciplinary action up to, and including, termination.

All cell phone violations are a driver's offense and drivers are responsible to pay all applicable penalties and fines.

2.7 Office Equipment

Certain equipment is assigned to staff depending on the needs of the job, such as a calculator, personal computer, printer, laptop and access to our central computers and servers. This equipment is the property of the Company and cannot be removed from the office without prior approval from your Supervisor. The Company expects that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.

2.8 Internet Access

Internet use on Company time or using Company-owned devices that are connected to the Company network is authorized to conduct Company business only. This limits the possibility of breaches of the security of confidential Company information.

Internet use also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorized people outside of the Company potential access to Company passwords and other confidential information.

Removing such programs from the Company network requires IT staff to invest time and attention that is better devoted to making technological progress. For this reason, and to assure the appropriate use of work time, we ask employees to limit internet use.

Additionally, under no circumstances may Company-owned computers or other electronic equipment, including devices owned by the employee, be used on Company time at work to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or nonbusiness-related internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

2.9 Email Usage

Email is to be used for Company business only. Confidential Company information must not be shared outside of the Company, without authorization, at any time. You also are not to conduct personal business using the Company computer or email unless authorized to do so.

Please keep this in mind, also, as you consider forwarding nonbusiness emails to associates, family, or friends. Nonbusiness related emails waste Company time and attention.

Viewing pornography, or sending pornographic jokes or stories via email, is considered sexual harassment and will be addressed according to our sexual harassment policy. Immediate termination is the most frequent disciplinary action that the Company may take in these cases.

2.10 Personal Property

BHL Company, LLC accepts no responsibility for personal property that may be brought to or stored on Company facilities and/or at the client site and such property may be inspected or monitored by the Company in the ordinary course of conducting business.

Accordingly, you should not keep or maintain any personal property or information in Company facilities as well as at the client locations that you expect to be kept private and confidential.

In this connection, it should be noted that all Company offices, desks, paper files, electronic/computer files, closets, vehicles and so forth, are the property of BHL Company, LLC and the Company reserves the right, in its sole discretion, and with and without notice to employees, to inspect, monitor or otherwise enter or search any packages, parcels, handbags, briefcases, or any other possessions or articles carried to and from Company facilities and Company job sites.

In the event of resignation/termination, employee should collect all personal belonging on the last day of employment. Should employee leave personal belongings behind, employee has 30 days from resignation/termination date to collect belongings. Once 30 days have passed, property is considered abandoned, and will be forfeited/dispensed.

2.11 Health-related Issues

Employees who become aware of any health-related issue should notify Human Resources of their health status as soon as possible.

2.12 Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace, unless in the case of an emergency or as approved by Company Supervisor. BHL Company, LLC's insurance does not cover unauthorized people.

2.13 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt Company operations. In such instances, Company Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.



3 SAFETY PROCEDURES & OPERATION REQUIREMENTS



◆ STRIVE TO FOLLOW BHL'S ZERO ACCIDENT INITIATIVE!! ◆

3.1 WhatsApp Messaging Application

Every Company employee is required to download the WhatsApp application. This is a messaging app that allows you to send messages, pictures, videos and even voice recordings, as well as make voice and video calls for free and works well with all android/iphone users.

Upon hire, all Company employees will be added to (2) group messages (BHL Company Group & BHL Chat). You may leave the BHL Chat group message at any time, however, all BHL employees are required to remain in the BHL Company Group message while employed here at BHL. There are many important safety messages, reminders and general information sent out for your benefit and leaving the group will notify us of your resignation with the Company.

3.2 Safety

The safety and health of employees is a priority. BHL Company, LLC makes every effort to comply with all federal and state workplace safety requirements. BHL Company, LLC's workplace safety rules and regulations include, but are not limited to, the following:

- **Safety vests must be worn in the BHL yard anytime you are outside of your vehicle!**
- You are required to immediately notify Human Resources as well as your immediate Supervisor at the client site of any injuries that occur on the job or on customer property.
- You should be aware of all emergency exits and the location of any emergency equipment in your office and/or truck, and who will be in charge in case of a fire or other disaster.
- Take responsibility in being well rested before work. And/or if you get too sleepy to drive, pull over!
- Take responsibility to do your pre-trip before departure and post trip upon return.
- All lights should be on at dusk and during any adverse weather conditions. It is the driver's responsibility to check that all lights are clean and working properly at all times.

- Drive within the speed limit and adjust your speed down for weather or adverse road conditions such as rain, ice, snow, fog or construction (see [Speed Limit Policy](#)).
- Never follow too closely and remember the truck will take extra distance to stop (see [Safe Following Distance Policy](#)).
- Drive with the safety of yourself and others in mind.
- General Vehicle Safety – If you feel you cannot drive safely for any reason (equipment, personal, illness, weather, traffic, other), immediately park your vehicle and notify the dispatcher.

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. No load is worth you placing yourself or anyone else at risk, so please always drive wisely and safely. We need you and care about you!

3.3 Bi-Weekly Safety Meetings

Company Safety Team members will conduct brief, bi-weekly safety meetings on Monday's. All Company employees are required to attend.

The Company understands there may be a time an employee may not be able to attend. Prior arrangements must be made in advance with Safety Team Member and/or Management and your absence will be considered Excused (other types of Excused absences are: scheduled out/called out/still working for the day/or it's past 6pm on day of safety meeting).

- Employee is still required to make up meeting by end of business the next working day, or as scheduled with Safety Team Member.

