



# **QUALITY PRE-OWNED APPLIANCES**

## **Employee Handbook**

**November 2019**

## COMPANY PHILOSOPHY

### OPEN-DOOR POLICY

In keeping with Quality Pre-Owned Appliances' philosophy of open communication, employees are encouraged to speak freely with management about their job-related concerns.

We urge you to go directly to your manager to discuss job-related ideas, recommendations, concerns, and other issues that are important to you. If, after talking with your manager, you feel the need for additional discussion, you are encouraged to speak with Quality Pre-Owned Appliances' owner.

### EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Quality Pre-Owned Appliances to provide equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law.

Employees are directed to bring any violation of this policy to the immediate attention of their manager or Quality Pre-Owned Appliances' owner. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary action, up to and including discharge.

### HARASSMENT POLICY

Quality Pre-Owned Appliances will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, or veteran status. Any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge.

Sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual advances or propositions;
- Written or oral abuse of a sexual nature or the use of sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;

- Making sexual jokes, or continually using sexual language;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures.

Employees must bring any violation of this policy to the immediate attention of their manager. Quality Pre-Owned Appliances will thoroughly investigate all claims of unlawful sexual harassment with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including discharge. Quality Pre-Owned Appliances further prohibits retaliation of any kind against any person who reports unlawful harassment. Managers and supervisors are further warned that, to the extent they engage in unlawful harassment that results in monetary expense to Quality Pre-Owned Appliances, including attorney fees and expenses, Quality Pre-Owned Appliances reserves the right to hold such manager or supervisor personally responsible and to seek reimbursement for the expenses incurred by Quality Pre-Owned Appliances.

## WORKING AND COMPENSATION

### EMPLOYMENT ON AN AT-WILL BASIS

All employees of Quality Pre-Owned Appliances, regardless of their classification or position, are employed on an at-will basis. This means that each person's employment is subject to termination at the will of the employee or by Quality Pre-Owned Appliances at any time, with or without cause and with or without notice. No officer, agent, representative, or employee of Quality Pre-Owned Appliances has any authority to enter into any agreement with any employee or applicant for employment other than on an at-will basis. Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment, or any other document of Quality Pre-Owned Appliances shall in any way create an express or implied contract of employment or an employment relationship other than an at-will basis.

### ATTENDANCE AND REPORTING TO WORK

Each employee is important to the overall success of Quality Pre-Owned Appliances. When you are not here, someone else must do your job. Consequently, you are expected to report to work on time at the scheduled start of the workday. Reporting to work on time means that you are ready to start work, not just arriving at work, at your scheduled starting time. Quality Pre-Owned Appliances depends on its employees to be at work at the times scheduled. Excessive absenteeism and/or tardiness will lead to

disciplinary action, up to and including termination. The determination of excessive absenteeism will be made at the discretion of Quality Pre-Owned Appliances. Absence from work for three consecutive days without properly notifying your manager will be considered a voluntary resignation. After two days' absence, you may be required to provide documentation from your physician to support an injury- or illness-related absence, and to ensure that you may safely return to work.

If you expect to be absent, you should notify your manager of your upcoming absence as far in advance as possible. If you unexpectedly need to be absent from or late to work, you must notify your manager prior to the start of your scheduled workday that you will be late or absent and provide the reason for that absence or tardiness. If your manager is not available, you should contact Quality Pre-Owned Appliances' owner prior to the start of your scheduled workday. Leave your number so that your manager can return your call. Failing to properly notify your manager or the owner will be treated as an unexcused absence for disciplinary purposes. Your attendance record is a part of your overall performance rating. Your attendance may be included during your review and may be considered for other disciplinary action up to and including termination. Similarly, if you need to leave work early for any reason, you must first obtain the permission of the Manager. Failure to notify your manager of any anticipated or unanticipated absence, the need to leave work early, or delay in reporting to work may be grounds for disciplinary action, up to and including termination.

Where possible, medical and dental appointments should be scheduled around your assigned work hours; otherwise, they will be considered absences. If you are unable to schedule an appointment before or after your shift, you are required to talk to your manager to make special arrangements.

## WORKDAY HOURS AND SCHEDULING

Quality Pre-Owned Appliances' regular business hours are Monday through Friday, 8:00 a.m. to 6:00 p.m., and Saturday, 9 a.m. to 4:00 p.m. These start and end times are only guidelines, however, and employees are required to be present for work during the workday established for them by their manager.

