



Company Policy Manual



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Foreword

We believe in keeping employees fully informed about our policies, procedures, practices, benefits, what employees can expect from the company, and the obligations assumed as an employee of Castle Building & Remodeling, Inc. (Castle). This practice is designed to provide fair treatment of employees. All employees are expected to become familiar with the policies, procedures, practices, and benefits of Castle. This handbook is intended to provide employees with basic information. The policies and practices described in this handbook reflect a great deal of concern for the people who make it possible for Castle to exist . . . its employees.

Nothing contained in this handbook is intended to create a contract express or implied, or otherwise to create legally enforceable obligations on the part of Castle or its employees.

Because Castle is a growing, changing organization, it reserves full discretion to add to, modify, or delete provisions of this handbook at any time without advance notice. For this reason, employees should check with the Office Manager to obtain current information regarding the status of any particular policy, procedure or practice. Employees may also gain access to any updated versions on SharePoint. No individual other than the Owners of Castle have the authority to enter into an employment agreement or any agreement that modifies company policy. Any such modification must be in writing and must be signed by the Owners of Castle.

All employment at Castle is at will. At will means that both employees and Castle have the right to terminate employment at any time, with or without advance notice, and with or without cause. No one other than the Owners of Castle has the authority to alter this agreement, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this policy, and any such agreement must be in writing and must be signed by the Owners of Castle.

Descriptions of various fringe benefits [such as group insurance] are summaries only. Should the descriptions in this handbook differ with any formal agreement or document involved, the formal agreement or document shall be considered correct.

The policies, procedures, practices and benefits described replace all earlier written and unwritten ones.

Management Philosophy

Castle pledges to its employees that as long as the affairs of this company are in our hands, the following principles will govern our actions with employees.

Castle employees and their welfare are very important to the success of our company. Our long-range objective is the continuous development of a growing and prospering business through which both the employees and the company will benefit. Every employee is considered a member of our company team. Our success as a company is built on the recognition of the skills and efforts made by each employee. It is our policy to work with all members of our team in a fair and friendly manner and to treat each team member with dignity and respect.

The management of Castle will work continually to provide value and a professional service for the benefit of our present and prospective clients, as well as our employees to improve the competitive position of our company. This will enable us to provide excellent jobs for our team members.

General conditions such as safety, cleanliness, and employee accommodations will be evaluated periodically for possible improvement and will always compare favorably with good industry practice. We will be pleased to meet with any employee to discuss suggested improvements in working conditions.

We will devote our best effort to conducting and expanding business within which will prevail an atmosphere of harmony with opportunity for all employees of Castle.



Loren Schirber
Owner
Castle Building & Remodeling, Inc.



Aaron Johnson
Owner
Castle Building & Remodeling, Inc.

Section 1- Employment

Application for Employment

All candidates for employment with Castle must fully complete, date, and sign the company's standard employment application form. A resume will not be accepted in lieu of a completed employment application. The application form should be completed in detail and signed by the applicant to verify the accuracy and completeness of previous employment and personal information.

The company may investigate any portion of the requested information and may deny or later terminate the employment of anyone giving false, misleading, or incomplete information.

The completed employment application form will be made part of the personnel file of those applicants accepted for employment.

An employment application form, completed by an applicant not selected for available openings, will be maintained in an active file for a minimum of twelve (12) months and reviewed as suitable openings occur.

Confirmation of Previous Employment

It is the policy of Castle to request information from a prospective employee's previous employer(s) in order to obtain the prospective employee's work record as it pertains to his/her application for employment.

Compliance Information

In order for the company to comply with federal government regulations regarding its practice to employ people without discrimination, it is necessary for the company to compile and maintain detailed information on each formal candidate for employment and those who are hired.

Minnesota Statute 256.998 and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) require all employers to report newly hired employees to a state directory. These laws improve child support collections both on a state and national level and reduce fraudulent unemployment and worker's compensation payments

Immigration Law Compliance

Castle is committed to employing U.S. citizens and aliens who are authorized to work in the United States and will not unlawfully discriminate on the basis of citizenship or national origin.

As a condition of employment and in compliance with the federal Immigration and Reform Control Act (IRCA) of 1986, each new employee must complete an Employment Eligibility Verification form (Form I-9) and present documents that establish identity and employment eligibility.

Identity can be established by providing documentation such as a current state-issued driver's license, a state-issued identification card, or similar document such as a school I.D. with photograph, voter's registration card, or military service record.

Employment eligibility documents are outlined on the current I-9 Form provided to you upon hire. New employees unable to provide proof of identity and any other employment eligibility documents will not be allowed to continue employment.

Medical Examination

To help ensure that employees are able to perform their duties safely, medical examinations may be required.

For certain positions or under certain circumstances and after an offer of employment, a medical examination may be required. When a medical examination is requested, a company-appointed physician at the company's expense will conduct the medical examination. Employment and assignment will be conditional pending the receipt of a satisfactory physician's report.

Current employees may also be required to undergo medical examinations. When necessary, these exams will evaluate an employee's ability to perform the essential functions of the position or need for possible accommodation. Such examinations will be conducted for all employees in the same job category and will be scheduled at reasonable times and intervals. The exams will be conducted at the employer's expense.

Motor Vehicle Record (MVR) Inquiry

Employees may be expected to drive company vehicles and must provide the company with current and acceptable motor vehicle driving information as required by our insurance carrier and state law. Employment and/or assignment will be conditional pending the receipt of a satisfactory report from the Minnesota Department of Public Safety - Driver & Vehicle Services Department.

