



Home Sweet Home Pet Care, LLC

Employment Manual

Windsor, CT

Prepared By

Document Owner(s)	Project/Organization Role
Chris Raimo	Founder
Meg Raimo	Founder

Employment Manual Version Control

Version	Date	Author	Change Description
1.3	1/1/2011	Chris & Meg Raimo	
1.4	2/7/2014	Chris & Meg Raimo	
2.0	3/5/2016	Chris & Meg Raimo	

Note: This manual and its contents are for informational purposes only and not intended to, nor do they, create a binding employment contract.

Home Sweet Home Pet Care, LLC at it's option, may change, delete, suspend, or discontinue parts or the policy in it's entirety, at any time, without prior notice.

Table of Contents

- 1 INTRODUCTION 6**
 - 1.1 Welcome 6
 - 1.2 History 6
 - 1.3 Changes in Policy 6
- 2 EMPLOYEE DEFINITION AND STATUS..... 7**
 - 2.1 Employment Classification 7
 - 2.2 Training and Probationary Period for New Employees 7
- 3 EMPLOYMENT POLICIES 8**
 - 3.1 Equal Employment Opportunity 8
 - 3.2 Immigration Law Compliance..... 8
 - 3.3 Employee Background Check..... 8
 - 3.4 Criminal Records..... 8
 - 3.5 Anniversary Date..... 8
 - 3.6 New Employee Orientation 9
 - 3.7 Personnel Records and Administration 9
 - 3.8 Change of Personal Data..... 9
 - 3.9 Safety 9
 - 3.10 Office Security..... 9
 - 3.11 Personal Property 10
 - 3.12 Health-related Issues 10
 - 3.13 Employee Requiring Medical Attention 10
 - 3.14 Visitors in the Workplace 10
 - 3.15 Employment of Relatives 11
 - 3.16 Weather-related and Emergency-related Closings..... 11

4	STANDARDS OF CONDUCT	12
4.1	General Guidelines	12
4.2	Attendance and Punctuality	12
4.3	Work Schedule.....	12
4.4	Absence and Tardiness	13
4.5	No Call, No Show.....	13
4.6	Meal and Break Periods.....	13
4.7	Harassment & Bullying.....	13
4.8	Sexual Harassment Policy	13
4.9	Violence in the Workplace	14
4.10	Confidential Information and Nondisclosure	14
4.11	Ethical Standards.....	14
4.12	Dress Code	14
4.13	Use of Equipment.....	15
4.14	Return of Company Property	15
4.15	Use of Internet.....	15
4.16	Use of Computer Software.....	15
4.17	Smoking Policy.....	16
4.18	Alcohol and Substance Abuse	16
4.19	Gifts.....	16
4.20	Solicitations and Distributions	16
4.21	Complaint Procedure	16
4.22	Corrective Procedure	17
4.23	Outside Employment.....	17
4.24	Employment Termination/Resignation	17
4.25	Exit Interview.....	17
5	COMPENSATION POLICIES	18

5.1	Base Compensation.....	18
5.2	Performance Bonuses	18
5.3	Timekeeping Procedures	18
5.4	Overtime Pay	18
5.5	Payroll and Paydays	19
5.6	Performance Reviews	19
6	GROUP HEALTH AND RELATED BENEFITS.....	20
6.1	Benefits Summaries and Eligibility.....	20
6.2	Health Insurance	20
6.3	Dental Insurance	20
6.4	Visual Care Insurance.....	20
6.5	Disability Insurance.....	20
6.6	Life, Accidental Death, and Dismemberment Insurance.....	20
6.7	COBRA Notification	20
6.8	Worker's Compensation.....	21
6.9	Retirement Plans and Stock Options	21
6.10	Educational Assistance	21
6.11	Training and Professional Development.....	21
7	TIME-OFF BENEFITS.....	22
7.1	Time Off	22
7.2	Holiday Time Off	22
7.3	Holiday Pay	22
7.4	Vacation	23
7.5	Sick Time	23
7.6	Personal Days.....	23
7.7	Bereavement Leave	23
7.8	Jury Duty.....	23