For any Unexcused absence from safety meeting (for ex., returning to shop and leaving without contacting Safety Team Member or Management) employee will be subject to the penalties associated with a minor infraction.

3.4 Seatbelt Policy

All drivers, as well as any authorized passengers inside a Company vehicle, are required to wear seatbelts at all times per Company policy and federal regulations. If you or an approved passenger are issued a citation for not wearing a seatbelt, you are responsible for the cost and the Company penalties are as follows:

- First offense – verbal warning
- Second offense – written warning
- Third offense – written warning
- Fourth offense – suspension for 3 days without pay
- Fifth offense – termination

This policy does not reset after a year – we value your safety and well-being.

3.5 Safe Following Distance Policy - The Golden Rule of Safety

All drivers operating under BHL Company, LLC's authority are required to maintain safe following distances at all times. Preventable collisions that result due to unsafe following

distance will result in drivers being subject to termination. **Any driver cited for unsafe following distances or following too closely will be terminated with no exceptions.**

Rear end collisions are the most common type of trucking accident involving bodily injury, and the most common type of catastrophic trucking accident. You *must* have patience when driving a big rig. You cannot get anxious and start "pushing" the people in front of you to get moving by tailgating them. You cannot assume that nothing is about to happen. You have to assume the worst is about to happen directly in front of you at all times and keep a safe speed and distance. If you ignore these principles, sure as can be, you're *going* to get into a wreck. Inadequate following distance on your part can also contribute to YOU being struck from behind by others. Keeping a safe following distance will save time and time again!

When stopped for stop lights/signs, or other stopped traffic:

- No less than 1 car length

- Rear tires of vehicles ahead must be visible

- Must be able to pull around vehicle ahead without backing

When traveling, maintain 1 second per 10 mph*

*Special circumstances may dictate adjustments to these criteria

Examples –

- Adverse weather may require increases to following distances

- When traveling in traffic having inconsistent speeds, temporary decreases in following distance may be needed to allow for smooth braking, however you should then recover to the 1 sec/10mph rule

3.6 Speed Limit Policy

All state, county and municipal posted speed limits will apply. Convictions on any speeding tickets issued by law enforcement will result in the following penalties:

- Speeding up to 5 mph over (each offense within the 5 mph category will have a 3 year limit and then be removed)
 - o First offense – verbal warning
 - o Second offense – written warning
 - o Third offense – suspension of 1 day off without pay
 - o Fourth offense – suspension of 3 days off without pay
 - o Fifth offense – termination

- Speeding between 5 – 9 mph over
 - o First offense – written warning
 - o Second offense – suspension of 3 days off without pay
 - o Third offense – termination

- Speeding between 10 – 14 mph over
 - o First offense – suspension of 3 days off without pay
 - o Second offense - termination

- Speeding 15 mph or over
 - o Immediate termination

Speeding violations are a driver's offense and drivers are responsible to pay all applicable penalties and fines.

3.7 Route 676 Policy

Company drivers routinely travel on Route 676. With a combination of high traffic volume and congestion on the roadways, a policy has been created to reduce speeding and limit the number of accidents and incidents occurring while on Route 676.

Entering Rt. 676 East from Rt. 76 East

- Driver must always enter Route 676 East from Route 76 East in the left lane and maintain the left lane for the duration to merge onto Rt. 95 North – Unless route requires driver to take a different way.
- Under NO circumstances should the driver change lanes, unless lanes are shut down for construction or emergencies
- Speed – Drivers are required to maintain a speed limit of 5 mph under the posted limit.
- Increase following distance.
 - o Following distances must be increased to a rate of 2 seconds per 10 mph, from the normal 1 second per 10 mph, equaling a 10 second gap between vehicles while maintaining the 45-mph speed limit.

Entering Rt. 676 West from 95 South

- Driver must always enter Route 676 West from Route 95 South from the left lane of the on ramp and maintain the left lane to merge onto Rt. 76 West – Unless route requires driver to take a different way.
- Under NO circumstances should the driver change lanes. Unless lanes are shut down for construction or emergencies
- Speed – Drivers are required to maintain a speed limit of 5 mph under the posted limit.
- Increase following distance.
 - o Following distances must be increased to a rate of 2 seconds per 10 mph, from the normal 1 second per 10 mph, equaling a 10 second gap between vehicles while maintaining the 45-mph speed limit.

Failure to comply with any guidelines could result in immediate termination from the Company.

3.8 Accident Procedures

Accident Involving a Company Vehicle

All trucks are equipped with fire extinguishers, reflective triangles, an accident kit and this Emergency Response Plan, which is located in the Company vehicles white truck binder. In the event of an accident, these steps should be followed:

- **SAVE DASH CAM VIDEO!**
- **Remain calm and be courteous**
- **Activate emergency flashers**
- **Evaluate the scene / Get to a safe place**
 - **When in the City of Philadelphia, DO NOT exit your vehicle. If there are no injuries or fatalities, immediately call 911 & continue driving to a safe, secure location & have officers meet you there.**
- **Call 911**
- **When scene is stable, contact Dispatch – 484-945-3407**
- Remain silent, do not make a statement or speak with anyone other than police or a representative from BHL Company, LLC arrives on the scene (or unless authorized). It is important that you remain calm and never admit fault to anyone. Cooperate with officials.
- While still at the scene:
 - Take pictures of accident scene:
 - All 4 sides of accident, clean & clear, full view of vehicles
 - Wide angle view (panoramic capturing whole scene)
 - Skid marks from vehicles involved
 - Identifying markers, such as landmarks, to help establish the scene
 - License plates
 - Other vehicle involved (even if there is no damage)
 - Specific damages, all sides
 - Persons involved and their conditions (if you can). Refrain from taking photos of deceased parties.
 - Lettering / DOT #, if a company vehicle
- Get documents ready for Police (license/registration)
- Obtain and complete Auto Accident Report Form from white truck binder to return to BHL office
- If required, a post-accident drug & alcohol screen will be performed as soon as possible following the accident