Equal Employment Opportunity Policy

Castle was built upon teamwork and equal opportunity. We will continue to be successful when people are treated fairly and allowed to advance and achieve their full potential. We are proud of the fact that we extend equal employment opportunities to all qualified employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, or disability, which if needing accommodation, may be reasonably accommodated as required by law.

We work hard at Castle to promote the fulfillment of human potential and equal employment. We will take action to ensure that all qualified minority group individuals, women, disabled persons, and disabled or armed forces veterans are given the opportunity to know of openings,

are encouraged to seek promotions, are considered for promotion opportunities, and, when qualified, are hired or promoted.

All phases of employment including, but not limited to, recruiting, hiring, selection for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, layoff, termination, recall, use of all facilities, and participation in all company-sponsored activities, will be administered so as to further the principle of equal employment opportunity.

Castle will cooperate with federal, state, or local government agencies that have the responsibility of observing our actual compliance with various laws relating to employment. The company will furnish such reports, records, and other matters as requested in order to foster the program of equal opportunity for all persons regardless of race, color, religion, sex, sexual orientation, age, national origin, disabled or veteran status, or physical or mental disability.

The company has designated the Office Manager as its Equal Employment Opportunity Officer. The Equal Employment Opportunity Officer is responsible for coordinating all aspects of the Equal Employment Opportunity process to assure non-discrimination and compliance with all applicable orders and guidelines. Questions and/or complaints concerning equal employment opportunity should be directed to the company's Equal Employment Opportunity Officer.

Employment Provisions of the Americans With

Disabilities Act (ADA)

Title I of the Americans with Disabilities Act prohibits discrimination in any terms or conditions of employment for qualified individuals with a disability.

The Americans with Disabilities Act requires that employment decisions be based on the ability of a person to perform the essential functions of a job and not the person's disability or limitations.

Further, it requires management to reasonably accommodate individuals with disabilities when necessary.

To comply with the employment provisions of the Americans with Disabilities Act, Castle will:

- Identify the essential functions of a job.
- Determine whether a person with a disability, with or without accommodation, is qualified to perform the duties.
- Determine whether a reasonable accommodation can be made for a qualified individual.

Categories of Employees

Employees are designated as either non-exempt or exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws and do not receive overtime pay.

In addition to the non-exempt or exempt classification, employees are divided into the following categories for the purpose of compensation and benefit eligibility. Company policies apply to all categories of employees.

Full-time

Employees hired full time (30 hours or more) on a full work week basis for a continuous and indefinite period of time are considered full-time employees for all compensation and benefit purposes.

Part-time

Employees whose work schedule is less than full time (less than 30 hours) on a full work week basis for a continuous and indefinite period are considered part-time employees for all compensation and benefit purposes. Part-time employees are eligible for some benefits by specific reference only.

Temporary

Employees hired as temporary replacement for full-time or part-time employees, or for short periods of employment such as summer months, peak periods, and vacations are considered temporary employees. Temporary employees are not eligible for benefits regardless of the number of hours or weeks worked

Benefit Eligibility

The term "eligible employee(s)" used in Section 3 - Benefits of this handbook refers to full-time employee(s) unless otherwise designated. Each employee will be advised of the status of his/her position when he/she is hired.

- Full-time employees are entitled to the benefits stated in this handbook provided they qualify for each individual benefit.
- Part-time employees are entitled to those employee benefits specifically designated.
- Temporary employees are not eligible for benefits.

Orientation

Following the acceptance of employment, your supervisor and possibly the Office Manager, will discuss your job duties and areas of responsibility along with company policies and procedures in a new hire interview. A copy of the Castle Company Policy Manual will be given to each employee to read and review. An electronic copy of this Manual will be posted on Sharepoint for employee reference.

Two copies of an Acknowledgment of Receipt and Understanding are located at the end of the Manual. After reviewing the Manual, each employee must sign the two copies of the statement acknowledging his/her receipt of, and his/her understanding of the information contained in the Company Policy Manual. Management must witness this statement. One signed/witnessed copy of the Acknowledgment of Receipt and Understanding will remain in the employee's Manual. The other signed/witnessed copy of the statement must be returned to Castle's Office Manager

within seven (7) days of commencement of employment. This signed/witnessed copy of the statement will become part of the employee's personnel file.

Payroll Information

Following the acceptance of employment, each new employee will be given a new hire packet, containing required documents, such as federal and state tax withholding forms, benefit, and employment forms to complete. The completed forms, an application for employment form, a signed annualized salary and benefit sheet, starting date and any other pay or benefit information will be forwarded to the Office Manager within seven (7) days of commencement of employment.

Continuous Service Date

So that the company can maintain a record of the benefits for each employee, an anniversary date will be established for each full-time employee. The anniversary date will be the employee's first day of employment and will continue uninterrupted as long as he/she remains a full-time employee of Castle.

Employment of Relatives

Castle favors the employment of close relatives within the organization.

For the purpose of this policy, a relative is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Employment of Minors

The following provisions apply with respect to the company's employment age requirements:

- The company will fully comply with the Child Labor provisions of the Fair Labor Standards Act and applicable state statutes, which govern the employment of minors.
- For purposes of insurance risk, it is the company's policy to discourage the employment of individuals younger than age 18 in any position with the company. In any case involving the hire of a person under the age of 18, a written release must be secured from a parent/guardian in advance of the person's start date.
- Should the company have any reason to question whether an individual applicant is under age 18; the applicant may be required to furnish proof of their birth date.

