



# Employee Handbook

Updated January 2020

## **Welcome to BRIDGES BROS MOVERS**

The following pages contain information regarding many of the policies and procedures of Bridges Bros Movers. These policies are a condition of employment. Labor relation laws require that all employees maintain a written policy that is applied non-discriminately to all employees.

If you have any questions or need assistance reviewing this document, please contact: Management.

Office hours are:

Monday through Friday: 7:30 AM to 4:30 PM.

Saturday: As required by work schedule (Office is closed)

Sunday: Closed

**Bridges Bros Movers**  
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**(603) 772-8200**  
**[www.movewithbridges.com](http://www.movewithbridges.com)**

### **Disclaimer**

This handbook is intended only to outline the employment policies, procedures and benefits of Bridges Bros Movers. This manual is not intended to be all inclusive and should not be considered to be an employment contract. Bridges Bros Movers reserves the right to change employment policies, procedures, benefits, or this manual at any time. Employees will be notified of any policy changes, additions, or deletions. Said changes will immediately become a part of this manual.

## **Introduction**

### **Mission Statement**

Bridges Bros Movers will provide our customers with the highest level of quality and service. We will strive to be an industry leader and innovator in the business of moving and storage. We will support our local community through participation in local business and charitable events and organizations.

### **Career Opportunities**

It is the intent of Bridges Bros Movers management to offer employees the training and support needed to achieve their highest potential and to provide opportunities for advancement in the company and the moving industry.

### **Open Door Policy**

It is our objective to provide a work environment free from elements that deter employees from doing their best work. Management maintains an open door policy so that all employees feel free to discuss issues that may arise. Employees are encouraged to speak with a member of the management team about any work related concern or issue, including any form of discrimination.

### **Code of Conduct**

Employees are expected to conduct themselves in a responsible, professional, and ethical manner at all times, whether on a job site, on premise at a Bridges Bros facility and at all times when the employee is working or representing Bridges Bros Movers. Any unethical or dishonest behavior witnessed should be reported immediately to a member of the management team.

Reported activities will be investigated by the appropriate Bridges Bros Movers management team members. The management team will determine appropriate means for proper resolution. Employees found to be conducting themselves in an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

## **Employment**

### **Equal Opportunity Employment**

Employees are hired based on Bridges Bros Movers' personnel requirements and the qualifications of each individual candidate.

Bridges Bros Movers complies with the spirit and letter of all local, state, and federal laws pertaining to employment. No decision relating to the hiring, promotion/demotion or termination of an employee shall be made on the basis of discriminatory factors, including age, race, color, religion, sex, national origin, or disability.

Any questions or concerns regarding any aspect of this policy should be directed to the management team.

### **Accommodation for Individuals with Disabilities**

Bridges Bros Movers prohibits any form of discrimination in hiring, as well as in all terms and conditions of employment, against individuals with physical or mental disabilities. Bridges Bros Movers will make every effort to make reasonable accommodations to ensure equal opportunity for qualified individuals with disabilities in the application process and in performing essential job functions, so as to afford enjoyment of the same benefits and privileges of employment as are enjoyed by employees without disabilities.

Please notify Bridges Bros Movers ownership if, because of your disability, you require an accommodation to perform the essential functions of your job. You may be asked to provide medical information regarding your disability and possible accommodations, and the Company expects that you will engage in this interactive process in good faith so that it may determine eligibility for accommodation and identify reasonable accommodations. All medical record information provided will be kept in a confidential manner in accordance with federal and state law.

Bridges Bros Movers may decline to provide accommodations to individuals within the meaning of the law, and may also decline to provide accommodations that are not reasonable or that cause an undue hardship to the Company or other employees.

### **Eligibility for Employment**

Federal law requires both new employees and re-hires to provide documentation of eligibility to work in the United States plus proper identity. A properly submitted form I-9 is required for employment.

## **Familial Employment**

Bridges Bros Movers allows family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exist. Hiring decisions will be the exclusive responsibility of the management team.

## **Personal Relationships in the Workplace**

Supervisory employees may not engage in any intimate/romantic relationship with any of their subordinates. If a relationship develops during the course of employment, it is the responsibility and obligation of the supervisor to disclose the relationship to Bridges Bros Movers ownership. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position, if applicable. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

If an employee is promoted and find themselves managing a co-worker whom they previously dated, then the employee should disclose this situation to their supervisor or ownership as a potential conflict to be addressed.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

Co-workers involved in a romantic relationship covered by this policy may be asked to sign a document acknowledging that their relationship is entirely consensual and free from coercion and harassment.

If a romantic relationship between co-workers ends, then employees must not display hostility toward one another in the workplace. In such a circumstance, any employee who feels discomfort or awkwardness in the workplace should raise the issue with their supervisor or ownership.

All discussions and investigations into personal relationship matters will be handled with discretion and respect to all parties. Violations of this policy may result in discipline, up to and including immediate termination.

## **Criminal Convictions**

Criminal convictions are taken seriously at Bridges Bros Movers. Management reserves the right to disqualify any applicant for employment that has been convicted of a criminal offense (felony or misdemeanor).

Employees convicted of a crime during their employment with Bridges Bros Movers may be subject to disciplinary action, up to and including termination. This policy also

pertains to past convictions that may come to the attention of Bridges Bros Movers management after an individual has been hired as an employee of the company.