3.9 CDL Renewals

A copy of the CDL must be submitted to the Company on or prior to the expiration date. Failure to comply will result in suspension until a valid copy has been received. All drivers must maintain a valid CDL as a condition of continued employment with the Company.

3.10 Physical Requirements

Every driver must be re-certified typically every 2 years by a physician. You will be given a reminder as to the expiration of your DOT physical and must have a re-certification prior to the expiration date. If the Company does not receive a copy of your DOT physical, you will be placed on unpaid suspension until we receive one. If you are having difficulty finding a clinic to get your physical renewed, please contact Human Resources as soon as possible.

3.11 TWIC Cards (Transportation Worker Identification Credentials)

TWIC cards are a required tool of the trade for BHL Company, LLC. All drivers are required to obtain and maintain a valid TWIC card during employment at BHL. All costs associated with TWIC cards is the responsibility of the driver.

3.12 Tolls

Toll roads should be avoided unless authorized. Any unauthorized use of toll roads will be deducted from employee pay.

3.13 Riders

Due to insurance requirements, only those qualified and/or authorized by the Company will be allowed to ride in trucks. No animals are allowed in trucks. Violation will result in disciplinary action up to, and including termination.

3.14 Personal Use of Company Vehicles & Equipment Policy

BHL Company, LLC will provide employees with the equipment needed to do their job. Employees are not to use Company or customer supplies, information, equipment or funds for personal use, nor removed from the physical confines of BHL Company, LLC, unless authorized to do so and/or is approved for a job that specifically requires use of company equipment outside the physical facility. Customer's property must never leave the premises.

It is the policy of BHL Company, LLC that the company vehicles and/or equipment provided for employees be used only for Company business. All employees driving on behalf of BHL Company, LLC are required to operate their vehicles and equipment safely and legally at all times. The Company may allow employees to drive Company vehicles home at night and/or weekends for convenience and/or security purposes. This may also be in case of customer/project emergencies that these employees may be called upon to handle. Personal use of Company vehicles and/or equipment must be approved by a Company manager. Company vehicles must be used courteously, safely and legally. The following rules of personal use are to be adhered to whenever operating a Company supplied vehicle and/or equipment:

- The use of Company vehicles and/or equipment is restricted to employees of the Company only. Non-employees such as spouses, children, other relatives, or friends are not authorized to drive Company vehicles or equipment at any time.
- Hitchhikers are not permitted in Company vehicles.
- Modifying or adding accessories to a Company vehicle and/or equipment is prohibited without prior authorization.
- Transporting passengers or cargo for others is prohibited.
- Radar detectors are prohibited.
- Employees driving Company vehicles are required to wear safety belts at all times. Safety belts apply to passengers as well.
- BHL Company, LLC will consider any unauthorized use of vehicles and/or equipment as the equivalent of theft and the driver may be held responsible (liable) for consequences of any accidents.
- All fines, defense costs and other legal penalties arising out of ticketed offenses are the responsibility of the driver.
- Employees are not allowed to operate Company vehicles and/or equipment while under the influence of alcohol, drugs, or medications that could impair their ability to drive safely.

3.15 Pre & Post Trips

Pre & Post Trip Inspections are required prior to and immediately following every shift. Failure to do so will result in disciplinary action, up to, and including, termination of employment.

Employees are responsible for conducting walk-around inspections of their vehicles before and after driving each day and must note any defects or damage. This includes defects or damage to seats, seat belts, interior lights, engine warning lights, rearview mirrors and emergency equipment. Management will evaluate the report and ensure that hazards are repaired promptly.

3.16 Dash Cams

Dash cams are an essential part of our daily routine and extremely important tool in the event of an emergency. They can provide crucial details and evidence that potentially could relieve us from responsibilities that should not be ours. These can provide facts about the situation, what you were doing during the incident and potentially prove innocence. The dash cam can be the difference in who's at fault.

See [Accident Procedures](#) above and become familiar with them.

3.17 Personal Protective Equipment (PPE)

All Company employees are provided with essential PPE to meet most job site & quarry safety requirements. This safety bag provided to each driver is required to stay with them at all times in the event of slip seats. Drivers may bring their own PPE, however Company issued safety bags with PPE MUST remain with each driver during their shift work. If at any time, any of these Company issued items need to be replaced, it is the driver's responsibility to contact the safety department to obtain a replacement. These items should be present in every safety bag at all times.

Gloves suitable for working conditions are a required tool of the trade and provided by the driver. They are required to be worn when dealing with hot asphalt, fuels, oils and any other chemicals.

3.18 Headlights

Your headlights must be on at all time, day or night.

3.19 Mud Flaps

Mud flaps must be hung up prior to backing into a paver, prior to backing off of paved surfaces into job site conditions and any time the situation could cause a mud flap to be ripped off.

