

MaintenanceBest.com

MaintenanceBest.com

Employee Handbook

Part One: Applicable to All Employees, Including

Probationary Period Employees

March 2018

Welcome!

Welcome to MaintenanceBest.com (The Company). We are a personnel employment service company that uses technology to selective match companies and highly skilled candidates. Our mission is to match specially chosen candidates with selective companies, therefore better meeting the needs of our candidates and the companies.

We are different than ordinary staffing companies because we provide online training to enhance the skills of our candidates. The Company believes that better, more skilled candidates will provide a better solution to companies and therefore enhance the opportunity for repeat, future selective placement. Also, by enhancing the skills of our candidates and their opportunity for success, we're able to place candidates that command a higher wage.

The Company's management team has experience with online training and course development. All of the things our candidates need to succeed. We have courses in Safety, OSHA compliance, Risk Management, preventive maintenance and Leadership. The Leadership courses include courses for Leads, Supervisors and Managers and cover leadership, management, safety, Risk Management, operations, finances, time-management and Human Resource issues.

While all employees have the right to work in a safe, non-hostile work environment, certain benefits outlined here apply to regular, full time employees. The work requirements and benefits of temporary employees will be dictated by the client.

The Company uses JobDiva, the leading global Applicant Tracking System and front-to-back Talent Management solution. The JobDiva software allows us to provide complete Applicant Tracking from the initial inquiry until the qualified candidate is fully employed by a client company.

So welcome to MaintenanceBest.com. We really are happy to have you onboard.

Jack Evans
CEO & Managing Partner
MaintenanceBest.com LLC

Employee Handbook Acknowledgement Form

This Employee Handbook is provided as a guide and is not to be considered a contract. My employment with MaintenanceBest.com is on an at-will basis, which means that the employment relationship may be terminated at any time by either the employee or MaintenanceBest.com with or without cause and with or without notice.

Information presented on benefits programs are a brief summary only. More information on these plans can be found in the plan documents themselves and related informational material. If any discrepancies occur between information in this handbook and the actual plan documents, the plan documents will control.

The policies in this handbook are subject to change without notice. Changes in procedure will supersede or eliminate those found in this handbook. Employees will be notified of changes through normal communication channels. Current copies of the polices may be found on the MaintenanceBest.com company Intranet.

The provisions in this handbook may be modified to meet specific situations as determined by MaintenanceBest.com in its sole discretion.

Employee's Printed Name _____

Employee's Signature _____

Date _____

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PB Form 1-02

E-Mail and Internet Policy Acknowledgement Form

I acknowledge that I have received a copy of the MaintenanceBest.com's E-Mail and Internet Policy. I agree to read it thoroughly, and agree that if there is any provision in the policy I do not understand, I will seek clarification from the Human Resources Department.

I understand that my use of MaintenanceBest.com's E-mail system constitutes my consent to all the terms and conditions of that policy. In particular, I understand that (1) the E-mail system and all information transmitted by, received from, or stored in that system are the property of MaintenanceBest.com, (2) the system is to be used only for business purposes and not for personal purposes, and (3) I have no expectation of privacy in connection with the use of the E-mail system or with the use of the Internet via MaintenanceBest.com-provided computer, hardware, or Internet connections, or with the transmission, receipt, or storage of information on those devices or in those systems.

I agree not to use a code, access a file, or retrieve stored communications unless authorized. I acknowledge and consent to MaintenanceBest.com's monitoring of my use of its E-mail system and MaintenanceBest.com-provided Internet, computers, and hardware at any time at its discretion, including printing and reading all E-mails entering, leaving, or stored in the system.

Employee's Printed Name _____

Employee's Signature _____

Date _____

Drug and Alcohol Testing Agreement Form

Due to the nature of the job, MaintenanceBest.com adheres to a strict no drug/alcohol policy. An employee who comes to work under the influence of drugs (illegal or controlled substances) or alcohol risks the safety, health, efficiency, and work performance of himself and other persons.