## **Violence**

Threats and acts of violence are strictly prohibited. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination. Individuals witnessing any such behavior should bring this to the attention of a member of the Bridges Bros Movers management team.

## **Weapons**

Weapons are generally defined as guns, knives and other objects universally considered a weapon by the vast majority of society. A "weapon" can also be any object which would do harm to another when used as such. Bridges Bros Movers shall deem any such object a "weapon" for the purpose of enforcing this policy.

Possession of weapons is prohibited on company property and while on duty performing company business at any location. (Knives that are appropriate for use in the course of work are permitted) Any employee on duty, or on company premises in possession of a weapon, will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to your immediate supervisor or management.

## **Alcohol, Drugs & Illegal Substance Abuse**

Possession or use of alcohol, illegal drugs or other illegal substances is not permitted on company property or while on duty in the employment of Bridges Bros Movers. Furthermore, employees are not permitted to report for duty while under the influence of alcohol, illegal drugs or other illegal substances.

Bridges Bros Movers also has the following reporting requirements:

- 1) any employee who is taking medication that may impair his or her ability to safely perform job functions must inform his or her supervisor immediately, and must not perform any work until authorized to do so by supervisor.
- 2) if any person observes an employee exhibiting behavior that may be indicative of impairment by drug or alcohol use, then he or she should immediately report the behavior to a supervisor or ownership.

If any employee is involved in drug misconduct (including the use, possession or sale of illegal drugs or unauthorized prescription drugs) on workplace premises or while otherwise engaged in work related functions, Bridges Bros Movers reserves the right to report the incident to law enforcement authorities and to cooperate in prosecuting the crime to the fullest extent of the law.

We encourage employees to voluntarily seek assistance for the early resolution of drug and alcohol problems. An employee will not be disciplined or terminated for voluntarily seeking assistance for a drug or alcohol problem. However, employees who undergo such treatment and who continue to work must meet all established standards of conduct and job performance. The fact that an employee is receiving treatment for alcohol or drug abuse does not preclude Bridges Bros Movers from taking disciplinary actions for violation of its policies or standards of conduct. Likewise, an employee who has violated this policy cannot escape disciplinary action, including termination, by voluntarily requesting treatment.

Bridges Bros Movers does not have a formal drug or alcohol testing program, but does reserve the right to require an employee to submit to a fitness for duty test, which may include a drug and/or alcohol test if there is reason to believe that an employee has violated this policy or is otherwise unfit for duty, or if a provider has requested it. An employee who has an alcohol level greater than zero and/or who has a drug test result of other than non-dilute negative will be considered to have violated this policy.

Violations of this policy will be subject to disciplinary action, up to and including termination.

## **Sexual and Other Unlawful Harassment**

Bridges Bros Movers is committed to maintaining a working environment that is free from sexual harassment and other types of discriminatory harassment. This commitment begins with the recognition and acknowledgement that such harassment is unlawful. To reinforce this commitment, Bridges Bros Movers has developed this policy against harassment and a reporting procedure for employees who believe that they have been subjected to or witnessed harassment. The policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. Company property (eg, phones, tablets, copy machines, facsimile machines, computers and computer applications such as email and internet access) may not be used to engage in conduct that violates this policy. Bridges Bros Movers policy against harassment covers employees and other individuals who have a relationship with Bridges Bros Movers, enabling Bridges Bros Movers to exercise some control over the individual's conduct in places and activities that relate to our work.

Employees are expected to act in a positive manner and contribute to a productive work environment that is free from unlawful harassment. Prohibited harassment includes slurs, epithets, derogatory comments, unwelcome jokes, teasing or other similar verbal or physical conduct based on an individual's race, color, national origin, sex, pregnancy, sexual orientation, age, religion, physical or mental disability, marital status, military or veteran status, genetic information, gender identity or any other legally protected category.

Discrimination or harassment on any of the bases described above, in any form, between employees at any level, supervisory or non-supervisory, or by third parties such as contractors, vendors or customers will not be tolerated.

Bridges Bros Movers encourages a 'see something, say something' culture when discrimination, harassment or safety are involved. If you or a co-worker experience or witness what you believe to be harassment or accusations of harassment, report it promptly to your immediate supervisor, the Human Resources Dept or ownership. Bridges Bros Movers will promptly investigate any such report as promptly, thoroughly, discreetly and confidentially as practicable. Based on available information, Bridges Bros Movers will take appropriate action and communicate on a need-to-know basis. Appropriate disciplinary action, up to and including termination will be taken against any individual for harassment charges determined to be valid. Disciplinary action may include counseling, warnings, transfers, suspensions or termination.

It is unlawful and expressly against Bridges Bros Movers policy to retaliate against an employee for filing a complaint of harassment or for cooperating with an investigation of a complaint of harassment.

## **Employment Evaluation**

All employees will be under "evaluation" for the first three months of employment. Management will be responsible for evaluating your performance, aptitude and compatibility with co-workers. At the end of the evaluation period, you may be invited to become a full time employee, which may entitle you to additional benefits. In the event your evaluation information indicates you have not met with the expectations of your position, as outlined later in this handbook, your employment will be terminated.