For every lost or damaged mud flap, beyond repair, driver will be charged \$35.00 each, which will automatically be deducted from your weekly payroll.

3.20 Tarping

At BHL Company, LLC all loads are to be tarped. The only exceptions to this are when hauling R material or oversized rock which may damage the tarp; or if there is a malfunction with the tarping system. All tarps must be retracted prior to dumping load with the exception of the asphalt rule below:

- All asphalt loads are required to be full tarped prior to leaving the asphalt plant and **MUST REMAIN FULL TARPED** until empty. No exceptions.

3.21 Scales

It's BHL Company, LLC policy to stop prior to entering any and all scales. Entering a scale at a high rate of speed, or too aggressively, can result in damage to customer or company equipment.

- Always put your window down and keep a close eye of your location on a scale as to not hit the side rails of the scale.

3.22 Turnbuckles & Gate Chains

Turnbuckles are required to be used on both sides of the tailgate:

- any time material is being withdrawn from the rear of the truck through the chute. There are no exceptions to this rule.
- any time material is being removed/excavated from truck bed by any type of machinery
- any time truck is hauling R material or oversized rock

Gate chains are for tailgating/spreading stone and are not to be used in place of turnbuckles unless the truck is not equipped with turnbuckles.

3.23 Gate Slamming

Under no circumstances is gate slamming permitted.

3.24 Clean Bed Policy

In an effort to provide top quality service to our customers, we must ensure that the inside of the dump beds are free, clean and clear of any and all debris or materials that may contaminate the next load. Cross contamination can become a costly mistake.

Any loss, damages or monetary compensation, due to driver negligence of not properly checking and cleaning dump bodies prior to loading a material, deemed to be contaminated on or after delivery, will be the responsibility of the driver.

3.25 Call Back Policy

The Company requires you to call back to Dispatch when you are dumped off for the day before coming back to the yard. If you are cutoff from a job and will return to the shop before 4:30 PM, call Dispatch to see if there is anything else needed. There may be additional loads that need to be delivered to our Customers.

If you are working for a quarry and their customer cuts you off for the day, you must report back to the quarry. Just because the customer is done, does not mean the quarry is done. If you're not sure, reach out to Dispatch.

♠ ♦ SAFETY IS A TEAM SPORT!! ♦ ♠

4 STANDARDS OF CONDUCT

4.1 General Guidelines

All employees are urged to become familiar with BHL Company, LLC's rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the Company's business.

4.2 Code of Conduct

As an employee of BHL Company, LLC, it is important for you to know what personal conduct is expected of you while on the job. In most instances, your own good judgment will tell you what the right thing to do is.

In addition to complying with Company policies and job specific requirements, you are also expected to obey the rules and regulations of Company job sites. If your performance does not meet position requirements, you may be subject to disciplinary action up to and including immediate termination, with or without notice, and with or without cause at any time.

The following examples are not intended to constitute a complete and exhaustive list of prohibited conduct. In addition, the Company reserves the right to change the examples listed below at any time with or without notice. While discipline for standard violations will follow a progressive disciplinary procedure, the Company reserves the right to implement discipline in accordance with the grievousness of the violation. Violations of these or any other Company policies may subject you to disciplinary action, up to and including immediate termination:

The following are examples of conduct prohibited by Company policy:

- Theft, fraud, embezzlement or other proven acts of dishonesty.
- Obtaining employment or promotion on the basis of false or misleading information.
- Reporting for work under the influence of alcohol or any illegal substances; or possession, sale or distribution of alcohol or illegal substances while on Company premises or abusing such items while representing the Company or conducting Company business.
- Assisting anyone, whom you know or suspect to be involved in, or committing any crime or engaging in any conduct which rises to the level of a crime.
- Falsifying Company documents or records, including misuse of timekeeping records, or falsely inputting payment data.
- Insubordination, meaning refusing to follow legitimate instructions of a superior directly related to performance of one's job.
- Disrupting the work environment.
- Excessive absenteeism or unacceptable patterns of absenteeism.
- Repeated tardiness
- Repeatedly failing to use a Time Sheet as directed.
- Job abandonment, meaning the failure to report to work without properly notifying one's immediate supervisor, or leaving a job assignment prior to completion of your responsibilities.

- Conduct that is likely to cause another employee, customer or vendor of the Company embarrassment, loss of dignity, feelings of intimidation, or loss of opportunity, including all forms of discrimination and harassment.
- Unauthorized use of Company or customer supplies, information, equipment, funds, or computer codes/passwords.
- Knowingly mishandling a customer's or potential customer's account. This includes improper discriminatory practices.
- Refusing to repay documented overpayment of any compensation.
- Possessing firearms or weapons while on Company premises/vehicles, or carrying them while on Company/Client business; or threatening the personal safety of fellow employees, customers, or vendors.
- Committing any act, on or off the Company's premises which threatens or is potentially threatening to the reputation of the Company or any of its employees, customers, or vendors.
- Repeatedly working overtime without the approval of a supervisor or manager.
- Repeatedly failing to meet job responsibilities, job budget or quality requirements.

4.3 Attendance and Punctuality

BHL Company, LLC places a high value on attendance. We expect and need employees to be at work on time on their scheduled workdays. Regular attendance and punctuality are important because they affect an employee's productivity and ability to meet goals, standards, and deadlines. Absent employees adversely affect Company morale since co-workers must absorb the absent employee's workload in addition to their own.