In case of unusual conditions, that may force a schedule change at the last minute, such as severe weather that makes travel hazardous, you should contact your manager or call the owner directly.

Quality Pre-Owned Appliances does not generally schedule rest periods or breaks, other than meal breaks, during the workday. An exception shall be made for nursing mothers who shall be given reasonable unpaid break time each day for the purpose of expressing breastmilk.

## RECORDING HOURS WORKED

All employees are required to keep a time card. Quality Pre-Owned Appliances will provide you with a time card and electronic time clock for clocking in and out during shifts and breaks. Employees must record all hours worked and are strictly prohibited from working “off-the-clock”. Only you are authorized to record your own time. Falsification of time cards is grounds for immediate termination.

Completed time cards are due at the end of the last day you work in each pay period. Prior to submitting your time card, you must total your time for each day and your total hours for the week. Be sure to deduct time spent on breaks and lunch. Time cards with total hours must be submitted by text to the Accounting Manager (Sarah Bryant), at 865-742-3534.

## COMPENSATION

Compensation shall be at least minimum wage and is determined at the sole discretion of Quality Pre-Owned Appliances. Pay is commensurate with experience, ability, work ethic, and character. For applicable employees, commission shall be paid based on gross sales collected each week.

## PAY PERIOD AND PAYDAY

Quality Pre-Owned Appliances issues paychecks weekly on Thursdays via US mail. One-week pay periods begin on Sunday and end on Saturday.

## WORKWEEK & OVERTIME

No employee is permitted to work over 40 hours per week without the express permission of Quality Pre-Owned Appliances' owner. Employees will receive overtime pay at a rate of one-and-one-half times their regular hourly rate for all hours worked in excess of 40 in a workweek. Employees will be granted one morning and one afternoon 15-minute break.

## HOLIDAYS

Quality Pre-Owned Appliances currently observes the following unpaid holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day

- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

## PARKING

All parking spaces directly in front of the building are for customers and delivery trucks **only**. Employees are to park across the street. There is parking available on Grand Avenue near the building. Cars parked in any privately-owned parking lot WILL be towed.

## EMPLOYMENT CLASSIFICATIONS

For payroll purposes, employees will be classified as follows:

Sales - The Sales coordinator is paid solely by commission.

Technical – All other employees are considered “technical” employees and are paid on an hourly basis.

Probationary – A new employee is considered to be employed on a probationary basis for a period of 90 days following the hire date. Reviews of a probationary employee will occur at 30-day intervals, and satisfactory reviews will allow another 30-day period to work and learn.

## UPDATING YOUR PERSONNEL RECORDS

It is your responsibility to provide current information regarding your address, telephone number, change in dependents, marital status, etc. Please use the personnel records form to note any change in your address, phone number, emergency contact information, etc. Changes in exemptions for tax purposes will only be made upon the receipt of a completed W-4 form.

## PERSONNEL FILES

Employee personnel files are the property of Quality Pre-Owned Appliances and do not belong to the employee. However, upon request, Quality Pre-Owned Appliances may provide employees with copies of documents from the employee's personnel file but shall not be obligated to provide any such documents or allow access to a personnel file. Requests for this information may be submitted to Mary Gooden at [admin@knoxqpa.com](mailto:admin@knoxqpa.com).

# STANDARDS AND EXPECTATIONS FOR THE WORKPLACE

## SAFETY

Quality Pre-Owned Appliances believes in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must also be safety-conscious. We have established the following policies and procedures that allow us to provide safe and healthy working conditions. We expect each employee to follow these policies and procedures, to act safely, and to report unsafe conditions to his or her manager in a timely manner.

### Reporting Unsafe Conditions or Practices

Employees are expected to be watchful for unsafe working conditions or practices. Employees should immediately clean up any spills or, if it is impractical to do so, should promptly notify their manager or the owner that a spill has occurred and needs to be cleaned up. If you observe an unsafe condition, you should warn others and report that condition to your manager immediately.

If you observe a coworker using an unsafe practice, you are expected to mention this to the coworker and to your manager. Likewise, if a coworker brings to your attention an unsafe practice you may be using, please thank the coworker and make any necessary adjustments to what you are doing. Safety at work is a team effort.