## **Personnel File**

Bridges Bros Movers maintains a confidential personnel file for each employee. Files are controlled by management. Employees must request and receive permission from management to view his/her personnel file. These files are the property of Bridges Bros Movers and no documents may be altered or removed by the employee. Every reasonable effort is made to keep the information confidential; access is limited to staff members who require access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by a court of law.



## ***Policies & Procedures***

### **Time Cards**

Bridges Bros Movers uses an electronic time management system called “Homebase.” All employees are required to use this system to ‘clock in’, ‘clock out’ and submit requests for time off (paid or unpaid).

All requests for time off must be submitted to management at least 14 days prior to the requested date, with the exception of sick days. This pertains to all paid and unpaid time off requests.

Although not required, Employees are also **strongly** encouraged to download the Homebase mobile application to their mobile device. Bridges Bros Movers utilizes the Homebase system to communicate daily schedule, schedule updates and for other internal communications through the apps “Message” function. Any employee who elects not to utilize the Homebase app will be responsible for contacting the dispatcher or Office Manager each evening between 4:00-5:00 to receive work assignments for the following day and must provide all time off requests to the dispatcher/Office Manager in writing, in lieu of submitting these requests through Homebase.

### **Attendance & Tardiness**

Punctual attendance is mandatory for efficient job performance. In cases of absence for any reason, notify your immediate supervisor as soon as reasonably possible. All non-emergent requests for time off must be submitted at least 14 days in advance via the Homebase system and must receive management approval.

Poor attendance, absence without notification, habitual tardiness or habitual requests for time off without providing proper notice will be subject to appropriate disciplinary action, up to and including termination.

### **Work Schedule Requirements**

With variations in workload based on demand from our customers, it is our responsibility to meet critical deadlines, sometimes with little notice. As a result, you may be required to work overtime, which may be pre-planned or spontaneous. Overtime is mandatory when required as a condition of employment.

### **Staff Meetings**

Group meetings of several employees as well as meetings of all employees are occasionally scheduled. Every effort is made to schedule these meetings during the hours worked by the vast majority of employees. Written notification for mandatory meetings will be distributed in advance. All employees are required to attend, when requested, even if it is not during their scheduled work hours.

## Bulletin Boards

Bulletin boards placed in designated areas throughout the facility display notices and announcements for employees to review. It is the responsibility of each employee to review the bulletin boards several-times per week-to be aware of information posted.

## Lunch Break

Lunch Breaks are 30 minutes in duration and must be provided every 5 hours. State law requires a meal break be provided every 5 hours. It is the responsibility of your immediate supervisor to establish your lunch break schedule.

## Breaks

It is in the best interest of our employees and Bridges Bros Movers to provide a break from work several times throughout the day. Typically you will receive two refreshment breaks, one before lunch and one after lunch. Schedules may vary from employee to employee based on the work schedule. It is the responsibility of your immediate supervisor to establish your break schedule.

## Dress Code

Bridges Bros Movers dress code includes:

- company branded t-shirt (provided by company)
- company branded sweatshirt (provided by company)
- dark colored shorts or pants - black, charcoal gray or navy with no contrasting colors or patterns (provided by company or purchased by employee)
- baseball/winter hats-- employees may wear a hat of their choice, provided the hat is clean, in good condition and does not feature any message or imagery deemed unsuitable. (Bridges Bros Movers management reserves the right to require an employee to immediately remove any hat which is deemed unsuitable)
- additional company-branded attire may also be provided by company

With consideration given to maintaining a professional appearance, uniforms must be worn at all times and be visible as the top layer of apparel being worn.

All employees must maintain personal hygiene, hair, beards, mustaches must be kept trim and neat. Office personnel are expected to dress in a professional manor.

## Employee Conduct

Employees are expected to conduct themselves appropriately at all times. This

includes, but is not limited to, the manner in which they speak and act in the presence of co-workers and clients of Bridges Bros Movers.

Employees are expected to refrain from the use of foul language or any action of gesture that may be considered lewd, defamatory or abusive.

## **Medical Attention**

Bridges Bros Movers requires employees to notify a supervisor when medical attention is required for any reason, accident or illness. Employees requiring transportation to a medical facility must notify management.

## **Compensation**

All employees shall be considered 'employees at will' who are subject to termination at any time, with or without cause, in compliance with the labor laws of the State of New Hampshire.

Employee compensation maybe salary, commission or hourly, based on the employee's role. Each employee's initial rate of pay shall be established through an employee agreement signed by the employee and Bridges Bros Movers. Any requests for salary increases will be fairly considered by management on the basis of merit. Merit shall be evaluated on the basis of past job performance, new skills/capabilities acquired by employee and other factors that will contribute in a positive way the employee's performance.

In a situation where an employee works on multiple jobs in a single day, the employee shall be paid a minimum of 4 hours for the 'primary' job, which is defined as being the longest in duration, not necessarily the first job of the day chronologically. Compensation for any and all 'secondary' jobs worked on that same day shall be calculated as the actual time worked by the employee.

(Example: employee is assigned two jobs, one which is completed in 90 minutes and the other completed in 3-1/2 hours. Employee will be paid the '4-hour minimum' plus 90 minutes.)