7.9	Military Reserves or National Guard Leaves of Absence	24
7.10	Family/Medical Leaves of Absence	24
7.11	Uniformed Services Employment and Reemployment	24
7.12	Personal Leaves of Absence	24
8	EMPLOYEE COMMUNICATIONS	25
8.1	Open Communication	25
8.2	Staff Meetings	25
8.3	News and Events	25
8.4	Suggestions	25
9	CLOSING STATEMENT.....	27
	ACKNOWLEDGMENT	26

1 INTRODUCTION

This document has been developed by ownership in order to familiarize employees with Home Sweet Home Pet Care, LLC and provide information about working conditions, key policies, procedures, and benefits affecting employment at Home Sweet Home Pet Care, LLC.

1.1 Welcome

Welcome to Home Sweet Home Pet Care, LLC! The mission of Home Sweet Home Pet Care, LLC is to provide a trustworthy, knowledgeable, professional, and wholly-reputable brand of in-home/house call pet care service.

1.2 History

The founders of Home Sweet Home Pet Care have had bonds with animals from very young ages. Throughout their lives they have seen how animals are treated, both the good and the bad. They had always relied on friends and family to help take care of their pets when they could not – but when that became too challenging and too inconveniencing of the people closest to them, they realized what a demand there was for RELIABLE, TRUSTWORTHY, & QUALIFIED people to care for pet owners' most sacred and beloved companions.

They created this business and ensured that every effort would be made to not only care for our domesticated friends in an honest and responsible manner, but also to assure clientele that safe, secure, and honorable alternatives do exist in a seemingly upside-down world.

1.3 Changes in Policy

This manual supersedes all previous employee manuals and memos.

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



2 EMPLOYEE DEFINITION AND STATUS

An “employee” of Home Sweet Home Pet Care, LLC is a person who regularly works for Home Sweet Home Pet Care, LLC on a wage or salary basis. This includes part time (less than 40 hours / 7 day work week) OR full time (40 hours or more / 7 day work week).

2.1 Employment Classification

Employees of Home Sweet Home Pet Care, LLC are classified as either “exempt” or “non-exempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is an “at will” employee, assigned an employment status classification: regular full-time or regular part-time.

2.2 Training and Probationary Period for New Employees

Home Sweet Home Pet Care, LLC trains, monitors, and evaluates every new employee’s performance for up to three months to determine whether further employment in a specific position or with Home Sweet Home Pet Care, LLC is appropriate. The probationary period includes approximately 1 month of proprietary HSH training program and up to two months of assessment following. At the conclusion of this probationary period, an in-person evaluation may take place with a supervising member of staff to determine the direction of the Home Sweet Home Pet Care, LLC / employee relationship.

3 EMPLOYMENT POLICIES

3.1 Equal Employment Opportunity

Home Sweet Home Pet Care, LLC is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. Home Sweet Home Pet Care, LLC is committed to building a team that will build on the strengths of our current workforce and continually enhance the diversity of our organization.

3.2 Immigration Law Compliance

All offers of employment are contingent on verification of the candidate's right to work in the United States. On the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form.

3.3 Employee Background Check

Prior to making an offer of employment, Home Sweet Home Pet Care, LLC may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

3.4 Criminal Records

Due to the interpersonal nature of the service that Home Sweet Home Pet Care, LLC provides and the occupation as it relates to clientele, Home Sweet Home Pet Care, LLC reserves the right under law to perform a criminal record check. This is to protect Home Sweet Home Pet Care, LLC's interest and that of its employees and clients.

3.5 Anniversary Date

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute the following benefits all based on regular, full time employment of 40 hrs of work or more contributed per week: (Note: Once awarded this benefit, employee may carry accrued time into subsequent years.

- 3 Sick/Personal Days (Unpaid)
- 3 Sick/Personal Days (Paid)
- 1 Week Vacation (Paid)

3.6 New Employee Orientation

The formal welcoming process, or “employee orientation,” is conducted by a administrative representative or officer/owner of the company and includes an overview of the company.