### Maintaining a Safe Worksite

We expect employees to establish and maintain a safe worksite. This includes but is not limited to the following applications:

- Properly lifting and lowering heavy objects;
- Keeping walkways clear of debris;
- Following established safety rules.

### Reporting an Injury

Employees are required to report any injury or accident immediately to their manager. Serious injuries must be reported on the injury or accident report form available from the Accounting Manager. Employees should be aware of the location of the Company's first aid kit and fire extinguishers.

### Property & Workplace Searches

Quality Pre-Owned Appliances reserves the right to conduct workplace searches when necessary. Employees should not have any expectation of privacy with respect to any aspect of the Company premises including, but not limited to, any storage area that may

be provided for the use of the employee. Additionally, employees should not have any expectation of privacy with respect to any property brought onto or received at Quality Pre-Owned Appliances' premises.

Examples of situations where searches might be conducted include, but are not limited to, situations in which management reasonably believes that a search may be necessary or helpful in preventing or identifying incidents of theft, or to prevent employees from bringing prohibited items (such as weapons or illegal drugs) to work.

Any personal items brought onto the property by an employee may be subject to search by management, security or law enforcement. Although certain situations may arise in which searches of employee property may not be made without the employee's consent, failure to provide such consent may be considered cause for disciplinary action up to and including discharge.

Employees should not have any expectation of privacy where Quality Pre-Owned Appliances or customer property is concerned. Any property not owned by the employee may be searched at any time with or without the employee's consent. Employees may be held accountable for any illegal or prohibited items found in areas designated to them or areas that are considered to be within their primary control.

Any employee who is convicted of violating criminal statutes must notify the owner of Quality Pre-Owned Appliances of that conviction within five days of the conviction. Failure to do so may lead to disciplinary action, including termination.

## CARE OF EQUIPMENT AND SUPPLIES

All employees are expected to take care of all equipment and supplies provided for their use. Employees are responsible for maintaining such equipment in proper working condition, and for promptly reporting any unsafe or improper functioning of this material to your manager.

Neglect, abuse, theft, and/or destruction of Quality Pre-Owned Appliances' property, equipment or materials is grounds for disciplinary action, up to and including termination.

## SMOKING AND TOBACCO USE AT THE WORKPLACE

Quality Pre-Owned Appliances' policy is to provide a smoke-free environment for our employees, customers, and the general public. Smoking or tobacco use of any kind, including chewing tobacco and e-cigarettes, is prohibited inside our store, and in company-owned vehicles. Employees may smoke or use tobacco products during lunch breaks, as long as they do so in approved areas. Spitting or discarding tobacco products upon the sidewalk, pavement, ground, or office trash container is prohibited. A suitable receptacle must be utilized in a discreet manner by anyone chewing or dipping, and the receptacle must be disposed of in an appropriate trash-collecting container. At no time will these receptacles ("spit cups") be carried indoors or in company-owned vehicles.

## VIOLENCE AND WEAPONS

Violence or threats of violence have no place in our business and will not be tolerated. Employees are strictly prohibited from bringing any weapons, including knives, pistols, rifles, stun guns, Mace, etc., to work. Furthermore, if you have a problem that is creating stress or otherwise making you agitated at work, you are encouraged to discuss it with your manager.

Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to disciplinary action, up to and including termination. Quality Pre-Owned Appliances further reserves the right to remove any employee from the worksite who poses a safety threat.

## DRUG-FREE WORKPLACE

Quality Pre-Owned Appliances does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on Quality Pre-Owned Appliances' premises or worksites, or while operating Quality Pre-Owned Appliances' equipment or vehicles. The use of illegal drugs as well as the illegal use of legal drugs is a threat to us all because it affects safety, customer service, productivity, and our ability to survive and prosper as a business. If you need to take a prescription drug that affects your ability to perform your job duties, you are required to notify your manager. Violation of this policy will result in disciplinary action, up to and including termination.

Consistent with state and federal law, Quality Pre-Owned Appliances may require employees to submit to drug tests at any time during their employment. A positive result on any such drug test is grounds for immediate termination.

Your receipt of this policy statement and signature on the handbook acknowledgment form signifies your knowledge of and agreement to this policy.