## **Performance & Evaluation Reviews**

Annual performance and evaluation reviews will outline the competencies you need to perform your job functions successfully. Your contributions to Bridges Bros Movers are also reviewed and documented. Management will discuss job requirements for your duties and identify your specific skills. Together you will establish plans for your growth and development. All performance reviews will become a permanent part of your personnel file.

## **Wage and Salary Disclosure**

Compensation programs are confidential between the employee and Bridges Bros Movers. Disclosure of wages or compensation to any third party or other employee is prohibited and could be grounds for termination.

## **Tipping & Tip Solicitation**

Tipping employees for their work is the option of the customer. It is not expected or required. Employees are prohibited from directly or indirectly soliciting tips from customers or in any way discussing the subject of tips in the presence of customer unless the customer has initiated the discussion.

Any employee found to be directly or indirectly soliciting tips will be subject will be subject to disciplinary action, including suspension or termination.

## **Payroll Schedule**

Employees are paid weekly. The payroll period shall begin each Monday and end each Sunday. Pay will be distributed via paper check or by direct deposit each Friday for the prior week's pay period. In the event a pay day falls on a holiday, paychecks will be distributed on the latest business day before the holiday.

## **Paycheck**

Payroll checks shall be distributed on payday as established in the Payroll Schedule section of this handbook. Federal, state and any other required taxes and will be withheld from wages, as will any voluntary deductions.

Payroll Deductions for Federal Tax, State Tax, FICA and Medicare as required by law, Bridges Bros Movers withholds taxes from employee earnings, as well as social security (FICA) and Medicare.

## **Reimbursement of Expenses**

Expenses to be reimbursed by Bridges Bros Movers must be approved by management prior to expenditure. To receive reimbursement the employee must furnish the Accounting department with receipts for all expenses (other than per diem or mileage). Every effort will be made to reimburse employees in a timely fashion.

## **Reporting Personal Information Changes**

Employees must notify management whenever there is a change in their personal information on file with Bridges Bros Movers. This includes address, phone number, income tax withholding information, emergency contacts and if applicable, any information which may impact your insurance coverages.

## **Personal Property**

Bridges Bros Movers is not responsible for personal property of employees in facilities,

vehicles or parking areas.

## **Personal Safety**

The safety of our employees is a top priority. Bridges Bros management will make every reasonable effort to ensure a safe working environment. Employees with suggestions or concerns are encouraged to discuss them with management. If an employee feels they are being placed in danger in attempting to perform a requested job duty, the employee is advised to stop working and report the hazard to management.

## **Smoking & Vaping**

While not prohibited, Bridges Bros Movers discourages employees from smoking or vaping for health reasons. Employees who do elect to smoke or vape must adhere to the following rules:

- 1) Smoking/vaping is not allowed inside of any Bridges Bros Movers facility or truck
- 2) Smoking/vaping is not allowed on any job site where smoking is prohibited
- 3) Smoking/vaping shall not be done within 100 yards of a client's home/office.

Employees choosing to smoke/vape must remove themselves from the immediate area of a customer's property. All smoking materials must be extinguished properly and disposed of in appropriate receptacles.

## **Personal Phone & Electronic Device Usage**

All employees must comply with New Hampshire state law requiring "hands free" operation of all motor vehicles. Violations of this law and policy will be strictly enforced.

Bridges Bros Movers recognizes that occasionally it is necessary for employees to make or receive personal phone calls, emails or text messages during work hours. However, except in emergency situations, the usage of phones and other personal electronic devices should be restricted to break times and other times when the employee is not expected to be actively engaged in work activities (ie, as a passenger in a truck in transit). Usage of personal phones and electronic devices should never interfere with or take precedent over the performing of required job functions, especially when in the presence of customers.

When circumstances require that an employee use a phone or personal electronic device, the employee should make all efforts to find a private space away from the work environment to complete the call/message, then immediately return to the job site.

Additionally, employee usage of personal electronic devices for work-related business should only be done with the approval of senior management. Should an employee utilize a personal electronic device for a work-related purpose (ie, phone messages, text messages, emails, social media posts/interactions), whether done with or without supervisor approval, all such communications shall be considered the property of Bridges Bros Movers. Should these communications subsequently become pertinent to a workplace investigation, the employee must provide Bridges Bros Movers management/owner with access to the personal device as an ongoing condition of employment. In addition, Bridges Bros Movers may request an opportunity to inspect an employee's personal device to confirm it does not have Company-related data, should there be reason to suspect that the device was used by the employee for Bridges Bros Movers-related business.

## **Social Media Policy**

Bridges Bros Movers supports the appropriate use of social media both personally and, if duly authorized, on behalf of the company. If you an employee engages in social media, you are expected to protect the Bridges Bros Movers brand and reputation by adhering to basic social principles of being authentic, involved, responsible and respectful in all of your social media posts and exchanges. Employees are responsible for what they post online and how their posts reflect on Bridges Bros Movers.

All social media and social networking accounts created by employees that leverage the Bridges Bros Movers brand or trademarks, or that are created using a Bridges Bros Movers email address, must be authorized by the owners of Bridges Bros Movers are considered the property of Bridges Bros Movers.

Whether through social media or other forms of public speaking, no employee may represent that they are speaking on behalf of Bridges Bros Movers unless authorized to do so by the owners of Bridges Bros Movers. At all times, employees are expected to protect against any unauthorized disclosure of confidential information belong to Bridges Bros, our clients, employees or any third party with which we do business.