In accordance with MaintenanceBest.com’s Policy Bulletins, the Company reserves the right to send any employee whom the supervisor or manager suspects has violated Company’s Alcohol/Drugs/Smoking Policy to drug/alcohol testing. An employee who does not consent to and cooperate fully with any search and/or medical testing procedure is subject to discipline up to and including immediate termination.

By my signature below, I certify that I have read MaintenanceBest.com’s Alcohol/Drugs/Smoking Policy and agree to abide fully by its terms. I understand that any violation of the policy may result in disciplinary action, up to and including immediate termination. I further agree to cooperate with any request by the Company that I submit to drug and/or alcohol testing or that the Company search my person or other Company property. I understand that if I do not cooperate with the Company’s request, or refuse to get tested, I will be subject to disciplinary action, up to and including immediate termination. I understand any disciplinary action will be applied in compliance with relevant state and federal law.

Employee’s Printed Name _____

Employee’s Signature _____

Date _____

RIGHT TO REVISE

This employee handbook contains the employment policies and practices of MaintenanceBest.com in effect at the time of publication. MaintenanceBest.com reserves the right to revise, modify, delete or add to any and all policies, procedures, work rules or benefits stated in this handbook or in any other document, except for the policy of at-will employment.

The policies and procedures in this handbook are not intended to be contractual commitments by MaintenanceBest.com and employees shall not construe them as such. No oral statements or representations can in any way alter the provisions of this handbook.

Nothing in this employee handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

MaintenanceBest.com has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness and disability, and to help you plan for retirement. The Employee Handbook contains a very general description of the benefits to which you may be entitled as an employee of MaintenanceBest.com. Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from the Human Resources Department. To the extent that any of the information contained in this Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

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

Personal Data Changes

Employees are requested to promptly report to Human Resources changes in the following personal data items as listed below.

- Name
- Home address
- Personal telephone number
- Marital status
- Number of dependents
- Person to notify in case of emergency
- Beneficiary designations.

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References

MaintenanceBest.com will respond to reference requests through the Human Resources Department only. MaintenanceBest.com will provide general information concerning the employee such as date of hire, date of separation from the company and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Human Resources Department.

Only the Human Resources Department is authorized to provide references.

EMPLOYEE DUTIES & CATEGORIES

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment, including based on client needs. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or MaintenanceBest.com. Your cooperation and assistance in performing such additional work is expected.

MaintenanceBest.com reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities as needed to meet the needs of MaintenanceBest.com and its clients.

EMPLOYEE CATEGORIES

Employees are classified as either exempt, in which case they are excluded from overtime pay, or non-exempt, in which they are entitled to overtime pay as directed by the federal and local laws.

Probation Period

All employees must go through a one-hundred twenty (120) day probationary period effective on their first day of employment. The Company reserves the right to extend the duration of the probationary period when such extension is determined appropriate in MaintenanceBest.com's sole and absolute discretion. During this time, employment may be terminated with or without cause and without advance notice. Employees are considered Temporary until this probation period is completed. Completion of the probationary period does not entitle employees to remain employed by the Company for any definite period of time. Either the employee or the Company can terminate the employment relationship at any time during or after the probationary period, with or without cause and without any advance notice. After completion of the probationary period, eligible employees will be eligible to receive the benefits described in this handbook.

Employee Classifications

- **Exempt:** Employees not entitled to overtime pay
- **Non-exempt:** Employees who are entitled to overtime pay

In addition, an employee will belong to one of the following categories:

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- **Probationary:** as defined above
- **Regular Full Time:** Employees who are regularly scheduled to work a forty (40) hour work week. Full time employees who complete their probationary period are eligible for company benefits.
- **Regular Part Time:** Employees who are regularly scheduled to work less than forty hours in a work week. These employees are not eligible for certain company benefits.
- **Temporary:** Employees hired to work for a limited time and are not eligible for company benefits.
- **Independent Contractor:** Professional individuals with an expertise who are retained for a limited time and are not eligible for company benefits.
- **Inactive Status:** Employees who are on any type of leave of absence, work-related or non-work-related, that exceeds four months. During the time the employee is on inactive status, benefits such as vacation and sick leave will not be earned and seniority will not continue to accrue.