## APPEARANCE AND DRESS

The Company's objective, in establishing a dress code is to enable employees to project a professional, business-like image while experiencing the comfort of more casual and relaxed clothing. Casual dress is the standard for this dress code.

Because all casual clothing is not suitable for wearing to work, these guidelines will help you determine what is appropriate to wear to work. The following guidelines are meant to provide guidance to you and are not all inclusive. Please use your best judgment when selecting appropriate dress for our work environment.

## MEN

Slacks — Cotton, corduroy, khaki slacks, and denim jeans are acceptable. Inappropriate items include anything with excessive wear or stains, holes, tears, gym shorts, or warm-ups. Shorts may be worn in the summer months.

Shirts — Casual shirts with collars, golf shirts, sweaters, and plain t-shirts are acceptable. Shirts with excessive wear or stains, holes, tears, profanity, offensive language, or suggestive pictures are inappropriate and are prohibited.

Footwear — Loafers, boots, and athletic shoes are acceptable. Open-toed shoes and sandals are prohibited.

## WOMEN

Slacks — Cotton, corduroy, khaki slacks, denim, and cropped pants are acceptable. Inappropriate items include skorts, sweatpants, warm-ups, leggings and spandex or other form-fitting pants, and pants with excessive wear or stains, holes or tears. Shorts may be worn in summer months.

Shirts — Casual blouses, golf shirts, tunics, sweaters, and t-shirts are acceptable. Tank tops, halter tops, midriff tops, see-through tops, and shirts with excessive wear or stains, holes, tears, profanity, offensive language or suggestive pictures are inappropriate and are prohibited.

Footwear — Loafers, boots, flats, and athletic shoes are acceptable. Open toed shoes are prohibited.

## APPEARANCE EXPECTATIONS FOR BOTH MEN AND WOMEN

As an employee of Quality Pre-Owned Appliances, you represent not only yourself, but the business as well. The following sections provide further detail of items which affect your appearance and the image you project for the company.

Body Piercing: The displays of body piercings, other than earrings, are not allowed. This includes, but is not limited to: tongues, lips, noses, eyebrows, or any portion of the body that could momentarily be viewed by the public. The overall diameter of an earring cannot exceed 1/2 inch.

Jewelry: For their safety, repair technicians may only wear small jewelry, including watches, necklaces, rings, and/or bracelets. Any necklace worn by a repair technician must be tucked inside clothing to avoid being a safety hazard.

Tattoos/Brands: Tattoos or brands anywhere on the head, face, wrists, hands, the neck above the shirt line, inside eyelids, mouth, or ears are **prohibited**. Tattoos on hands are prohibited; however, one ring tattoo on each hand is allowed, but must not extend

beyond where a ring naturally would rest on one's finger (between the lowest knuckle and hand). Visible tattoos or brands that are obscene and/or advocate sexual, racial, ethnic, or religious discrimination are prohibited. Employees who violate this prohibition will be subject to disciplinary action, up to and including termination. Quality Pre-Owned Appliances is the sole judge of what constitutes indecent, offensive, or discriminatory tattoos/brands. Current employees who have existing tattoos or brands visible will be exempt from this policy for existing tattoos as long as they meet the other requirements. However, future applicants may be denied employment for visible tattoos or brands on the head, neck, or face, including tattoos that are considered inappropriate or offensive that are visible anywhere on the body. Before an employee decides to obtain a new tattoo and questions whether or not it **may violate** Company regulations, he/she may discuss the tattoo with a member of management.

## CONFLICTS OF INTEREST

Employees must avoid external business, financial, or employment interests that conflict with Quality Pre-Owned Appliances' business interests or with their ability to perform their job duties.

The employee agrees that during employment and for a period of twelve (12) months after termination of employment, the employee will not give advice or lend credit, money or the employee's reputation to any natural person or business entity engaged in a competing business in any geographic area in which Quality Pre-Owned Appliances conducts its business, and the employee will not, directly or indirectly, as employee, owner, sole proprietor, partner, member, consultant, co-venturer or otherwise, solely or jointly with others, engage in any business that is in competition with the business of Quality Pre-Owned Appliances within East Tennessee.

Violation of this rule may lead to disciplinary action, up to and including termination and/or legal action.

## CODE OF ETHICAL CONDUCT

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Please consult your manager or the owner of Quality Pre-Owned Appliances if you have any questions.