## ***Company Property***

## **Confidential Information Security**

As a matter of course employees of Bridges Bros Movers will have access to confidential and proprietary information. This information includes, but is not limited to, personnel information, pricing, client lists, contractual agreements, intellectual property and marketing/sales strategies. It is a condition of employment that you not disclose this information to third parties during or after employment. Disclosure of confidential information without the express written approval is prohibited.

## **Facilities Security**

It is the responsibility of all employees to make sure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when that employee is the last to leave. This includes, but is not limited to, turning off appropriate lights, closing and locking all doors, gates and windows and setting the security alarm.

Report any potential security risks to your immediate supervisor.

## **Office Supplies, Postage & Company Accounts**

Postage, postage systems, shipping accounts and accounts with various vendors and suppliers are to be used for company business purposes only. Improper use of these items may result in appropriate disciplinary action, up to and including termination.

## **Company Vehicles**

Use of company vehicles for personal purposes is prohibited. Employees found to be using company vehicles for personal use may be subject to disciplinary action, up to and including termination.

## **Company Equipment**

Company property, such as hand trucks, dollies, piano boards, moving pads, copiers, computers and all packing material, are to be used for Bridges Bros Movers business purposes only. Use of unauthorized equipment may result in appropriate disciplinary action, up to and including termination.

Designated work area, desks and cabinets are not to be locked with personal locks. If employees require assistance securing company property they are encouraged to contact management.

## **Employee Benefits**

The following benefits shall be offered to all full-time employees. Benefits are provided to employees at the will of Bridges Bros Movers and are subject to modification or elimination at any time, with or without notice, under conditions of law. The benefits listed herein are intended to be a general description only. Details of specific benefits are outlined in the documentation for the benefit program.

## **Eligibility**

To qualify for benefits an employee must meet the following conditions:

- 1) completed 90 days of employment from the date of hire
- 2) have work an average of 32 hours over the most recent consecutive 2 month period
- 3) Completed 1 year of employment from the date of hire, with no unpaid leaves of absence (*Pertains to paid vacation & sick time only*)

## **Group Medical Insurance**

Bridges Bros Movers offers a group medical insurance plan. As of January 2020, this benefit is provided by Tufts Health Freedom Plan. Employees are responsible for paying 100% of the premiums associated with their participation in the plan, including coverage for themselves, spouses and dependents.

Annual enrollment occurs in December each year. New employees and employees who can properly document loss of prior coverage are eligible to enroll during the calendar year.

## **Group Dental Insurance**

Bridges Bros Movers offers group dental insurance. As of January 2020, this benefit is provided by Delta Dental. Bridges Bros Movers pays 100% of the premium for each eligible employee. Employees are responsible for paying 100% of the premium for a spouse and/or any dependents participating in the plan.

Annual enrollment occurs in December each year. New employees and employees who can properly document loss of prior coverage are eligible to enroll during the calendar year.

## **Retirement Plan**

Bridges Bros movers offers a Simple IRA plan. As of January 2020, this plan is provided by American Funds and administered by Seacoast Financial Group (North Hampton, NH).

Employees may make pre-tax contributions in any amount from their weekly pay into the Simple IRA, up to the maximum amount allowed by current federal law. Bridges Bros Movers will match up to the first 3% of salary that an employee contributes to their Simple IRA plan.

## **Employee Referral Bonus**

Bridges Bros Movers offers a \$250 bonus to any employee who recruits a new employee. Payment of the bonus will be made during the pay period that occurs on the six month anniversary date of employment of the recruited employee. Both the



referring and referred employee must be current employees in good standing for the referring employee to receive the bonus.

## Wage Rate

Bridges Bros Movers adheres to all federal minimum wage requirements. Employee pay rates are based on merit and experience.

## Worker's Compensation

State and federal law governs eligibility requirements. All premium costs are paid by Bridges Bros Movers. Claims are paid directly to employees. All employees are expected to return to work immediately upon release by their physicians.

Bridges Bros Movers will make all reasonable efforts to offer 'light duty work' for employees who are allowed to return on modified/restricted duty. However, the Company cannot guarantee the availability of light duty.

Employees are required to report job-related injuries immediately to supervisor or Bridges Bros owners. Failure to comply could result in difficulty with the employee's claim.

## Emergency Contact Information

Emergency Information Card will be provided to you to fill out all necessary information in case an emergency we can contact the proper people.

## Holidays

Bridges Bros Movers observes the following holidays during which the company does not operate. Eligible employees will receive 8 hours of pay at their current rate for each day listed. (Non-eligible employees will not receive compensation)

- |                             |                    |                    |
|-----------------------------|--------------------|--------------------|
| - New Years Day (January 1) | - Memorial Day     | - Independence Day |
| - Labor Day                 | - Thanksgiving Day | - Christmas Day    |

Should an eligible employee work any of the above listed days, the employee shall be paid for the time worked *PLUS* 8 hours, all at their regular rate of pay. Employees wishing to observe national-origin holidays or religious holidays not listed in the Holiday Schedule must obtain permission from management for time away from work.

However, a maximum of 6 holidays will be paid to any employee during their employment year. **Employee must work the day before and day after the holiday, or have manager pre-approved time off, in order to be compensated for the holiday.**

## Vacations

Bridges Bros Movers provides paid vacation time for eligible employees. To qualify for vacation benefits a full time employee must have completed one full year of continuous employment.