3.7 Personnel Records and Administration

The task of handling personnel records and related administration functions at Home Sweet Home Pet Care, LLC is limited ONLY to administrative personnel and officer/owners of the company. Personnel files will be kept confidential at all times and include some or all of the following documents:

- Personal identification information (license, SSN, tax documentation, etc.)
- Child support garnishment judgments
- Tax reclamation judgments
- Personal legal or medical matters that an employee, upon their own accord, decides to share in the interest of full disclosure as it may affect his/her attendance or performance
- Military employment protection acts

All medical records, if any, will be kept in a separate, confidential file.

3.8 Change of Personal Data

Any change in an employee’s name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to administrative representative.

3.9 Safety

The safety and health of employees is a priority at Home Sweet Home Pet Care, LLC. Please see the employee training manual for reference on all safety equipment and requirements. Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

3.10 Office Security

Each and every employee must follow the building security rules and regulations listed here:

- Obey the privacy code and protocol for all personal client information
 - Do not share names, phone numbers, addresses, emails, or any other personal information that belongs to a client with ANYONE who is NOT administration or without administration’s consent as it applies to another employee. DO NOT SHARE ANY INFORMATION WITH ANYONE NOT EMPLOYED at Home Sweet Home Pet Care, LLC, UNDER ANY CIRCUMSTANCE.

- Follow proper key rotation protocol as explained in your employee orientation.
- LOCK office doors if you are the last person to leave.

Employees are not allowed on Home Sweet Home Pet Care, LLC property after hours without prior authorization from their supervisor.

3.11 Personal Property

The Home Sweet Home Pet Care, LLC office maintains a record of any and all property reported as lost or stolen by a client. Employees seeking information about lost or found property may do so by contacting their immediate supervisor. Home Sweet Home Pet Care, LLC assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at a client's home.

3.12 Health-related Issues

Home Sweet Home Pet Care reserves the right to require employees to undergo periodic examination and/or testing, at HSH's expense, as to an employee's overall health, as relevant to the employee's work responsibilities at HSH. HSH encourages employees who become aware of any health-related issue affecting their ability to work to notify their supervisor immediately, for the safety of that employee, as well as the safety of our clients and their pets.

3.13 Employee Requiring Medical Attention

Employees should report all work-related injuries and accidents immediately to their supervisor and follow these steps:

1. If you are physically able, secure any client pet that you are in control of.
2. Assess the nature of the injury and determine if immediate medical attention is needed. If so, transport yourself to the nearest medical emergency facility. If you are not able to transport yourself, communicate this with your supervisor to determine the most efficient course of action.
3. Notify your supervisor of your destination
4. Notify your supervisor of your progress in job completion for the day so that they may assign coverage in your immediate absence.
5. If your injury occurred as a result of an attack by a pet client, please explain the nature of the event and all preceding instances to your supervisor. Be prepared to report any dog bites to law enforcement by state regulatory procedures.

3.14 Visitors in the Workplace

For safety, insurance, and other business considerations, visitors are NOT allowed to accompany an employee at the workplace or on site at client residences. Children may be the only visitor authorized to accompany a parent during work hours/sessions but MUST be cleared by administration beforehand.

3.15 Employment of Relatives

Home Sweet Home Pet Care, LLC happily considers candidates for employment who are related to employees. When Home Sweet Home Pet Care, LLC employs more than one member of a family, one family member may not supervise the other. If such a situation should arise and the employees are unable to develop a workable solution, management will decide which employee may be terminated.

Due to the nature of our service and the travel that is required, Home Sweet Home Pet Care, LLC requests that one family employee does not help another family employee in the manner of child care, personal time transportation, or any other assistance that may invalidate BOTH employees' availability to work.

3.16 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or floods can disrupt company operations. In such instances, administration will decide on the discontinuation of services. If you feel that travel as related to your job will prove too dangerous, please express your concern with a supervisor immediately.

4 STANDARDS OF CONDUCT

4.1 General Guidelines

All employees are urged to become familiar with Home Sweet Home Pet Care, LLC rules and standards of conduct, and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business. A separate document has been distributed at orientation for their review and records.