Employment at Will

Every MaintenanceBest.com employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in MaintenanceBest.com's employ. The Company may terminate an employee's employment, and an employee may terminate his/her employment at will, with or without cause, and with or without notice, at any time for any reason. No supervisor or other representative of the Company (except the CEO has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. Only the CEO can alter the employment relationship, but only if done so expressly in writing, signed by both the CEO and the employee.

Anniversary Date

An employee's anniversary date is used to define certain benefit eligibility. It's defined as:

- One (1) year from the date of hire for regular full-time employees, or
- One (1) year from the date a part time employee started working full time.

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If a full-time employee reverts to regular part time employment for 30 days or more, then the anniversary date will be adjusted so that only the days of full time employment are counted for benefit eligibility purposes.

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EQUAL EMPLOYMENT OPPORTUNITY

It is MaintenanceBest.com's policy to provide equal employment and advancement opportunities to all individuals. The Company's employment decisions are based on an individual's ability, qualifications and merits. The Company provides equal employment opportunity without regard to religion, age, race, creed, color, sex, disability, national origin, veteran's status or sexual orientation.

MaintenanceBest.com gives equal opportunity to all qualified individuals and does not engage in discrimination of any kind. Anyone found to be unlawfully discriminating can be terminated.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay and other forms of compensation or overtime.

Criminal Background Checks

As a condition of employment, all new hires must submit authorization to allow MaintenanceBest.com representatives to review their criminal history. An applicant or newly hired employee may be denied employment or terminated if his/her criminal history is deemed unacceptable for the position for which he/she were hired. A criminal history authorization and review is also required at the time of promotion.

Medical Examination: Drug Screening

Medical exams may be required to ensure an employee is capable of performing the duties for which they may be assigned. The employment offer will be contingent on the medical exam and drug screen that will be given. This information is confidential and will not be released to anyone who does not need to know.

Should an applicant decline to consent to a drug screening, that person will no longer be considered for employment. If an applicant tests positive for any illegal substance, they will no longer be considered for employment. In addition, if an applicant delays, avoids, alters or falsifies the test, no further consideration will be given for employment.

This policy will be applied in compliance with relevant state and federal law.

PERSONNEL RECORDS

MAINTENANCEBEST.COM recognizes our employees' rights to privacy. In achieving this goal, the company adopts these basic principles:

1. The collection of employee information will be limited to that which the company needs for business and legal purposes, including staffing of client projects; those items may include:
 - Copy of Employment Application
 - Resume or equivalent (e.g., LinkedIn profile)
 - W-4
 - Copy of the Employee Performance Review
 - Payroll record
 - Any personnel information that is sent to Corporate Office
 - Employment/education verification
 - Prescreening and interview notes
 - Employment offer letter
 - Vacation accrual/taken form
 - Weekly time sheets
 - Request for non-medical leave of absence
 - Hazardous substance notification and or reports
 - Employee written warning notice
 - Report of coaching/counseling session(s)
 - Notes of client feedback on employee performance

In accordance with HIPAA, MAINTENANCEBEST will not keep any medical information in personnel records.

All I-9's are to be kept in a file together for easy access if need be.

1. The confidentiality of all personal information in our records will be protected.
2. All in-house employees involved in record keeping will be required to adhere to these policies and practices. Violations of this policy will result in disciplinary action.
3. Internal access to employee records will be limited to those employees or outside consultants, such as company legal counsel, having an authorized,

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business-related, need-to-know basis. Access may also be given to third parties, including government agencies, pursuant to court order or valid subpoena.