Employment-at-will

- We hope that each employee's period of employment at Castle can be a rewarding experience. However, we recognize that circumstances change with the passage of time

and that some employees may seek opportunities elsewhere or choose to leave the company for other reasons.

- Other employees may not fulfill the operational needs of the company or changed circumstances may reduce available employment opportunities, which may result in involuntary terminations.
- We sincerely hope that none of these situations occur, but realistically we have to acknowledge that the possibility does exist. Therefore, the right of the employee or the company to terminate the employment relationship at will is recognized and affirmed as a condition of employment.
- *At will*, means that both employees and Castle have the right to terminate employment at any time, with or without advance notice, and with or without cause.

Employee Information

Employees are asked to help keep the company informed about any major change that may affect their employment status. Each employee is responsible for promptly notifying the company of important changes in personnel data. Personnel data should be current and accurate at all times and any change of the following should be reported to the Office Manager:

- Name
- Address
- Home telephone number
- Marital status
- Number of dependents
- Emergency telephone numbers and whom to notify in case of emergency
- Change of beneficiary
- Driving record
- Authorized payroll deductions
- Additional education and special training courses

One exception will be in a transfer situation where the supervisor of the department to which an employee may be transferred will be allowed to review the employee's file with the approval of the Office Manager and the employee's immediate supervisor.

Section 2 - Working Hours and Pay

Office Working Hours Non-Exempt

The normal office work week begins at 8:00 a.m. Monday and ends at 5:00 p.m. Friday. Regular working hours are as follows:

Office 8:00 a.m. to 5:00 p.m. daily
Monday through Friday with a 1 hour lunch break

Designers/Sales & Retail Working Hours Exempt/Non-Exempt

Interior Designers/Sales and Retail (NBH) staff hours are outlined in individual commission

agreements with the company. Regular design studio hours will be determined by the company, and the Interior Designers and Sales staff will work with the Design Manager and Owners to accommodate coverage for these hours. The Natural Built Home Store hours will be determined by the company, and may vary as needed. Retail staff will work with the Store Manager and Owners to accommodate coverage for these hours.

Field Working Hours Non-Exempt

Field 7:30 a.m. to 4:00 p.m. daily
Monday through Friday with a 1/2 hour lunch break

Each employee is expected to complete a normal workday and work week and work whatever reasonable additional hours are required to meet company needs. A normal workday includes time for set-up of tools and materials at the beginning of the day and clean-up at the end of the day.

Field employees must secure a homeowner(s) permission to start earlier or work later than the normal working hours our contracts establish of 7:00 a.m. to 5:30 p.m. Monday through Friday. This approval should be noted in writing or email if possible.

Overtime

Non-exempt employees may be scheduled to work overtime when operating requirements or other needs cannot be met during regular working hours. Whenever possible, advance notification will be provided. If determined necessary, management will authorize any overtime beyond an employee's standard workweek. Non-exempt hourly-paid employees will be paid overtime compensation in accordance with federal and state wage and hour provisions. Overtime pay is based on actual hours worked. Time off for vacation leave, sick leave, a company-observed holiday, or any leave of absence will not be considered as hours worked when computing overtime.

Overtime pay is figured on anything over 40 hours per week. It is not figured on a daily basis.

Any employee who works overtime without prior authorization from management may be subject to disciplinary action up to and including termination of employment.

Report-in pay

In the event an employee is told to report for work and weather or other circumstance prevents work that day, the employee will be paid for 1-hour short time.

Pay Period & Payment

- The pay period is bi-weekly.
- Personnel will be paid bi-weekly on Tuesday for work performed Thursday through Wednesday of the previous two weeks.

- Direct deposit of your check is preferred.

Pay Rate Schedule (non-exempt)

The company has established certain pay rate schedules for non-exempt employees based upon work classifications. The length of time in a classification is a general guideline only and being employed by the company for any particular period of time does not necessarily mean automatic promotion.

Work Classifications

Office Manager
Design Manager
Marketing Assistant
Handyman Sales
Remodeling/Interior Designer
Eco Designer
Design Intern/Eco Design Assistant
Project Manager
Handyman Project Manager
Warehouse Manager
Lead Carpenter
Carpenter
Carpenter Helper
Warehouse Helper

The company also uses general guidelines for levels of qualification. The rate schedule will be explained to a new employee at the time of hiring.

Recording Time Worked - TSHEETS

Government regulations require that the company keep an accurate record of time worked by employees in order to calculate pay and benefits. Castle employs employees in both exempt and non-exempt classifications.

Employee's classified in office, field labor, designers/sales, that are paid on an hourly basis will maintain their daily hours via TSheets time tracking software, on a daily basis. In addition to hours, each day should show: The job name/number/address, work category, start time and ending time for each category of work, what kind of work was performed, and mileage if applicable. All time should be charged to a job unless you have been instructed that the work is 'warranty work' or 'indirect labor'. Field labor employees shall record your mileage in the "NOTES" section of your mobile app or desktop workstation.

You are entitled to one 15-minute paid morning break and one 15-minute paid afternoon break. Breaks cannot be used to extend the lunch period.

Lunch is 1/2-hour, unpaid, and must be taken. Please clock out of TSheets for your lunch break and remember to clock back in after your break is completed. You are not allowed to work through lunch unless you are leaving early and not working in the afternoon.

Time Tracking Format

Time will be tracked to the second and automatically imported into the Office Manager's accounting software for calculating payroll purposes.

It is the employee's responsibility to ensure the accuracy of all time recorded before submitting it for processing. In addition, if corrections or modifications are made to the time record, the employee and/or Office Manager must verify the accuracy of the change. (If there is an error in addition or work category, this will be adjusted without notice).