4.2 Attendance and Punctuality

Home Sweet Home Pet Care, LLC expects employees to be ready to work at the beginning of any assigned service. HSH services are not necessarily presided over on a shift work model, but many times, individually, for a duration of only 15, 30, 45, or sometimes 60 minutes at a time. Though HSH may list and describe "time frames" throughout daily operations, this is simply language to serve as a guideline for when services are most frequently requested. Employees should always be prepared deliver service at the specific time set forth by their respective manager and schedule by.

Time frame guidelines are as follows with specific service delivery times to be adhered to as they are assigned within the time frames:

- Wakeup service (6 AM-8 AM)
- Mid Morning service (9 AM-10:30 AM)
- Mid Day service (10:30 AM-3 PM)
- Afternoon service (3 PM-5 PM)
- Dinner service (4 PM-6 PM)
- Evening service (6PM-8PM)
- Bedtime service (8 PM-10 PM)

If an employee cannot perform a given session or task at the assigned time, he or she must inform a supervisor with reason as to why, how long they will be delayed, or whether or not the job can be performed at all.

*All instances in tardiness and/or absence will be monitored and recorded with necessary consequences filed as referred to in section 4.22.

4.3 Work Schedule

Unless otherwise specified, regular full-time employees are expected to work at least forty (40) hours per workweek. Part time employees are expected to work between 1 – 39 hours. Days of the week are NOT specified. Saturday and Sunday may be assigned work days as long as the workweek hours are maintained as classified above. Holidays are regular scheduled work days, though paid time and a half per the company's recognized holidays.

4.4 Absence and Tardiness

An employee may call out of scheduled work three times before a review and possible warning is issued. Scheduled work consists of any session that has been assigned within the nearest forthcoming 7 days. Schedules are typically completed by Sunday for the forthcoming week, thus any day called out of following the completion of that week's schedule will be considered an unauthorized absence. Territory managers reserve the right to waive the delegation of unauthorized absence if they so choose. Continued unauthorized absences from scheduled work may result in termination.

It is the responsibility of all employees to contact their supervisor or supervisor on call to notify them of their absence. This must be done via telephone call.

4.5 No Call, No Show

An absence with no call notifying management of said absence will be considered a voluntary resignation.

4.6 Meal and Break Periods

Employees are entitled to (1) unpaid 30 minute meal break per every 7.5 consecutive hrs worked. Employees are expected to schedule meals on their own time, at their own expense, so that they do not conflict with their daily assignments.

4.7 Harassment & Bullying

Home Sweet Home Pet Care, LLC does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. **HSH reserves the right to terminate without warning for failure to comply with this policy.**

- Communication with other employees that exhibits harassment qualities against a client
- Communication with other employees that exhibits harassment qualities against a fellow employee
- Communication with other employees that exhibits harassment qualities against a supervising or administrative member

4.8 Sexual Harassment Policy

Home Sweet Home Pet Care, LLC does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position. **HSH reserves the right to terminate without warning for failure to comply with this policy.**

4.9 Violence in the Workplace

Home Sweet Home Pet Care, LLC strictly prohibits workplace violence. This includes acts or threats of physical violence, intimidation, harassment, and/or coercion, which

involve or affect Home Sweet Home Pet Care, LLC, or which occur on Home Sweet Home Pet Care, LLC or client property. The nature of such advances will result in immediate termination.

The steps for reporting harassment or violence of any kind are as follows:

1. The employee must initiate correspondence with his or her immediate supervisor.
2. The employee should expect an "incident report" to be submitted to administration which will require the employees signature upon his/her review that the details are accurate.
3. The employee should expect though may not be required to attend an immediate interview by an administrator/owner.
4. If the employee does not feel comfortable going to his/her immediate supervisor, OR has been perpetrated against by his/her immediate supervisor, he/she may initiate communication about the incident with another territory manager.
5. In the event that the employee feels their concern has not appropriately been addressed, he/she may contact and administrator or company owner at any time.