Consequently, the level of service we provide to our customers is diminished. Our policy is to address and correct attendance patterns that are especially counterproductive and disruptive, while tolerating normal patterns of absences caused by occasional illness, emergencies, etc.

Occasionally, there may be an on-call situation. In that event, the designated employee will be notified of this situation the day prior, and is expected to be ready, if/when called upon.

From time to time, it may be necessary for an employee to be late or absent from work. BHL Company, LLC is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

Failure to comply with the following notification requirements may subject an employee to corrective action or termination.

- If it becomes necessary for an employee to miss work, he/she is required to notify his/her Manager at least two (2) hours prior to their scheduled starting time or as soon as possible.
- When calling in, you must state why you are absent and a phone number where you can be reached for questions regarding your job.

Where the need for absence is foreseeable, as for planned medical treatments, the Company should be notified thirty (30) days in advance or as soon as the employee knows that he or she will miss work.

Absence from work for three (3) consecutive days without notifying Company management, and/or "No Call No Shows," will be considered job abandonment and may, in Company's sole discretion, subject the employee to disciplinary action up to, and including, termination.

4.4 Harassment Policy

BHL Company, LLC does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

Improper interference with the ability of employees to perform their expected job duties will not be tolerated and should be reported to the appropriate Supervisory personnel at the Client site location as well as to BHL Company, LLC's Human Resource Manager.

Under federal law and regulations, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment when either: (1) submission to such conduct is or becomes a term or condition of an individual's employment or is used as a basis for employment decisions relating in any way to that individual; (2) such conduct substantially interferes with an individual's work performance; or (3) such conduct creates an intimidating, hostile, or offensive working environment.

Other forms of unlawful harassment are also prohibited by this policy. Such harassment may include harassment based upon a person's gender, sexual orientation, race, national origin, religion, age or disability. Such forms of harassment may be reported pursuant to this policy.

Any employee found to have engaged in such conduct, or who condones such action on the part of subordinates, will be subject to appropriate disciplinary action up to, and including, termination of employment. An employee may also be subject to individual liability and penalties as a harasser.

4.5 Violence in the Workplace

BHL Company, LLC prohibits workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect BHL Company, LLC or which occur on BHL Company, LLC or client property, will not be tolerated.

4.6 Confidential Information and Nondisclosure

By continuing employment with BHL Company, LLC, employees agree that they will not disclose or use any of BHL Company, LLC's confidential information, either during or after their employment. BHL Company, LLC sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with BHL Company, LLC assumes an obligation to maintain confidentiality, even after an employee leaves BHL Company, LLC's employ.

4.7 Ethical Standards

BHL Company, LLC insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind BHL Company, LLC's great success story. Our most valuable asset is our good name. When

faced with ethical issues, employees are expected to make the right professional decision consistent with BHL Company, LLC's principles and standards.

4.8 Relationships With Our Customers

It is important to realize that we compete with our competitors. Competitors frequently call on our customers asking for their business. A customer will only change services when their impression of our service becomes less positive than their impression of a competitor. Impressions are constantly changed and formed by every contact the customer has with our service. Every time our customer hears or sees anything having to do with BHL Company, LLC, it strengthens or changes their perception of our Company.

When our customers give us their business, they have great expectations and a very positive impression of our service. It is up to each employee to fulfill these expectations and build a lasting impression. We must consider the quality and professionalism in every aspect of what we do and say. Our reputation is your future.

Service is all we can sell and you are our sales people. Please take pride in our job to deliver this service as safely as possible.

Internal problems should be discussed with management, not the customer. At one time or another we all become frustrated as a result of our own internal problems. These problems may result from a period of high turnover, administrative backlog, or simply because of human error. However, when we communicate these inefficiencies to our customers, we only lose our credibility.

4.9 Relationships With Our Competitors

In order to compete effectively and fairly in the marketplace with our many competitors, BHL Company, LLC must remain alert to changes in services and products offered to the public by our competitors. Employees may not, however, seek to gain this information improperly. For example, it is prohibited to hire an employee of a competitor to gain access to that competitor's trade secrets or proprietary information. Similarly, an employee or former employee is prohibited from providing such confidential information to our competitors.

Both federal and state law prohibits conspiracies or agreements that unreasonably restrain trade. Formal or informal understandings or agreements between competitors concerning the pricing of services or limitations on the output of services are unlawful and may not be discussed by an employee with any competitor.

4.10 Dress Code and Public Image

Employees of BHL Company, LLC are expected to present a clean and professional appearance when you represent us and while conducting business. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects BHL Company, LLC's reputation or image is not acceptable. No offensive language or pictures should be worn while on duty. If you report to work improperly dressed or groomed, your Supervisor or Manager, at his or her discretion, may instruct you to return home (unpaid) to change clothes or take other appropriate action.

General Apparel Policies

- Long pants, shirts with at least 3" sleeves and suitable footwear (ie, no shorts, sandals, flip flops, etc.). All clothing must be in good repair.

4.11 Workspace and Clean Desk Policy

A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workspace is part of a professional environment that portrays the Company's overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized and free of items that are not required to perform your job.

At the conclusion of the workday, employees are expected to straighten their desks and put away any office-related paperwork. Papers should be filed in the appropriate cabinet or filing drawer. Sensitive material should be placed in a locked file.

4.12 Vehicle Cleanliness

Employees are responsible for the care of vehicles assigned to them and may be held liable for improper care and neglect of the vehicle. A neat and orderly work space in the truck makes for a more pleasant, productive, and safe place to work. You are responsible and expected to keep Company trucks clean and presentable, both inside and out at all times.