It is a violation of company policy for one employee to sign-in under or alter another employee's TSheets account without permission. Additionally, management uses GPS (Global Positioning System) via the TSheets app on an employee's device to verify physical location at the time the employee punches in/out and switches tasks. If an employee has a question concerning his/her TSheets record, he/she should discuss the matter with the Lead Project Manager and Office Manager.

Attendance

Regular and on-time attendance is expected for efficient operations at Castle. Excessive absenteeism and tardiness is not only inconvenient but also causes costly problems. While it is recognized that an occasional illness or extenuating personal reason may cause unavoidable absence from work or tardiness, regular on-time attendance is required for continued employment.

Employees are expected to personally make the effort to notify the company of any absence, tardiness, or early departure. Employees should contact their immediate manager or the Lead Project Manager directly (not by voice mail) to report any absence or lateness prior to their starting time so that arrangements may be made to alter the distribution of work if necessary.

If the Lead Project Manager, Sales Manager, Project Manager or Design Manager is not available, then the employee should notify the Office Manager of an absence or lateness.

Any employee who fails to maintain an acceptable attendance record may be subject to disciplinary action. Unexcused absence or tardiness may affect future promotions and/or raises.

If any employee is absent from work for two (2) consecutive days without informing Castle, it will be assumed that the employee resigned and employment will be terminated as of the last day worked by the employee.

Notice of Time Off

An employee is asked to give as much notice as possible of his/her intent or need to take time off, paid vacation, etc. The Vacation/Time Off Request Form should be utilized to inform the office of your request.

Unexcused Absence

If you are unable to work due to illness or an accident, please notify the Lead Project Manager, Project Manager or the Office Manager. This will allow the Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two (2) consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave work for some other reason before the end of the workday, be sure to inform the Lead Project Manager, Project Manager or the Office Manager of the situation and inform your coworkers before you leave. The company phone number is (612) 789-8509. Failure to properly inform the Office will affect promotions and/or raises. Multiple unexcused absences could result in dismissal.

Tardiness

The Company expects that every employee will be regular and punctual in attendance. This means being at the job and ready to work at the starting time each day. Absenteeism and tardiness place a burden on other employees and on the Company.

If you are unable to report to work for any reason, notify the Project Manager or the Office Manager before regular starting time. You are personally responsible for speaking with one of these people about your absence or tardiness. It is not acceptable to leave a voice mail message, except in emergencies. In the case of leaving a voice mail message, a follow-up call must be made later that day. The company phone number is (612) 789-8509.

Should frequent tardiness become apparent, disciplinary action may be required. Frequent tardiness may affect future promotions and/or raises. Persistent tardiness could result in dismissal.

Family Emergency

In the event the Office receives word of an emergency related to a member of an employee's family, the employee will be notified as soon as possible. Should the employee be at a location away from his/her normal workplace, arrangements will be made to contact the employee, and if necessary, arrange for the employee to return home immediately.

Severe Weather Conditions

Occasionally, severe weather or emergency situations [such as fire, power failure, flooding or earthquakes] can disrupt company operations and circumstances may necessitate early closing, late opening, or cancellation of work. A determination on opening or closing will be made at the discretion of senior management. Unless otherwise notified, employees are expected to be at

work on time. Additionally, severe weather may necessitate an emergency visit to a client's home during non-business hours.

Performance Evaluations

Management will evaluate performance of employees at least once annually. The evaluation consists of a personal interview during which an employee's strengths and weaknesses are discussed and evaluated and recommendations for improvements are made. These interviews also identify the short and long-range goals of employees and determine how they interrelate with the company's purpose and objectives.

All owners must approve any recommendation for promotion, a change of duties, or an increase in pay before any change takes effect. A performance evaluation does not necessarily mean a change in pay or duties.

Advancement

Castle believes in promoting from within the company. We want employees to have the opportunity for promotion to higher paying positions within the company. A promotion will be based on such factors as quality and quantity of work, prior job performance, experience, educational background, attendance record, safety record, and the ability to work well with others.

We reserve the right to look outside the organization if we feel that an employee with the best qualifications cannot be found within the organization.

Payroll Deductions from Gross Pay

The company will make arrangements for payroll deductions for the following:

- Federal and State income taxes
- Social Security taxes
- Past due taxes
- Garnishments (including child support) or other court-ordered wage deductions
- Loss, damage, or destruction of company property fees
- Simple IRA Savings Plan contributions
- Group Health Plan payroll deductions
- Cafeteria Plan 125 payroll deductions, to include a group health savings account through Financial One Credit Union.
- Reimbursement for pre-authorized personal items purchased with a company credit card

Out of Pocket Expense Reimbursement

- Normally purchased materials for Castle projects should be made using the appropriate Castle account or credit card.

- All reimbursements are reviewed and approved by the Lead Project Manager before these will be paid.
- In the event that an employee must make a purchase utilizing their own funds, the employee will be reimbursed for any job related expenses. The employee must present a receipt of incurred expenses, clearly marked as to what was purchased, where, and for what job, in order to be reimbursed. Reimbursement will be made, upon approval, on the next payroll.

Error in Pay

The company takes precautions to ensure that employees are paid correctly; however, if an error does occur, the employee should notify the Office Manager. The company will make every attempt to adjust the error no later than the employee's next regular pay period.

Garnishment of Employee Wages

Garnishments are court orders requiring an employer to withhold specified amounts from an employee's wages for payment of a debt owed by the employee to a third party. State law requires the company to honor garnishments of employee wages (including child support) as a court or other legal judgment may instruct. The law also provides for an administrative fee to be charged when a garnishment occurs.