4.10 Confidential Information and Nondisclosure

By continuing employment with Home Sweet Home Pet Care, LLC, employees agree that they will not disclose or use any of Home Sweet Home Pet Care, LLC's confidential or proprietary information, either during or after their employment. Employees will be required to sign a "confidentiality agreement" and "covenant not to compete" before their employment begins.

4.11 Ethical Standards

Home Sweet Home Pet Care, LLC insists on the highest ethical standards in conducting its business. Please refer to our code of conduct, provided during orientation. When faced with ethical issues, employees are expected to make the right professional decision consistent with Home Sweet Home Pet Care, LLC's principles and standards. **The company insists that all employees consider the privacy, security, presentation, safety, and quality of care of any and all of their clients before making any decision.**

4.12 Dress Code

Employees of Home Sweet Home Pet Care, LLC are expected to present a clean and professional appearance while conducting business in front of a human client or while in

public during work hours or while in the field with a pet client. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Home Sweet Home Pet Care, LLC's reputation or image is not acceptable.

Home Sweet Home Pet Care, LLC will provide branded attire to its employees based on their level of work hours. This is a professional pet care company and image is extremely important.

- Part time employees may receive at least 1 of each type of available apparel to be worn when meeting with human clients, at events or trade shows in which Home Sweet Home Pet Care, LLC will be represented, and during work hours when in public view
- Full time employees may receive at least 2 of each type of available apparel to be worn when meeting with human clients, at events or trade shows in which Home Sweet Home Pet Care, LLC will be represented, and during work hours when in public view.

4.13 Use of Equipment

The use of Home Sweet Home Pet Care, LLC property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be subject to review by HSH supervisory team and administrators at any time.

4.14 Return of Company Property

Any Home Sweet Home Pet Care, LLC property issued to employees, such as computer equipment, keys, parking passes, or company credit card, must be returned to Home Sweet Home Pet Care, LLC at the time of termination. Employees will be responsible for any lost or damaged items.

4.15 Use of Internet

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity. Any employee conducting business on his/her personal computer equipment **MUST** have an approved and activated anti-virus program and/or firewall installed on their device. Client's personal information must be protected at all times.

4.16 Use of Computer Software

Home Sweet Home Pet Care, LLC prohibits the duplication of any software in use by HSH Pet Care. If a software program is mandated by Home Sweet Home Pet Care, LLC, the employee may use that which is provided to them to conduct business though they may not have purchased the product themselves.

HSH reserves the right to monitor all electronic communications performed on or within company equipment, software, hardware as well as reserves the right to prohibit personal entirely if it wishes. Any usage that results in harassment or profane imagery will be considered in conflict with Section 4.7 & 4.8 of this handbook and will be subject to subsequent protocol.

4.17 Smoking Policy

No smoking of any kind is permitted inside any Home Sweet Home Pet Care, LLC client's home nor among their private property, even outside. Smoking may take place only in public smoking areas outside or in the employee's private property. In accordance with section 4.11 of this handbook, an employee must consider the proper course of action in treating/deodorizing/sterilizing a client's personal belongings that may be sullied by secondhand effects of smoking. Home Sweet Home Pet Care, LLC work area's are NOT public domain. They are private residencies and MUST be treated with respect and returned to the client in precisely the manner in which they were entered.

4.18 Alcohol and Substance Abuse

It is the policy of Home Sweet Home Pet Care, LLC that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair the coordination, reaction time, emotional stability, and judgment of the user. This could have tragic consequences where demanding or stressful work situations call for quick and sound decisions to be made. See Sections 4.21 & 4.25 for consequences resulting in abuse of this policy

4.19 Gifts

Employees must report any cash gifts to a supervisor so that client invoices/payments are not confused with non-required gratuities. Employees are not permitted to give unauthorized gifts to clients.

4.20 Solicitations and Distributions

Solicitation during work hours for any pet/animal related cause NOT authorized by administration is not permitted. However, employees are permitted and encouraged to promote company sanctioned/partnered/sponsored events during work hours and while working in the field among the public. Employees are NOT permitted to advertise or solicit work they may be involved in not related to HSH Pet Care WHILE WORKING FOR HSH Pet Care.