4. The company will refuse to release personal information to outside sources without the employee's written approval, unless legally required to do so.
5. Current employees are permitted to see the personal information maintained about them in the company records. They may correct inaccurate factual information or submit written comments in disagreement with any material contained in their company records. Former employees shall not be permitted to access any company records, including personnel files, absent a court order or valid subpoena.

SEXUAL DISCRIMINATION AND HARASSMENT

MAINTENANCEBEST.COM prohibits unlawful sexual discrimination and harassment and is committed to providing a work environment that is free of discrimination and unlawful harassment.

Definitions:

Sexual Discrimination

Unwelcome sexual advances, requests for sexual favors and other unwelcome verbal or physical conduct of a sexual nature, constitutes sexual harassment:

- a. when submission to the above conduct is made as a condition of employment
- b. when rejection of or a submission to the above conduct is used as the basis of employment
- c. when the aforementioned conduct interferes with an individual's work performance

Sexual Harassment

Either subtle or overt, it is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship.

Reporting

An individual who believes he/she has been subjected to sexual or unlawful harassment should promptly report the matter to his or her supervisor. Should the supervisor be unavailable, the employee is urged to call the Human Resources Department at the Corporate Office or any other member of management. Management is to make every effort to ensure confidentiality.

Retaliation

Employees are to feel they can make reports or raise concerns without fear of reprisal. Retaliation in any form by any person who files a sexual harassment complaint or testifies, assists, or participates in any manner in an investigation or other proceeding related to such a complaint is protected by law against retaliation. In addition, those who oppose conduct reasonably believed to constitute sexual harassment to one's self or to others, even if the individual has not filed a sexual harassment complaint and is not

involved in the investigation of such a complaint, are also protected by law against retaliation.

Anyone involved in any sexual or other unlawful harassment will be subject to disciplinary action up to and including termination.

SAFE WORK ENVIRONMENT

MAINTENANCEBEST.COM strives to maintain a safe work environment for its employees, visitors and employees. In order to deal with any type of threat or harassment, the following guidelines have been adopted.

All visitors are required to sign in and wear a visitor's badge. Furthermore, all visitors must be escorted for safety and security purposes.

All employees are to be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may result in injury to themselves or others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of any MAINTENANCEBEST.COM location without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

REPORTING

Employees are to report all threats of (or actual) violence, both direct and indirect, to their immediate supervisor, General Manager and/or the Human Resources Department, as soon as possible. If you feel uneasy about talking to someone in management at your location, contact someone in Corporate to discuss this matter. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

INVESTIGATION

MAINTENANCEBEST.COM will promptly and thoroughly investigate all reported threats (whether they are perceived or real) of violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, MAINTENANCEBEST.COM may suspend employees, either with or without pay, pending investigation.

VIOLATIONS

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

SECURITY

MAINTENANCEBEST.COM reserves the right to monitor telephone calls and e-mails. All storage devices such as lockers, desks, etc. provided to the employee remain the property of the Company and as such can be inspected at any time.

OVERTIME PAY

Hourly non-exempt employees are entitled to overtime pay according to federal and state laws. Where an employee is subject to both the state and Federal overtime laws, the employee is entitled to overtime according to the higher standard (i.e., the standard that will provide the higher rate of pay).

From time to time it may become necessary for a supervisor to require an employee or employees to work overtime hours in a week, in order to complete work by a deadline, to compensate for a temporary reduction in staff, or for other operational reasons. Overtime work must be authorized by a departmental supervisor, and employees should be provided with reasonable advance notice by their supervisors of the need for such overtime work. Overtime should be assigned and distributed among all eligible employees. When possible, employees will have an opportunity to volunteer.