Severance Pay

Castle does not provide severance pay.

Advances & Loans

It is acknowledged that emergency situations can arise that necessitates employee requests for pay advances or loans. Any employee requesting such assistance should submit a written request to Castle indicating the nature of the emergency involved. The request will be evaluated and a determination will be made as to whether an advance or loan can be granted.

Section 3 - Benefits

The company provides a well-balanced program of benefits designed to meet the needs of employees and provide protection from financial hardship. These benefits will be reviewed periodically to assure that they keep pace with area practice.

The information contained in this handbook regarding employee benefits is not a contract to provide these benefits to any employee. The eligibility requirements of these benefits are described in the Annualized Salary and Benefits documents and/or benefits documentation, and plan eligibility and requirements.

Full-time employees are eligible for benefits provided by the company if they meet specific requirements.

At the present time, Castle contributes most of the cost of the benefits. Be sure to keep information regarding any change to the Manual. Questions concerning benefits and/or insurance claim information should be directed to the Office Manager.

The terms of the benefit plans described are subject to change at any time by the insurer(s) or Castle.

Vacation Eligibility

- Castle recognizes that employees need a scheduled time away from normal work duties for their personal well-being. You will accrue vacation time from day one, but you will not qualify to use that time until after the ninety (90) day period.
- Accrued paid vacation days will be capped at 3 weeks (120 hours). Once 3 weeks of paid vacation accumulate, no additional time will be added to the employee's bank until the bank falls below 3 weeks. The employee is responsible for using paid time off to avoid reaching the cap. This policy is being instated on 6/01/2013. Current employees who have accrued more than 3 weeks of paid vacation will be allowed 18 months to use any accrued time above the 3 week cap. Therefore, this paid vacation time must be used by 11/30/2014.

Castle grants annual vacation with pay to full-time employees who meet the following service requirements:

Level # 1

1st day through the last day of the 2nd year – 0.01917 of an hour earned per man-hour worked*

Level # 2

1st day of the 3rd year through the last day of the 5th year – 0.03833 of an hour earned per man-hour worked*

Level # 3

1st day of the 6th year through the last day of the 10th year – 0.05750 of an hour earned per man-hour worked*

* New accrual rates will take effect at the next full pay period.

Vacation Schedules

Vacation requests will be made in writing, using the Vacation/Time Off Request Form. The time off must be approved by the employee's direct supervisor and as much advance notice as can be given is required to allow for scheduling modifications, if necessary. Vacation may be taken at any time during the year after eligibility with the following provisions:

- Employees are expected to take their paid vacation time as a means of rest and diversion for themselves and their families.
- The Employee's manager must approve vacation in advance.

- A holiday observed by the company that falls during the vacation period will be considered as a paid holiday and not vacation time. This day of vacation may be taken at another time as approved.
- Job requirements will always have precedence over vacation schedules.
- Length of service will be considered in the event that a conflict of vacation schedules arises.

Vacation Pay

The following provisions apply with regard to vacation pay:

- Pay for vacation time will be at the employee's regular rate of pay.
- Paid vacation time will not be considered as time worked for the purpose of computing overtime.
- Pay in lieu of unused vacation at any time will be provided only at the convenience of the company when approved in advance by the employee's direct supervisor and upon separation from employment under certain conditions.
- Castle will allow employees to take additional un-paid vacation time.
- Since employees Personal Day time is lost if not used within the allotted calendar year, when a Time Off Request form is received, the Office Manager will utilize Personal Day time first, if available, before utilizing time from earned Vacation on the books.

Observed Holidays

The company normally recognizes the following paid holidays; however, the company may decide to work on a holiday depending upon job requirements.

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

For those employees scheduled to work at the Natural Built Home location on any of the above observed holidays, the employee will be paid eight (8) hours at 1.5 times their regular hourly rate of pay.

The following provisions apply with regard to holidays observed by the company:

- A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.
- When a recognized holiday falls on a Thursday or Tuesday, the following Friday or the preceding Monday, respectively, can be taken as an unpaid holiday or vacation time, at the employees discretion. If the company chooses to close the office and/or design studios in these instances where a holiday falls on a Thursday or Tuesday, employees may utilize vacation time, otherwise the Thursday or Tuesday will be unpaid time.

- Full-time employees, who have completed 90 days of continuous employment, are eligible for holiday pay.
- An employee must also work the regularly scheduled workdays if asked before and after a holiday to be eligible for holiday pay.
- Paid holiday time will not be considered as time worked for the purpose of computing overtime.

Personal Days

Castle will allow each employee two (2) personal days with pay for each year, to be accrued each anniversary date.

Unused Personal Days may not be carried over into the next vacation year.

When submitting a Time Off Request form, please know the Office Manager will utilize Personal Day time first, if available, before utilizing time from earned Vacation on the books.

Group Health Plan

Participation in an employer Group Medical/Dental Plan through Castle ceased December 31, 2013 and reinstated January 1, 2017.

Effective January 1, 2017, employees electing to participate in the Group Medical Plan, will receive seventy percent (70%) of the monthly age-based premium for their enrollment in the Bronze Plan, or fifty percent (50%) of the monthly age-based premium for their enrollment in the Gold Plan. This amount will be applied toward the employee's monthly group health plan premium only and will be prorated, based on the monthly allotted percentage amount times 12 months, divided by the number of payrolls in the Plan year (January – December). If an employee is hired mid-year, this amount will be prorated based on the remaining months in the year they are eligible for premium contributions. Currently this benefit is offered for employees only and dependent coverage will be charged above and beyond the Castle provided portion of your premium. All monthly premium amounts due will be withheld from employee's paychecks and submitted to the insurance carrier as invoiced each month.