4.21 Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, Home Sweet Home Pet Care, LLC, encourages employees to contact administration directly.

Employees who observe, learn of, or, in good faith, suspect a violation of the Code of Conduct of Home Sweet Home Pet Care, LLC should immediately report the violation in accordance with the following procedures in whichever order is most appropriate:

- Afford all efforts in protecting or preserving the safety and security of the pet client or human client's belongings or household
- Make the violator aware of their error/judgment/act
- Privately report the violation to an administrator

4.22 Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners, not necessarily in this order:

- (a) Oral Reminder
- (b) Written Warning
- (c) Leave of absence
- (d) Termination

An employee who commits any serious violation of Home Sweet Home Pet Care, LLC policies MAY have the opportunity to serve a suspension without pay pending an investigation and decision therein by administration. However, Home Sweet Home Pet Care reserves the right NOT to follow these procedures, where deemed necessary by management and/or administration and furthermore reserves the right to terminate without any previous disciplinary action having occurred.

4.23 Outside Employment

Employees may not solicit employment within the same scope of work for any HSH client or competitor while employed with HSH Pet Care. Employees are prohibited from providing service on their own accord to HSH clients that may compete or conflict in any way with the sales of products or services that Home Sweet Home Pet Care, LLC provides to its clients.

4.24 Employment Termination/Resignation

Home Sweet Home Pet Care reserves the right to terminate an employee at will. Home Sweet Home Pet Care requests a minimum 2 week notice for all voluntary resignations.

4.25 Exit Interview

In a voluntary separation situation, Home Sweet Home Pet Care, LLC management would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions or feedback the employee may have about Home Sweet Home Pet Care, LLC. The departing employee should indicate his or her resignation letter to HSH his or her willingness to allow HSH management to conduct such and exit interview.

COMPENSATION POLICIES

5.1 Base Compensation

It is Home Sweet Home Pet Care, LLC's desire to pay all employees wages or salaries so as to remain competitive with other employers in the marketplace. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

5.2 Performance Bonuses

Performance bonuses may be given to Home Sweet Home Pet Care, LLC employees at the discretion of the owners of the company. There are two factors that typically determine bonus availability and amounts:

- (a) Company Performance
- (b) Personal Performance

5.3 Timekeeping Procedures

Home Sweet Home Pet Care, LLC is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic Home Sweet Home Pet Care, LLC time record via HSH's electronic scheduling platform. Home Sweet Home Pet Care may not compensate employees for services not marked completed, or punched in and out of accurate to the on-site requirements of the job.

Employees are not required to stay longer than the time allotted for their visit with any given client unless authorized by a supervisor. If an employee chooses to stay longer than the allotted time, Home Sweet Home Pet Care, LLC is not required to pay the employee for unapproved extra time worked.

5.4 Overtime Pay

Overtime compensation is paid to non-exempt employees at the rate of 1.5 x their standard hourly rate, in accordance with federal and state wage and hour restrictions. All overtime work performed must receive the supervisor's prior authorization.

- After logging more than 40 hrs in a single work week (Monday – Sunday)
- For any service performed on recognized company holidays listed here:
 - New Years Eve
 - New Years Day
 - Easter Sunday
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Eve
 - Christmas Day

5.5 Payroll and Paydays

Payday is Friday of each week.

Each payday is from the pay represents the work week prior to the payday week.

Paychecks are deposited directly into the employee's checking or savings account of choice.

Pay stubs are emailed to the employee for review each week. The employee will have 24 online access to their payroll history.

5.6 Performance Reviews

Home Sweet Home Pet Care, LLC reserves the right to host performance reviews at any time.

6 GROUP HEALTH AND RELATED BENEFITS

6.1 Benefits Summaries and Eligibility

Home Sweet Home Pet Care, LLC participates in all required state and federal entitlement programs. There are no additional benefits available to employees at this time. Employees with questions on payroll entitlements should contact an administrator only.