Determining Hours for Premium Overtime Pay

Employees Working in states governed by Federal Overtime Law (i.e., Federal overtime rate is higher)

- a. Vacation leave, sick leave, holidays or any other time off from work do not count towards overtime calculation.
- b. Hours worked in excess of forty (40) hours in a workweek are paid at one and one-half times the base rate.

Maximum Hours of Work

- c. For safety purposes, managers should not work full time employees more than five (5) consecutive days without a day off.
- d. Employees should not be scheduled to work more than twelve (12) hours in any twenty-four hour period.

Whistleblower Policy

MaintenanceBest.com is committed to providing accurate and reliable information in its financial records. No false, misleading or artificial entries shall be made in the Company's books and records, including timekeeping records, for any reason, and all accounting, internal accounting controls or auditing matters shall be conducted in accordance with all applicable laws. Any questions or concerns regarding accounting, internal accounting controls or auditing matters should be directed to Human Resources. Alternatively, colleagues can report their concerns anonymously in writing to Human Resources.

In keeping with its "Open Door Policy," MaintenanceBest.com encourages staff to notify one or more of the following individuals if he/she feels the Company is doing something improper pertaining to financial matters, allowing management to take prompt and appropriate action. The staff member should notify: his Supervisor, Human Resources and/or the CEO.

MaintenanceBest.com prohibits any form of retaliation against staff who, for lawful purposes, report any conduct or activity that may violate the Company's policies, any applicable law or regulation or any other suspected improper, unethical or illegal conduct or activity by anyone at the Company. MaintenanceBest.com also prohibits any form of retaliation against staff who provide information, cause information to be provided or assist in an investigation conducted by MaintenanceBest.com or any governmental body, regarding a possible violation of any law or regulation relating to fraud or any labor law, or who file, cause to be filed or assist, participate or give testimony in any proceeding relating to an alleged violation of any such law, rule or regulation. To the extent permitted by law, any suspected violation by the Organization of any law, rule or regulation, should first be reported internally within the Company to the employee's Supervisor, Human Resources and/or the CEO before being reported by an employee to any outside source, including any governmental entity, regulatory body or the press.

If a staff member believes that he/she has been retaliated against (including threatened or harassed) in violation of this policy, the staff member should immediately report it to the following individuals in the order listed (start with the first individual listed, continuing down the list if that individual is unavailable or if you feel uncomfortable speaking with that individual): the employee's Supervisor, Human Resources or the CEO. Once a staff member reports retaliation prohibited by this policy, the Company will promptly investigate the matter. The investigation will be handled as discreetly as reasonably possible, allowing for a fair investigation and any necessary corrective action. Appropriate corrective action will be taken whenever a violation of this policy is determined to have occurred. Depending on the nature of the violation, the offending individual can be subject to disciplinary action up to and including discharge. In addition, anyone who interferes with an investigation, or provides information in an

investigation that the individual knows to be untrue or inaccurate, will be subject to disciplinary action up to and including discharge of employment. Retaliation against individuals who in good faith file a complaint or participate in an investigation is strictly prohibited.

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Use of Social Media

MaintenanceBest.com respects the right of any employee to maintain a blog or web page, or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect MaintenanceBest.com's interests and ensure the work of the Company is not interfered with, employees must adhere to the following rules:

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed outside the workplace also cannot be disclosed in a blog, web page or social networking site.

Whether an employee is posting something on his/her own blog, web page, social network sites, Twitter or similar site, or on someone else's, if the employee mentions MaintenanceBest.com and also expresses either a political opinion or an opinion regarding MaintenanceBest.com's actions or that of its clients that could pose an actual or potential conflict of interest with MaintenanceBest.com, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the MaintenanceBest.com's position. This is necessary to preserve the Company's good will in the community.

Any conduct that is impermissible under the laws if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is prohibited. MaintenanceBest.com policies, including but not limited to policies concerning confidential information and harassment, apply equally to social media usage.

MaintenanceBest.com encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in disciplinary action, up to and including discharge.