Group Plan summary and rates are available on SharePoint or by emailing HR@Castlebri.com.

With most group plan coverages, there is one designated window of time for open enrollment, in which any additions, changes, updates, terminations to the plan must happen. This period is November 1st through November 30th, annually, and it will be the employee's sole responsibility to enroll, make changes, update or terminate coverage during this period. Notice from the Human Resources department and information will be provided to all eligible employees to allow plenty of time to make decisions.

CAFETERIA PLAN – HSA/FSA Benefits

Castle will offer, in addition to the group health plan, participation in a Cafeteria Plan, with flex spending account options (HSA, Limited FSA, Health Care FSA, Dependent Care FSA). This benefit, effective March 1, 2017, will be administered by Benefit Extras, Inc. (952.435.6858 or email flex@benefitextras.com). The Summary Plan Description and other enrollment information/forms will be made available for viewing on SharePoint or paper copies of the same can also be requested from Human Resources. Castle will match the employee's designated Cafeteria Plan salary reduction amount, up to twenty dollars (\$20.00) each month. This amount will be calculated on a prorated basis, based on the monthly amount times 12 months, divided by the number of payrolls in the year. *Example: Employee designates \$10.00/month from their paycheck.....Castle matches this \$10/month..... (\$10/month X 12 months = \$120 divided by 26 payrolls in the year=\$4.62/paycheck deduction/match).*

Simple IRA Retirement Savings Plan

This program enables employees to save for retirement on a pre-tax basis. Employees may elect to defer an amount up to an annual limit of their pay. Employees are eligible to participate in the Simple IRA Retirement Savings Plan following 90 days of continuous service. Employee contributions are 100% vested immediately. Effective January 1st, 2017, Castle's company match will be three (3%) of employee's pay.

Educational Assistance

Castle encourages all full-time employees to be more effective on the job and to increase their career potential within the company by voluntary participation in job-related classes, continuing education programs and/or professional seminars during or outside regular working hours. Castle feels employee development is advantageous to both Castle and the employee.

With prior approval from management, the company will reimburse a percentage to eligible employees with 90 days of continuous service. The cost of job-related classes/seminars and the regular hourly rate of pay will be paid according to the following schedule:

Employment Status	Reimbursement Due from Employee <i>to be deducted from final paycheck</i>
Stay with Castle 2 years or more	0%
Stay with Castle 1 year but less than 2 years	50%
Stay with Castle less than 1 year	100%

If an employee is invited to a job-related class/seminar that requires an overnight stay, Castle will arrange for and pay all lodging and/or meal expenses.

Any cost to attend a seminar will be paid directly by the company before the employee attends. If the employee fails to attend a seminar, the cost to attend the seminar or any cancellation fee incurred will be at the expense of the employee.

Employees requesting educational assistance must comply with the following conditions:

- The employee must submit a written request for educational assistance to their manager, listing the name of the school, a description of the course, tuition cost, scheduled time, and whether or not the employee is working toward a degree.
- The employee must be employed full time by the company at the time the reimbursement is paid.
- Upon successful completion of the course, the employee must submit all receipts for books, tuition, student fees, etc., along with a copy of the final grade received to the owners for review before reimbursement.
- Reimbursement for educational assistance will not be made if the course is dropped, failed, or in any way not completed, or if the employee ceases to be employed by the company for any reason.
- Castle will not make reimbursement if the employee is receiving payment for course(s) by grant or scholarship from other sources, for example, the G.I. bill.
- The owners will give final approval for all educational assistance.
- Any special cases or situations not listed above will be at the discretion of the owners, on a case by case basis.

Professional Associations/Dues

Employees are not required to maintain membership in any job-related professional association. However, employees choosing to participate and belong to these types of organizations, (*examples: ASID, NKBD, NCIDQ*) may be allowed reimbursement, up to fifty percent (50%), upon approval. In order to be considered for reimbursement, employees should submit any/all information supporting the membership dues/fees paid to their manager. If reimbursement is approved, the employee shall notify the Office Manager to request reimbursement via payroll, on their next paycheck.

Employee Referral Bonus Program

All Castle/Natural Built Home employees are eligible for this program, and is intended to provide an incentive to current Castle/NBH employees who recruit/refer new sales/design/field labor talent to our team and who are hired and show professional results.

Referral Bonus Amount:

- A \$200 bonus will be paid (1/2 at the time the referred employee begins employment and the balance after the referred employee reaches 90 days of continuous employment).
- For Design/Sales Professionals \$2000 will be paid when the recruited employee sells \$350,000 and \$2000 will be paid when the new employee reaches \$750,000 in cumulative sales.

Referral Bonus Program Administration

- The referring employee must be still employed at the time of the new employees start and for each rewarded milestone.
- Referral candidates cannot be current employees such as interns or part time workers.
- Any disputes arising from the employee referral program will be the responsibility of Castle ownership.