Employees of Quality Pre-Owned Appliances should not solicit anything of value from any person or organization with which Quality Pre-Owned Appliances has a current or potential business relationship.

Employees of Quality Pre-Owned Appliances should not accept any item of value from any party in exchange for or in connection with a business transaction between Quality Pre-Owned Appliances and the other party.

Employees may accept items of incidental value (generally, no more than \$50) from customers, suppliers, or others as long as the gift is not given in response to solicitation on your part and as long as it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment.

If you are faced with and are unsure how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify the Quality Pre-Owned Appliances owner.

Violations of this code may lead to disciplinary action, up to and including termination.

## SOLICITATION AND DISTRIBUTION

For the safety, convenience, and protection of all employees, Quality Pre-Owned Appliances prohibits the use of company resources or time for solicitation and distribution of non-company materials on Company property or at Company jobsites.

## PERSONAL CALLS, VISITS, AND BUSINESS

Quality Pre-Owned Appliances expects the full attention of its employees while they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or during breaks or meal periods. Regardless of when any personal call or text is made, it should be kept short.

Employees should also limit incoming personal calls, texts, visits, or personal transactions. Quality Pre-Owned Appliances' phones should be available to serve its customers, and non-business use of the phones can hurt Quality Pre-Owned Appliances' business. A pattern of excessive personal phone calls, texts, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action or termination.

## BUSINESS EXPENSES

Employees may occasionally incur expenses on behalf of Quality Pre-Owned Appliances. Quality Pre-Owned Appliances will reimburse employees for **pre-approved** business expenses and certain job-related expenses.

## NETWORK AND ELECTRONIC RESOURCES POLICY

Network/wireless service and electronic resources, such as computers, other hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that Quality Pre-Owned Appliances provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Company property and subject to review or access by Quality Pre-Owned

Appliances at any time.

All employees who use Quality Pre-Owned Appliances' wireless and Electronic Resources must follow the guidelines below:

1. Use wireless and Electronic Resources for Company business purposes only.
2. Messages and communications sent via Quality Pre-Owned Appliances' wireless and Electronic Resources are subject to subpoena and access by persons outside Quality Pre-Owned Appliances and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the wireless and Electronic Resources.
3. E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible.
4. Remember that all of Quality Pre-Owned Appliances' policies apply to the use of its Network/Wireless and Electronic Resources. Employees must not review or forward sexually explicit, profane or otherwise unprofessional or unlawful material through Quality Pre-Owned Appliances' Network/Wireless and Electronic Resources.
5. Passwords protecting the use of Quality Pre-Owned Appliances' Electronic Resources (including social media accounts and various internet websites) are Quality Pre-Owned Appliances' property and will be assigned to employees as needed.
6. Do not install any software or program on any Company computer or other hardware without the express consent of Quality Pre-Owned Appliances' owner.
7. Quality Pre-Owned Appliances expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
8. Employees must not attempt to override or evade any program or measure installed by Quality Pre-Owned Appliances to protect the security or limit the use of its Wireless/Network and Electronic Resources.

Quality Pre-Owned Appliances retains the right to review all communications conducted and data saved, reviewed or accessed via Quality Pre-Owned Appliances' Wireless/Network and Electronic Resources, including Company computers, e-mail and internet access. Employees should not use Quality Pre-Owned Appliances' Wireless/Network and Electronic Resources for personal, private or confidential communications. Employees should expect that Quality Pre-Owned Appliances will review any communications made using Quality Pre-Owned Appliances' Wireless/Network and Electronic Resources and, therefore should have no expectation of privacy in such communications.

## RULES OF CONDUCT AND PROGRESSIVE DISCIPLINARY PROCEDURE

There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. Quality Pre-Owned Appliances expects each employee to present him or herself in a professional appearance and manner. If an employee is not considerate and respectful of others and does not observe reasonable work rules, disciplinary action will be taken, up to and including termination of employment.

Depending on the severity or frequency of the disciplinary problems, a verbal or written reprimand, suspension without pay, disciplinary probation, or discharge may be necessary. It is within Quality Pre-Owned Appliances' sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, Quality Pre-Owned Appliances reserves the right to discharge an employee at its discretion, with or without notice.