For example:

- Clean up after yourself inside the truck
- When waiting to get loaded, wipe down the inside
- Remove any/all trash from truck at the end of every day
- Make sure windows are up in dusty conditions to prevent dust from accumulating inside the truck
- All vehicle doors should be closed behind you when exiting, never to be left open for dust, dirt, debris to enter cab.
- When traveling through quarries or job sites, maintain a speed that would prevent excessive dust, mud, dirty water, etc., from getting on the truck

Examples of unsatisfactory conditions are but are not limited to:

- Dirt, grease, grime and dust on seats, dash, doors and/or carpeting
- Odor of smoke and damages obtained by smoking
- Stained or torn seats
- Rips, tears, scratches or dents inside or outside of the cab
- Broken or missing pieces inside or outside of the cab
- Trash or rotting food left behind

Any cleaning supplies will be provided upon request. Be the professional you are and maintain a clean working environment.

4.13 Smoking Policy

No smoking of any kind is permitted inside any Company office and/or trucks. This includes but not limited to: cigarettes, cigars, vapes, pipes and/or any electronic cigarette.

Smoking may take place only in designated smoking areas outside BHL Company, LLC's facilities.

4.14 Alcohol and Substance Abuse

It is the policy of BHL Company, LLC and the safety of you as a driver, others around you and the Customer, that substance abuse cannot, and will not be tolerated in any form. Drugs or alcohol are not to be in your truck or on any customer site, for any reason, at any time. Violation will be immediate termination. BHL Company, LLC requires that you be completely free of any drug or alcohol prior to entering the yard, prior to entering your truck or any customer site and prior to performing any function for the Company.

4.15 Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non-company literature in work areas at any time during working time.

4.16 Complaint Procedure

Employees who experience any job-related harassment or have a related question or complaint should promptly report the matter to the Supervisor at the client site location as well as to the Manager at BHL Company, LLC. The Company will undertake an investigation ensuring confidentiality to the greatest possible extent.

The Company expressly prohibits any form of retaliatory action against any employee availing themselves of the benefits of this procedure. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of a good faith bringing or assisting in the investigation of sexual or other unlawful harassment.

Please do not "vent" to other drivers about your personal dissatisfactions with the Company – this will not fix the underlying issue. If you feel you are not being heard by your Manager, please contact Human Resources.

4.17 Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Time Off Without Pay, (d) Termination.

4.18 Outside Employment

Employees may not take an outside job, either for pay or as a donation of their personal time, with a customer or competitor of BHL Company, LLC; nor may employees do work on their own if it competes or interferes in any way with the sales of products or services that BHL Company, LLC provides to its clients.

4.19 Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by Company management that an employee's performance does not improve, or if the employee is again in violation of BHL Company, LLC's practices, rules, or standards of conduct, employment with BHL Company, LLC will be terminated.

4.20 Exit Interview

The Company asks all employees to participate in an exit interview with Human Resources prior to leaving the Company. The employee is encouraged to be honest, candid and constructive in their responses. This provides an opportunity to discuss reasons for leaving, to return keys, safety kits, credit cards and other property and to tie up any loose ends or impressions that the employee may have about the Company. The information received through Exit Interviews will be confidential.

If you leave the Company in good standing, you may be considered for reemployment at a later date. However, in the case of rehiring, the Company may consider you to be a new employee with respect to PTO, benefits and seniority.

See [Personal Property](#) above for belongings left in the workplace.

4.21 Return of Company Property

Any BHL Company, LLC property issued to employees, such as computer equipment, keys, parking passes or Company credit cards, must be returned to BHL Company, LLC at the time of termination/resignation or at the exit interview. Employees will be responsible for any lost or damaged items.

5 COMPENSATION POLICIES

5.1 Base Compensation

It is BHL Company, LLC's desire to pay all employee's wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

Workweeks are widely different and are determined by job assignment, customer contracts and the needs of the Company.

Shifts

- 1st Shift - Employees who have 60% or more of their hours scheduled after 5:00 am.
- 2nd Shift - Employees who have 60% or more of their hours scheduled after 5:00 pm.

Pay

- BHL only offers direct deposit
- Pay periods are Monday through Sunday and paychecks are issued weekly, every Friday. Pay is 2 weeks in arrears.

Example: The work period of 01/04/21 – 01/10/21 is paid on 01/22/21

Paychecks

- Eligible Employees have the option to have their pay directly deposited into their checking or savings account.
- On payday, employees will be able to view their pay stub on the employee portal.
 - If for any reason, the employee wishes for someone else to pick up his/her paystub from the office, we must have a note on-file from the employee stating who is authorized to do so.

Pay Advances

BHL Company, LLC does not provide pay advances on unearned wages to employees.

Deductions

The only deductions from your paycheck are those required by law or authorized in writing by you. Your check stub identifies each deduction and should be kept as a permanent record.

5.2 Timekeeping Procedures

By law, BHL Company, LLC is obligated to keep accurate records of the time worked by employees. Each employee must fill out and sign the appropriate Daily Time Sheet / Time Card provided by the Company each day.

- Please note, daily sheets should be turned in every day, however if a daily time sheet / timecard is not turned in by the first Monday following the immediate work week, it **will not** be paid to the employee.