Employee Homeownership Program

Castle wishes to encourage and help all employees to own their own home. Through a unique relationship with a realtor, lender, and mortgage loan officer; Castle can help employees to afford homeownership. This homeownership plan is contingent upon Castle having the necessary cash flow and financing to acquire and renovate the proposed home. It is envisioned that Castle would buy foreclosed properties that the employee identifies with a realtor. Castle will pay cash for the home and complete the renovations desired and needed to the home ready for FHA financing and ready for an employee to buy. Here is an example of how the plan could work based on market conditions in May 2013:

Castle Homeownership Plan & Calculator	
Example of How it Works	
Home Purchase Cost (Castle to Purchase)	\$ 75,000.00
Renovation Costs to Castle	\$ 71,500.00
Operating Expenses to Castle (Realtor Fee, Financing Costs, Closing Costs, Taxes, Three Months Interest Holding Costs, Insurance, and Utilities)	\$ 13,013.97
Castle Gross Profit of 35% (Based on Renovation and Operating Expenses)	\$ 29,579.89
FHA Mortgage Insurance Premium	\$ 2,454.00
Home Sale Price	\$ 191,547.86
Down Payment Required @ 3.5%	\$ 6,704.18
Additional Closing Costs Covered by Castle 3.5%	\$ 6,704.18
Interest Rate	3.25%
Monthly Payment	\$815.13
Monthly Private Mortgage Insurance 1.25% annually	\$ 146.10
Monthly Taxes - Assumes \$2,400 Annual	\$ 200.00
Monthly Homeowners Insurance \$1,200 Annual	\$ 100.00
Total Monthly PITI	\$1,261.23

Step 1 - Talk to Loren Schirber and let them him know you are interested in participating and make sure Castle is financially able to help.

Step 2 - Get prequalified for FHA loan with:

- 1) FHA is more forgiving of credit dings.
- 2) Minimum credit score must be 640 or higher
- 3) FHA allows the seller to contribute closing costs and pre pails. Castle to cover up to 3.5% of closing costs and pre pails.
- 4) More flexible work history guidelines
- 5) Lower interest rates than conventional financing.

Contact Info:

Mary Taylor, Mortgage Banker at Alerus Mortgage

Cell: 612-940-7654

[email: mary.taylor@alorus.com](mailto:mary.taylor@alorus.com)

www.marytaylormortgage.com

Mileage Reimbursement

Castle offers employees mileage reimbursement at fifty cents (\$0.50) per mile.

Effective October 7, 2013, all employees (except Field Labor) will be required to submit a detailed Castle Employee Mileage Tracker sheet or similar document with the same information.

There are two ways to submit your mileage:

- The Mileage Bug App <http://milebug.com/> - This App is available for Android and iPhones, and will track all that is required. If you decide to utilize this inexpensive App, you will be reimbursed for the initial purchase (\$1.99) and you will then email the information required to submit your mileage, directly to the Office Manager.
- Excel spreadsheet. A copy can be found on SharePoint at: Castle Files on SP in the Process/Employee Handbook folder/Castle Employee Mileage Tracker 100713.
- In order to be eligible for mileage reimbursement, a completed Mileage Tracker sheet or similar MileBug app report, must be submitted to the Office Manager within sixty (60) days of the actual travel for which you are requesting reimbursement. If circumstances beyond your control do not allow for timely remittance within this sixty (60) day period, please advise the Office Manager for special accommodations.
- A completed Mileage Tracker sheet or similar app report with the same information, will be deemed “complete” when received by Office Manager and contains: the employee’s name, date, time, origin, destination, odometer start/end, and business purpose fields completed for each entry. If any information is lacking or incomplete, the Tracker sheet will be returned to the employee with a request that the missing information be provided before actual reimbursement is done.
- Currently, Castle’s Field Labor are exempt from the Castle Employee Mileage Tracker process, and they will track their mileage reimbursement via the TSheets time tracker App, which also provides GPS information.
- When submitting your Tracker sheet to the Office Manager, you may email a pdf of your tracker sheet or print and submit.

Jury/Witness Duty

When an employee is required to serve as a juror or is subpoenaed to serve as a witness, time off without pay will be granted as follows:

- The employee must notify their manager upon receipt of a summons or subpoena so that arrangements can be made to accommodate the employee's absence.
- Verification of an employee being seated on a jury, being detained in a jury pool, or subpoenaed as a witness is required.
An employee who is subpoenaed to serve as a witness for reasons not related to company business must use earned vacation time.
- If the court dismisses the jury early, the employee is expected to return to work as soon as possible and complete a regular work day comprised of civic time and time on the job.
- Should the employee's work duties with the company be vital to its operation, the company may ask the court to excuse the employee from jury duty.

Voting

The company encourages its employees to vote in every election. Time off to vote may be taken without pay. Employees are encouraged to vote prior to or following normal work hours.

Funeral Leave

In the event of a death in an employee's family, the employee will be allowed to take days off without pay in order to assist with arrangements or to attend the funeral. Additional consideration will also be given, in the event of a death of any significant other.

- Vacation time may be used provided the employee is eligible for vacation time.
- Employees who must take time off due to the death of an immediate family member should notify their manager immediately.

Sick Leave a.k.a. Personal Days

The company does not offer employees sick leave. The employee may use earned personal days if he/she wishes to be paid for those days missed. The following provisions apply:

- * The employee must contact their manager when he/she cannot report to work before the start of his/her scheduled workday. This should be done every day prior to the employee's normal start time so that necessary arrangements may be made to redistribute work.
- * The company reserves the rights to request an explanatory note from the employee's physician should an absence extend beyond three (3) consecutive working days due to a non-job-related illness or injury.
- * Personal Days time accrued will be utilized first when requesting time off.