6.2 Health Insurance

Home Sweet Home Pet Care, LLC does not support health insurance for part-time or full-time employees at this time.

6.3 Dental Insurance

Home Sweet Home Pet Care, LLC does not support dental coverage at this time.

6.4 Visual Care Insurance

Home Sweet Home Pet Care, LLC does not support a vision plan at this time.

6.5 Disability Insurance

Eligible employees are automatically covered by Home Sweet Home Pet Care, LLC disability plans. Disability insurance is designed to assist an employee with income should the employee become partially or totally disabled and be unable to perform the essential functions of his or her job. The summary plan descriptions explain long-term and short-term disability benefits.

6.6 Life, Accidental Death, and Dismemberment Insurance

Home Sweet Home Pet Care, LLC does not offer Accidental Death and Dismemberment insurance nor Life Insurance at this time.

6.7 COBRA Notification

Home Sweet Home Pet Care, LLC does not support any COBRA plan at this time.

6.8 Worker's Compensation

Employees are entitled to a review of potential benefits by the Workers' Compensation Commissioner should they be injured on the job.

When an employee is injured, an opportunity to return to work in another capacity may be available pending a doctor's authorization and approval by the Worker's Comp Insurance Company. This includes but is not limited to:

- Light duty work in the field and range of normal tasks
- Office or Remote access administrative work
- Customer Service functions

6.9 Retirement Plans and Stock Options

HSH does not support a retirement plan for part time employees at this time.

6.10 Educational Assistance

Home Sweet Home Pet Care, LLC encourages an employee's continuing education. HSH may decide to financially assist an employee interested in continued education so much as it is directly related to the employee's present job or that which will help the employee prepare for more responsibilities or promotions within the organization.

Additionally, various levels of continuing education may be required by Home Sweet Home Pet Care, LLC in certain instances in order for an employee to advance in position.

HSH reserves the right to refuse financial assistance in education for any reason.

6.11 Training and Professional Development

HSH Pet Care has developed a proprietary orientation and training program for all new hires. This is known internally as HSH University and is required curriculum for all Home Sweet Home Pet Care employees.

HSH Pet Care reserves the right to require existing staff to continue their education within the organization as HSH sees fit. This may include:

- Reading Materials (Books, articles, manuals)
- Quiz and Test Work
- Hands on workshops in the field or at an authorized HSH facility.

7 TIME-OFF BENEFITS

7.1 Time Off

Employees may request time off through their territory manager. It is the responsibility of the territory manager to determine if the requested time off can be granted based on the workload and staffing available.

Part time employees:

- Will not be compensated for any time off requests
- Request time off 10 days in advance for any period of time, from ½ of a single day or greater.
- Submit requests through the HSH scheduling software, referenced in the HSH staff training manual, or by email to the respective territory manager should the manager prefer this means of correspondence.
- Understand that no 2 employees from the same territory may have the same period off.
- Understand that no 3 employees from within the entire company may have the same period off.

Full time employees:

- For full time employees where paid time off has been accrued as a benefit, time off requests of ½ days (4hrs) or less will be counted as one half of one full day against their accrued time off. Time off requests of 4 1/2 or more hrs will be counted as one full day.

7.2 Holiday Time Off

Home Sweet Home services are offered 365 days/year and are in extremely high demand at various intervals throughout the year (peak seasons) – holidays, holiday seasons, school break periods, and the months of June-August (summer vacation). Every employee should be prepared to work these holidays and seasons when needed. Employees should communicate with their territory manager any requests for time off during these high demand periods, though granted time off during peak seasons is never guaranteed.

7.3 Holiday Pay

All Home Sweet Home Pet Care, LLC employees are eligible for holiday pay. Holiday pay will be based on 1 and ½ times their standard hourly rate. Home Sweet Home Pet Care, LLC recognizes the following holidays as paid holidays:

- New Years Eve
- New Years Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day

- Thanksgiving
- Christmas Eve
- Christmas Day

7.4 **Vacation**

A full-time Home Sweet Home Pet Care, LLC may be eligible to accrue vacation time. Vacation days accrue on an annual basis. Employees who work (40 hours) / week will be granted (1) week's paid vacation after one year of employment. Time accrued may be transferred to subsequent years.