5.3 Performance and Reviews

BHL Company, LLC wants to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, BHL Company, LLC will endeavor to have an annual review process for providing formal performance feedback. Feedback includes a Performance Evaluation. The Company will endeavor to conduct the performance review during the month of the anniversary date of hire.

5.4 Opportunities for Advancement - Progression and Promotion

BHL Company, LLC would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, BHL Company, LLC reserves the right to look outside the company for potential employees as well.

6 GROUP HEALTH AND RELATED BENEFITS

6.1 Health Coverage

Employee health is important to us here at BHL. We don't discriminate against people with disabilities or health conditions, but we want to do everything possible to help employees stay healthy. Company will endeavor, at its sole discretion and subject to change, to provide health, dental & supplemental insurance to all eligible employees. Eligible employees are those that have met their 90 day Probationary Period. For more information about our insurance packages, see below or contact Human Resources.

VOLUNTARY QUIT / TERMINATION

If Company provides health insurance benefits, they will cease on the last day of the month in the event of voluntary quit / termination for any reason, and employee will be responsible for any amount due.

LIFE EVENTS / ENROLLMENT CHANGES

All enrollment changes outside of open enrollment must be made within 30 days from the date of the event.

- A copy of the marriage/domestic partnership/birth certificate or divorce/adoption judgment may be required for this kind of change.
- If a new dependent is not added within 30 days, the employee must wait until the next open enrollment period.
 - o Eligibility changes due to the birth of a baby are effective the date of birth.

Vendor	Group Number	Phone Number
United Healthcare	5400-009140	All Savers 1-877-355-6070
Delta Dental	-	All Savers 1-877-355-6070
Alfac	-	Mel Weiss 610-636-1953

According to the Consolidated Omnibus Budget Reconciliation Act (COBRA), you may choose to continue your group health benefits for a limited period after leaving our Company. This can happen after you experience a qualifying event, i.e. termination for reasons other than gross misconduct and reduction in your hours of employment. Covered spouses and children may also be able to extend their health coverage after certain qualifying events. Please ask Human Resources for guidance.

DENTAL

The Company offers a dental plan for eligible employees. Please refer to the dental Summary Plan Description for an explanation of the plan benefits and limitations.

6.2 Worker's Compensation

All employees are entitled to Workers' Compensation benefits paid by BHL Company, LLC and according to Pennsylvania law. This coverage is automatic and immediate and protects employees from work-related injury or illness. If an employee cannot work due to a work-related injury or illness, Workers' Compensation Insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work. See Human Resources for more information.

- Employees must report work injuries right away
- Employees will be brought back to work as soon as they are medically able
- Fraud is not tolerated

6.3 Unemployment Compensation

Unemployment compensation is designed to provide, in some, but not all, circumstances, a temporary income for those who are out of work. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with BHL Company, LLC and according to Pennsylvania law, The Division of Unemployment Insurance of each State's Department of Labor determines eligibility for Unemployment Compensation. BHL Company, LLC pays the entire cost of this insurance program.

7 TIME-OFF BENEFITS

7.1 Paid Time Off (PTO) Policy

BHL Company, LLC is committed to supporting their employees in as many ways as possible. Studies have shown that time off from the workplace is important to overall employee production and both mental and physical health. As such, we have created the following Paid Time Off (PTO) policy, which is effective on May 1, 2019 but is subject to modification, and even deletion, by Company in its sole discretion.

The purpose of Paid Time Off (PTO) is to provide you with the flexibility to use your time off to meet your personal needs, while recognizing your individual responsibility to manage your paid time off.

The amount of PTO earned will depend on your length of your service with the Company and it's up to you to allocate how you will use it - such as vacation, personal or family illness, doctor appointments, school, volunteerism, and/or other activities of your choice.

You are eligible to receive paid time off if you are a regular, full-time employee who has surpassed the 90 day probationary period.

PTO Accrual – The amount of paid time off that you can accrue each year is based on the full-time employee accrual schedule below, which resets annually on your Anniversary date. Paid time off cannot be accrued during a leave of absence or suspension.

PTO Accrual Schedule For All Full Time Employees

Years of Service	Hours Accumulated	Days Accumulated
After 90 day probation	30 hours	3 days
After 1 year	80 hours	8 days
After 5 years	100 hours	10 days
After 10 years	130 hours	13 days
After 15 years	150 hours	15 days
After 20 years	200 hours	20 days

- Managing Paid Time Off - It is your responsibility to manage your paid time off and plan for it in advance. This means that you should consider when you will take a vacation or take days off for personal business.
 - Company requires all PTO to be used first, for any time off.
 - No less than 10 hours of PTO may be used for any unscheduled absence.
 - No more than 10 hours of PTO, for any 24 hour period, may be used.