The following paid vacation time is offered based on tenure with the company:

- 1 week paid vacation after 1 year of service
- 2 weeks paid vacation after 3 years of service
- Additional weeks may be offered as part of specific compensation plans, as deemed appropriate by Bridges Bros Movers

Employees are encouraged to take a vacation every year. Unused vacation time cannot be 'carried over' to a new year, unless approved in advance by management. Employees also may not 'borrow' time or receive paid vacation time that has not been accrued, unless approved in advance by management. Employees wishing to work and receive payment for earned vacation time must get approval from management and may only be paid for the amount of vacation time they have accrued up to the date of the payout.

Bridges Bros Movers does not 'pay out' any unused vacation time when an employee is terminated or leaves the company.

Employees may not take more than 1 week vacation during the busy months (June through September).

## **Sick Time**

Bridges Bros provides 3 paid sick days per year for eligible employees. To qualify for paid sick time, a full time employee must have completed one full year of continuous employment. Employees using more than 2 consecutive sick days are required to provide a doctor's note.

Employees not eligible for paid sick time will not be paid on days they do not attend work. These employees must also supply a doctor's note if missing more than 2 consecutive days.

Employees will not be 'paid out' for any unused sick time. Unused sick time does not 'carry over' to the following year.

Failure to comply with the above requirements may result in disciplinary action, up to and including termination.

## **Cobra**

Bridges Bros Movers offers continued medical benefits to employees who lose eligibility for coverage via termination or other circumstances, in accordance with federal law. COBRA (Consolidated Omnibus Budget Reconciliation Act) provides employees and their qualified beneficiaries the opportunity to continue health coverage under the company's health plan. The employee pays the full cost for coverage at our group rate, plus an administration fee.

Management will provide details of COBRA coverage and procedures for applying at the time an employee loses eligibility.

## **Unpaid Family & Medical Leave**

Employees are eligible to take unpaid leave as per the terms of The Family and Medical Leave Act of 1993. Consult management for details, if you choose to take this unpaid leave of absence.

## **Funeral Leave**

Employees are eligible to take leave to attend funerals of loved ones and friends. In the event of the death of an immediate family of the employee, (Mother, Father, Sister, Brother, Spouse & Children) up to three days time off may be taken to attend to family matters and funeral arrangements. In the event of the death of an extended family member or friend, up to two days time off may be taken.

Additional unpaid time off may also be granted with management approval.

Eligible employees may utilize paid sick time or vacation time to cover days missed for funeral leave. The number of days used may not exceed the number of days approved by management, if time off exceeds the standard leave time described above.

## **Jury Duty**

Notify your immediate supervisor if you are summoned for jury duty. Time off from work will be granted as necessary in compliance with applicable law.

## **Unpaid Personal Leave of Absence**

Bridges Bros Management will make every reasonable effort to consider personal leave of absence. Employee must apply for unpaid personal leave of absence authorization to management. Many factors are considered when determining eligibility for personal leave of absence and is granted or denied solely at the discretion of management. When granted, the maximum allowable is 30 days per calendar year.

Bridges Bros Movers reserves the right to, without notice, revise these leave of absence policies. If you have questions contact management.

## **Crew Leader—Role & Responsibilities**

- Must maintain current DOT Medical Card
- Responsible for leading crew during packing, loading and unloading
- Responsible for being primary on-site point of contact for the customer, deferring to management if a problem arises that they do not feel capable or confident in handling directly
- Responsible for completing all required paperwork, including itemized inventories and trip logs (when required)
- Responsible for ensuring that all necessary tools and materials are brought to each job
- Responsible for ensuring that the truck is fully equipped, including pads, skins, ladder dollies, tools, tape, shrink-wrap, bungees, bands, walk-board, etc.
- Responsible for ensuring that the truck is clean (box and cab) at the end of the day and that the truck is fueled and ready to go.

## **Driver/Helper Duties**

- Drivers must maintain current DOT Medical Card
- Assists crew chief in every aspect of the move.
- Performs the duties required of them by the crew chief and Bridges Bros management
- Assists crew chief in ensuring truck is fully equipped prior to each move and clean at the completion of each move.

Bridges Bros management hires every employee with the goal of seeing them succeed and grow in their role with the company. Employees who demonstrate a desire and capability to advance in their role and responsibility will be given the support and opportunity to gain new skills that may lead to promotion to driver and/or crew leader

## **Discipline Policies**

### **Violation of Company Policy**

Employees found to be in violation of company policy will be subject to disciplinary action, up to and including termination. Bridges Bros Movers management will be solely responsible for identifying violations and imposing penalties. All violations will be recorded in the permanent employee record.

Employees who believe they have been falsely charged with an infraction can appeal the charge to the owner. All appeals must be in writing.

## ***Termination of Employment***

### **Termination**

All employees of Bridges Bros Movers are considered 'employee at will' and may resign, or be terminated, at any time, with or without cause.

Employees choosing to terminate their employment with Bridges Bros Movers are required to return all company property to their immediate supervisor before leaving the premises on their final day of employment. Upon receipt of all company owned property, the employee will receive their final paycheck if applicable.