7.5 **Sick Time**

A full-time Home Sweet Home Pet Care, LLC is eligible to accrue paid sick time. Employees who work (40hrs) / week will be granted 5 days of paid sick time. Sick time may be used during an employee's own illness or for an illness in the employee's immediate family. Time accrued may be transferred to subsequent years.

7.6 **Personal Days**

A full-time Home Sweet Home Pet Care, LLC is eligible to accrue paid personal days. Employees who work (40hrs) / week will be granted 3 days of paid personal time. Time accrued may be transferred to subsequent years.

7.7 **Bereavement Leave**

Generally, a full-time or part-time employee shall be entitled to unpaid Bereavement Leave upon the death of a spouse (including a *de facto* spouse), son, daughter, stepson, stepdaughter, parent, stepmother, stepfather, brother, sister, stepbrother, stepsister, grandson, granddaughter, grandparent, mother-in-law, father-in-law, son-in-law, or daughter-in-law. Bereavement leave may be negotiated with administration and immediate supervisory team, but should not exceed 14 days within 1 calendar year.

7.8 **Jury Duty**

Home Sweet Home Pet Care, LLC is committed to supporting the communities in which Home Sweet Home Pet Care, LLC operates, including supporting Home Sweet Home Pet Care, LLC employees in fulfilling their responsibilities to serve as jurors whenever it is possible. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor and Human Resources within one business day of receiving the notice.

7.9 **Military Reserves or National Guard Leaves of Absence**

Employees who serve in U.S. military organizations or state militia groups such as the National Guard may take the necessary time off to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

7.10 **Family/Medical Leaves of Absence**

Currently, family and medical leaves may be authorized by an administrator but are not subject to the protections of either the state or federal Family Medical Leave Acts.

7.11 **Uniformed Services Employment and Reemployment**

As an Equal Opportunity Employer, Home Sweet Home Pet Care, LLC is committed to providing the basic employment and reemployment services and support as set forth in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

7.12 **Personal Leaves of Absence**

In special circumstances, Home Sweet Home Pet Care, LLC may grant an unpaid leave of absence but never for taking employment elsewhere or becoming self-employed within the same scope of work within HSH territories. In those instances, resignation would be a more appropriate course of action. Personal leaves of absence must be requested in writing and are subject to the discretion of the administration.

8 EMPLOYEE COMMUNICATIONS

8.1 Open Communication

Home Sweet Home Pet Care, LLC encourages employees to discuss any issues they may have with a co-worker with a territory manager first. Any information discussed in an “Open Communication” meeting is considered confidential, to the extent possible while still allowing supervisors and administration to respond to the problem in an appropriate manner. Retaliation against any employee for engaging in Open Communication channels is unacceptable.

8.2 Staff Meetings

In order to keep the communication channels open, Home Sweet Home Pet Care reserves the right to call staff meetings. Staff meetings are paid time for employees, thus are subject to the same attendance policies as any other scheduled HSH service. Meetings may be by territory only or may be company wide depending on the content. These meetings can occur via:

- In person attendance
- Conference Call
- Video Conferencing

8.3 News and Events

Home Sweet Home Pet Care, LLC informs its staff and partners about policy changes, event updates, and other company news either at staff meetings or via company-wide emails.

8.4 Suggestions

Home Sweet Home Pet Care, LLC encourages all suggestions and good ideas that make Home Sweet Home Pet Care, LLC a better place to work and enhance service to clients. Any employee who sees an opportunity for improvement is encouraged to talk it over with administration. Administration will consider all relevant suggestions and may implement them as they see fit. All suggestions are valued.

9. CLOSING STATEMENT

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

ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Home Sweet Home Pet Care, LLC Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding Home Sweet Home Pet Care, LLC company policies I should direct them to my supervisor OR an administrator.

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

I also am aware that Home Sweet Home Pet Care, LLC, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