2. Notice & Scheduling – Requests for time off must be submitted on the appropriate form no less than two (2) weeks in advance of the requested time and are subject to approval by the Company. Because of customer commitments, it is advantageous for you to give as much notice as possible so that there is a greater likelihood of having your request honored. Where more than one employee requests a vacation period involving, in whole or in part, the same time period, unless operations or business considerations require otherwise, the Company will give reasonable consideration to the length of time which each of the employees involved has been employed by the Company, the time of the making of the requests and the Company's needs in that period.
3. Records - It is your responsibility to complete a time off/absence report for any paid time off that you use. We are required to track all absences for legal and compliance purposes. These forms will also be used to record your remaining amount of paid time off.
4. In the event of illness or emergency, speak to Management or Human Resources as soon as possible.
5. Employees who miss more than three consecutive unscheduled days will be required to present a doctor's release that permits them to return to work.
6. Use It or Lose It - Please try to use your PTO throughout the year and not accumulate your entire leave for the end. Not every employee can take accumulated time in December; the Company must continue to serve customers. Unused earned PTO may not be carried over from one anniversary employment year to the next, so please use it throughout the year or you will lose it.
7. Unpaid Leave – In some cases an employee may use up all their PTO and still need to be absent from work. In such cases, Company may consider granting that employee unpaid time off.
 - Up to 5 days of unpaid time off may be granted without penalty
 - 6 or more days of unpaid time off within the employee's anniversary year, employee will forfeit the right to receive any possible incentives, rewards, bonuses within that anniversary year, and/or any pay raise or increase the upcoming anniversary year.
 - 8 or more days of unpaid time off within the employee's anniversary year, employee will lose equivalent PTO (in 10 hour increments) for the next anniversary year.
 - Upon reaching 10 days of unpaid time off within the employee's anniversary year, the employee has reached the absolute limit of unpaid time off and will be terminated for any further time missed.
8. Any unused PTO upon termination/resignation will not be paid to the employee.

7.2 Holiday Policy

All BHL Company, LLC regular full-time employees, who have completed the orientation period, are eligible for holiday pay. In order to qualify for holiday pay, employees must work the scheduled workday immediately before and after the holiday. Only excused absences will be considered exceptions to this policy.

Holiday pay will be based on the employment status of the employee, i.e., full-time employees will be credited with 10 hours of holiday pay (@ shop rate, effective 04/01/21). The Company recognizes the following holidays as paid holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

7.3 Bereavement Leave

Our work bereavement policy outlines our provisions for employees who lose a loved one. If this happens, we want to support our employees and allow them time to mourn and cope.

1. Bereavement Leave for an Immediate Family Member

When a death occurs in an employee's immediate family, all regular full-time employees may take up to three (3) days off with pay to attend the funeral or make funeral arrangements. The Company may, in unusual circumstances, require verification of the need for the bereavement leave.

Immediate Family Defined for Bereavement Leave: Immediate family members are defined as an employee's spouse, parents, stepparents, sisters, brothers, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

2. Additional Bereavement Time Off

The Company understands the deep impact that death can have on an individual or a family, therefore additional non-paid time off may be granted. The employee may make arrangements with his or her manager for additional unpaid days off in the instance of the death of an immediate family member. Additional unpaid time off may also be granted depending on circumstances such as distance, the individual's responsibility for the funeral arrangements, and the employee's responsibility for taking care of the estate of the deceased.

It is the company's intention to support employees during their time of grief and bereavement.

7.4 Jury Duty

BHL Company, LLC is committed to supporting the communities in which BHL Company, LLC operates, including supporting BHL Company, LLC employees in fulfilling their responsibilities to serve as jurors whenever it is possible. You will be permitted unpaid absence from work to serve on a jury. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct Supervisor and Human Resources as soon as possible, and at least two (2) weeks before scheduled jury duty, so that arrangements to accommodate your absence may be made. You are expected to keep your Manager informed of your jury duty schedule.

7.5 Appearance as a Witness

An employee called to appear as a witness will be permitted time off to appear, but without pay. Employees will be permitted to use vacation time when appearing as witnesses.

8 EXPENSES

8.1 Introduction

The following is a comprehensive guide to the BHL Company, LLC expense policy and procedures for the reporting and reimbursement of expenses. Any Company manager who approves expense reports should be familiar with this policy—authorizing an expense report indicates to the Company that the expenses reported are legitimate, reasonable, and complies with this policy.

8.2 Company Supplies, Other Expenditures

Only authorized individuals may purchase supplies in the name of BHL Company, LLC. No employee whose regular duties do not include purchasing may incur any expense on behalf of the Company. Without proper authorization or approval, BHL Company, LLC is not obligated for any purchase.

9 EMPLOYEE COMMUNICATIONS

9.1 Open Communication

BHL Company, LLC seeks to foster and maintain a productive and healthy working environment. This can only be accomplished through the cooperation of our employees. Employees should treat each other with mutual respect. Our policy and Company philosophy is simply to treat others in a manner you would want to be treated. Misunderstandings or conflicts can arise in any organization.

If you have a question or a complaint or are bothered by a job-related situation, you should first speak with your immediate Supervisor or Manager. This is usually the best way to seek resolution of problems and is a matter of professional courtesy. Should your concern not be satisfactorily addressed or be one that you would rather not discuss with your immediate Supervisor, you should contact Human Resources immediately. They will advise and counsel you on a wide range of issues, as well as clarify and answer questions regarding Human Resources policies, and are responsible for investigating all grievances brought to the Company's attention. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

9.2 Suggestions

BHL Company, LLC encourages all employees to bring forward their suggestions and good ideas about making BHL Company, LLC a better place to work and enhancing service to BHL Company, LLC's customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued.

9.3 Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at BHL Company, LLC.

Be better today than you were yesterday!

10 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the BHL Company, LLC Employment Handbook & Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding BHL Company, LLC's company policies I should direct them to my manager or the Human Resources Department.

I know that BHL Company, LLC company policies and other related documents do not form a contract of employment and are not a guarantee by BHL Company, LLC of the conditions and benefits that are described within them. Nevertheless, the provisions of such BHL Company, LLC's company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that BHL Company, LLC, at any time, may, with or without notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