Bridges Bros Movers may terminate employment at any time, for any reason. If an employee is terminated for a severe violation of policy they will be escorted from the premises immediately. Any personal property, plus their final paycheck will be given to the employee upon receipt of all company owned property.

Management will provide opportunity to all employees leaving Bridges Bros Movers to have an exit interview. Request for an exit interview must be made with reasonable time for management to schedule the interview.

Bridges Bros Movers considers personnel files confidential. Any request for employment confirmation will be provided only with employment dates and positions held.

## FLEET SAFETY PROGRAM

### **I. POLICY STATEMENT**

Bridges Bros Movers Fleet Safety Program establishes guidelines and procedures to be followed to protect the safety of individuals operating any motor vehicle on Company business. Protecting our employee drivers, passengers, and the general public is of the highest priority to the Company.

The commitment of management and employees is critical to the success of this program. Clear communication of and strict adherence to the program's guidelines and procedures are essential.

### **DEFINITIONS:**

**COMPANY VEHICLE:** A motor vehicle owned by or leased to the Company, including a temporary replacement vehicle.

**MOTOR VEHICLE:** Company Vehicle or any other motor vehicle while being operated on company business.

**DRIVER:** Any employee assigned a Company Vehicle or who operates a Motor Vehicle.

**ACCIDENT:** Any incident involving a Motor Vehicle as defined in the Fleet Safety Program that results in bodily injury or property damage.

**PREVENTABLE ACCIDENT:** Any Accident the employee could have avoided.

### **II. PROGRAM GOALS**

The goal of the Fleet Safety Program is to maintain a high level of safety awareness and foster responsible driving behavior 100% of the time.

Driver safety awareness and responsible driving behavior will significantly decrease the frequency of Motor Vehicle accidents and reduce the severity of personal injuries and property damage.

Drivers as defined in this program must follow the requirements outlined in this program. Violations of this program may result in disciplinary action up to and including suspension of driving privileges or dismissal.

### **III. PROGRAM RESPONSIBILITIES**

Everyone shares in the responsibility to make the Fleet Safety Program a success. To avoid confusion or misunderstanding, specific program responsibilities are outlined as follows:

#### **A. Drivers**

Drivers are required to:

1. Read, understand and follow the requirements contained in this program.
2. Participate in company-sponsored activities or programs designed to improve driver safety.
3. Maintain a valid driver's license and adhere to license restrictions.
4. Complete the driver history form and thereby provide signed permission for the Company or its designated representative to maintain motor vehicle records.
5. Sign the Fleet Safety Program acknowledgement form.

#### **IV. AUTHORIZATION OF DRIVING PRIVILEGES**

Bridges Bros Movers will not assign or allow the use of a Motor Vehicle if:

- A. The Driver does not have a valid operator's license issued by their state of residence, or if
- B. The Driver possesses licenses from more than one state, or if
- C. The Driver's license is suspended or revoked for any reason.

In addition, a Driver will be subject to termination if his/her license is revoked unless a suitable replacement non-driving job in the company is available; or the employee may be subject to other disciplinary action if his/her license is only temporarily suspended.

### **V. AUTHORIZED VEHICLE USE**

#### **Personal Use of Company Field Vehicle**

Company vehicles may not be driven for personal use, unless approved by Bridges Bros management. (The privilege of driving a Company Vehicle for personal use is subject to change by the Company at any time.)

#### **B. Unauthorized Use of Company Vehicles**

If a Driver allows an unauthorized individual to drive a Company Vehicle, disciplinary action may be taken, up to and including suspension of driving privileges or dismissal of the Driver.

If the unauthorized use results in an accident, in addition to whatever disciplinary action may be taken, the responsible employee may be required to make restitution for the physical damage to the Company Vehicle.

## C. Non-Company Vehicles Used for Business

Employees who drive Non-Company Vehicles while conducting business for the Company are subject to all the provisions and standards of this program.

# VI. DRIVER MOTOR VEHICLE RECORD (MVR) CHECKS

## A. Initial MVR Checks

### 1. EMPLOYEE APPLICANTS:

If an employee applicant is to be a Driver, Bridges Bros Movers will obtain a completed Driver History Form from the applicant as part of their 'New Hire' paperwork.

If the information on the MVR or Driver History Form indicates that the new employee is a *high risk driver*, management may, after careful consideration, grant driving privileges, but only on a probationary basis.

### 2. EXISTING EMPLOYEES:

If an existing employee is changing from a non-driving position to a position requiring driving on Company business, the employee must complete and sign a Driver History Form.

## B. Periodic MVR Checks

Bridges Bros Movers will obtain MVRs every year for all existing drivers. In addition, the Company maintains the right to conduct periodic and random review of MVRs at its discretion.

The following point system will be utilized to evaluate staff members who drive vehicles. If a driver or driver candidate has an evaluation score of 6 or more, Bridges Bros Movers reserves the right to deny employment (candidate), move an existing driver into a non-driver role (if possible) or immediately terminate the employee.

Points assignable:



**A. Number of accidents (within last 3 years)**

(NOTE: Accidents are considered preventable unless the facts indicate otherwise.)