The following is not a complete list of offenses for which an employee may be subject to discipline, but it is illustrative of those offenses that may result in immediate discipline, up to and including dismissal, for a single offense:

1. Excessive absenteeism or tardiness.
2. Dishonesty, including falsification of Company-related documents, or misrepresentation of any fact.
3. Fighting, disorderly conduct, horseplay, or any other behavior which is dangerous or disruptive.
4. Possession of, consumption of, or being under the influence of alcoholic beverages while on Company or customer premises or on Company business.
5. Illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or unprescribed controlled substances.
6. Reporting for work with illegal drugs or unprescribed controlled substances in your body.
7. Possession of weapons, firearms, ammunition, explosives, or fireworks on Company or customer premises.
8. Willful neglect of safety practices, rules, and policies.
9. Speeding or reckless driving on Company business or while in Company-owned vehicles.
10. Commission of a crime, or other conduct, which may damage the reputation of Company.
11. Use of profane language while on Company business.
12. Stealing, misappropriating, or intentionally damaging property belonging to Quality Pre-Owned Appliances or its customers or employees.
13. Unauthorized use of Quality Pre-Owned Appliances' name, logo, funds, equipment, vehicles, or property.
14. Insubordination, including failure to comply with any work assignments or

- instructions given by any Company supervisor with the authority to do so.
15. Violation of Quality Pre-Owned Appliances' Equal Employment Opportunity Policy or its Harassment Policy.
  16. Interference with the work performance of other employees.
  17. Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.
  18. Failure to comply with the personnel policies and rules of Quality Pre-Owned Appliances.

## BENEFITS

### VACATION AND TIME OFF

Vacation must be scheduled and approved by the employee's manager at least two weeks in advance. If you need time off after the schedule has been posted, it is your responsibility to make arrangements with another appropriate employee to work your scheduled shift. This change **must** be approved by your manager.

### EMPLOYEE ABSENCES

#### Sick Leave

If you are sick and unable to work, a manager should be notified as soon as possible. Absences of more than two (2) days may require a doctor's note stating that you were unable to work on the days you were absent.

Absences due to illness are approved only when the employee is sick. Sick absence should not be requested or utilized for:

Absences to care for family members who are sick

Doctor or dentist appointments during a normal workday

#### Jury Leave

Upon receiving a summons for jury duty, employees should notify their manager the next day by providing a copy of the summons to the manager. If notice is given as required above, the employee shall be excused from work each day the employee is required to serve as a juror for more than three hours. If jury service does not exceed three hours, the employee should report to work as soon as excused from jury duty.

#### Military Leave

Quality Pre-Owned Appliances will grant employees serving in the National Guard or military reserves an unpaid leave of absence and reemployment rights as required by federal laws.

## ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I have received the Quality Pre-Owned Appliances employee handbook and have read and understand the contents of the handbook. I have had the opportunity to ask questions about the policies in this handbook, and I understand that any future questions that I may have about the handbook or its contents will be answered by the owner or his designated representative upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the handbook. I understand that Quality Pre-Owned Appliances reserves the right to change, modify, or abolish any or all of the policies, benefits, rules and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

I further understand that all employees of Quality Pre-Owned Appliances, regardless of their classification or position, are employed on an at-will basis, and their employment is subject to termination at the will of the employee or by Quality Pre-Owned Appliances at any time, with or without cause, and with or without notice. I have also been informed and understand that no officer, agent, representative, or employee of Quality Pre-Owned Appliances has any authority to enter into any agreement with any employee or applicant for employment for an employment arrangement or relationship other than on an at-will basis and nothing contained in the policies, procedures, handbooks, or any other documents of Quality Pre-Owned Appliances shall in any way create an express or implied contract of employment or an employment relationship other than one on an at-will basis.

I have read and hereby specifically acknowledge Quality Pre-Owned Appliances' policy against unlawful harassment and agree to comply with such policy while employed by Quality Pre-Owned Appliances.

I have read and hereby specifically acknowledge Quality Pre-Owned Appliances' policy regarding drugs and alcohol and agree to comply with such policy while employed by Quality Pre-Owned Appliances.

I further understand and agree that, although I may have access to and use of Quality Pre-Owned Appliances' email and internet service that these facilities and equipment are intended primarily for business use and that I shall not have any right or expectation of privacy in any personal communications or non-work related use of this equipment and services.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Owner/Manager (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date