<b>Accidents</b>	<b>Points</b>
None	0
1	1
2	3
3	6

**B. Major moving violations (within last 3 years)**

	<b>Points</b>
Hit and Run; leaving the scene of an accident	6 each
Driving under the influence of alcohol or drugs	6 each
Felony, homicide or manslaughter involving motor vehicle	6 each
Racing or excessive speeds (20 mph over limits)	4 each
Reckless, negligent or careless driving	4 each
License suspension or revocation	3 each
Speeding	2 each

**C. Other moving violations (within last 3 years)**

	<b>Points</b>
None	0
1-2	1
3 and over	1 each

## VII. IDENTIFICATION OF HIGH RISK DRIVERS

A Driver will be classified as a High Risk Driver if the MVR check so indicates, or if it is otherwise determined that the Driver has one or more of the following violations:

1. Conviction for an alcohol and/or drug-related driving offense
2. Refusal to submit to a blood alcohol content (BAC) test
3. Conviction for reckless driving

4. Any combination of three or more moving violations, at fault accidents, or preventable accidents within the most recent three years
5. Suspension, revocation or administrative restriction within the last three years
6. Leaving the scene of an accident as defined by state laws
7. At fault in a fatal accident
8. Felony committed involving a vehicle
9. Three or more Company Vehicle physical damage incidents in any 12-month period
10. Excessive speed violation

## VIII. MANAGEMENT CONTROLS FOR HIGH RISK DRIVERS

If an employee is identified as a High Risk Driver, Bridges Bros Movers shall impose one of the following:

### A. Option 1: Probation

1. High Risk Driver will be placed on probation (ending two years from the date of the most recent violation);
2. An updated MVR will be requested every six months for the duration of the probationary period;
3. Driving privileges shall be immediately suspended upon any repeat violation or additional violation during the probation period. – OR if any terms of the probation are violated;
4. The terms of the probation are to be made to the employee in writing. The employee will be required to sign and signify that he/she has been informed of the probation terms and duration.

### B. Option 2: Suspension of Driving Privileges

Bridges Bros Movers will suspend all company driving privileges. The High Risk Driver will **NOT** be authorized to drive a Motor Vehicle at any time on Company business.

This action may result in the employee either being transferring to a non-driving position, if such a position exists, or the employee may be subject to dismissal procedures.

The employee may reapply for Company driving privileges after one year of suspension. If approved, the employee's driving status will change from suspension to probation.

## **IX. ACCIDENT REPORTING**

### **A. Accident Reporting**

Supervisor Notification: the Driver is required to notify his/her immediate supervisor of any accident as soon as practical.

### **B. Accident Investigation**

The immediate supervisor of the Driver is responsible for completing the Accident Investigation Report. This report should be completed as soon after the accident as is feasible.

## **X. OTHER REPORTING RESPONSIBILITIES OF DRIVERS**

### **A. Supervisor Notification**

Drivers are required to notify their immediate supervisor immediately of:

1. Any illness, injury, physical condition or use of medication that may impair or affect the Driver's ability to safely drive a Motor Vehicle, or
2. The suspension, revocation or administrative restriction of his/her operator's license. If this occurs, the Driver must immediately discontinue use of the Motor Vehicle.
3. Any moving violation resulting in fines and points to the license regardless of vehicle driven at the time of the violation.

**FAILURE TO REPORT UNDER THE PROVISION OF SECTION IX AND X IS A VIOLATION THAT COULD RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING DISMISSAL.**

## **XI. SAFETY REGULATIONS**

### **A. Vehicle Safety Belts**

The Driver and ALL OCCUPANTS are required to wear safety belts when operating or riding in a Motor Vehicle. The Driver is responsible to ensure all passengers are wearing their safety belts.

**B. Impaired Driving**

A Driver may not operate a Motor Vehicle at any time when his/her ability is impaired, affected or influenced by alcohol, drugs, medication, illness, fatigue or injury.

**C. Traffic Laws**

All Drivers are required to abide by all federal, state and local motor vehicle regulations and laws and ordinances.

**D. Vehicle Condition**

Each Driver is responsible for ensuring that the Motor Vehicle is maintained in safe driving condition. At least daily, a walk-around safety inspection by the Driver is required.

**E. Additional Safety Rules**

Drivers may not:

1. Pick up hitchhikers;
2. Accept payment for carrying passengers or materials (this does not apply to company endorsed car pools);
3. Use any radar detector, laser detector or similar devices;
4. Push or pull another vehicle or tow a trailer without authorization;
5. Transport flammable liquids and gases unless a DOT or UL approved container is utilized, and only then in limited quantities and only when necessary;
6. Assist disabled motorists or accident victims beyond the level of their medical training: EMT, CPR, Basic First-Aid, etc. If a driver is not qualified to provide the above services, he/she must restrict his/her assistance to calling the proper authorities.

## Acknowledgement

I have read this policy outlined in this handbook. I understand that this is not an employment contract, but that I am bound to abide by the policies set herein.

I further understand that Bridges Bros Movers may modify, revise and update this manual at any time. I am also aware that this updating may include additions or deletions.

I also certify that I have had ample time to discuss this handbook and its contents with company management and I fully understand the contents.

With this knowledge I accept the policies outlined herein as a condition of employment.

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

Bridges Bros Movers reserves the right to make changes to this handbook for the purpose of modifying, revising and updating company policy at any time. Notification of policy changes will be posted and/or provided to employees in writing.