Medical Absences

The company does not offer employees medical absence leave. The employee may use earned personal time off and/or accrued vacation days if he/she wishes to get paid for those days missed. The following provisions apply:

- The company reserves the rights to request an explanatory note from the employee's physician should an absence extend beyond three (3) consecutive working days due to a non-job-related illness or injury.
- When an employee is absent from work for more than ten (10) consecutive working days, management will review the situation to determine if there is a need to fill the position in the individual's absence.
- Medical absences for periods in excess of fifteen (15) working days are at the discretion of management and may be denied and/or approved on conditions, which are necessary to the company's interests.
- The status of an employee's position and benefits during and at the conclusion of any such extended medical absence will be determined by management and communicated to the employee before or at the time the absence is granted.

Maternity / Paternity Leave

It is the policy of Castle to allow maternity or paternity leave, with or without-pay with the following provisions:

- The determination of the beginning and closing dates of the employee's absence will be a joint decision between the employee, the employee's attending physician and the employee's supervisor.
- Effective June 1, 2015 employees with at least one (1) year of employment service, planning a maternity or paternity leave, will be eligible to receive two (2) weeks (10days) pay, at their regular base rate of pay at the commencement of their maternity or paternity leave. This benefit will be in addition to any and all other earned and accrued leave on the books at the time of the maternity or paternity leave. Employees wishing to utilize this benefit, must submit a written request to their manager and Human Resources with as much notice as possible prior to the commencement of the leave. Leave requests will be reviewed and granted within five (5) days of receiving the employee's request.
- Before commencing maternity or paternity leave with or without-pay, the employee must use all earned personal time and/or vacation time after the two (2) weeks maternity or paternity benefit has been paid out.
- The employee may return to work within a specified period of time after commencement of maternity leave without-pay providing that the employee has medical approval. This period of time can be extended upon medical recommendation if approved by the company and at its discretion.

- If the employee returns to work within the specified time period or as soon as medically approved thereafter, the employee will be reinstated to the position held prior to the leave or a position of equivalent status and pay.
- A medical release from the employee's attending physician is required upon return to work.
- If the employee does not return to work within the specified number of days or as soon as medically approved thereafter, the policies governing leave of absence without pay will apply.

Elder/Family Care Leave

It is the policy of Castle to allow employees a short term leave of absence to care for elderly parents or relatives, or other family members, with or without-pay with the following provisions:

- The determination of the beginning and closing dates of the employee's absence will be a joint decision between the employee and the employee's supervisor.
- Effective January 1, 2017, employees with at least one (1) year of employment service, planning a leave for elder or family care, will be eligible to receive two (2) weeks (10days) pay, at their regular base rate of pay at the commencement of their leave. This benefit will be in addition to any and all other earned and accrued leave on the books at the time of the leave. Employees wishing to utilize this benefit, must submit a written request to their manager and Human Resources with as much notices as possible.
- Before commencing leave with or without-pay, the employee must use all earned personal leave and/or vacation time after the two (2) weeks leave time has been paid out.
- The employee will be expected to return to work after the specified period of leave time has transpired, and will be reinstated to the position held prior to the leave or a position of equivalent status and pay.
- This elder/family care leave time may be extended, upon written request to the employee's supervisor. Any extension of this leave must be approved by the employee's supervisor and will be unpaid.

Family/Medical Leave

see [LEAVE OF ABSENCE](#)

Military Leave

It is company policy to grant a leave of absence without pay to employees who participate in U. S. Armed Forces Reserve or National Guard training programs in accordance with the provisions of the Universal Military Training and Service Act.

Social Security

Social Security provides benefits for employees and their families as specified by law in the event of retirement, hospitalization after age 65 (Medicare), total and permanent disability before age 65, and death at any time.

The Company matches the amount of Social Security taxes paid by each employee. Contact the local Social Security Office for details.

Workers' Compensation

Employees of Castle are covered by Workers' Compensation insurance that is purchased by the company in the state in which it operates. This insurance provides compensation to an employee for lost wages caused by illness, accidental injury, or death suffered in the course of or as a result of his/her employment with the company in accordance with the laws of the state of Minnesota

Eligibility: Eligibility for benefits under Workers' Compensation insurance is automatic and is effective on date of hire.

Reporting:

- A report must be filed with the Production Manager and Office Manager within forty-eight (48) hours of the onset of illness or injury.
- If medical assistance is sought for the reported illness or injury, doctor prognosis and date of expected return to work will be provided to the Production Manager within forty-eight (48) hours of the onset of illness or injury.
- Once a First Report of Injury Report is filed on behalf of an employee, the employee will notify the Lead Project Manager, as requested, of their status and return to work date.
- Any claim found to be dishonest or fraudulent will be grounds for discipline, up to and including termination of employment.

Benefits:

- Workers' Compensation benefits provide weekly payments based upon a statutorily specified amount of the employee's regular earnings as well as payments for medical and hospital expenses arising out of an occupational illness or injury.

Effect on Continuous Service Date:

- Any time lost by an employee due to an occupational illness or injuries covered by Workers' Compensation insurance will not affect active service status.
- The company will comply with all state and federal laws pertaining to Workers' Occupational Diseases and Workers' Compensation.

Castle has a return to work policy that is designed to return injured employees back to work as soon as possible. Castle will accommodate employees who have been cleared to return to work by their physician, with any light duty accommodations needed; with the understanding that the assigned duties will be within physician's restrictions, and that the employee will be returned to their regular position at full capacity once their physician so orders.

While many workers experience injuries or health conditions that they believe prevent them from working, many *can* in fact return to work with a few simple modifications to their work environment, duties or schedule. If said modifications still does not allow the employee to return to work, office work or light duty shop work will be found for the employee until they are able to return to normal duty. Employees must work with their managers to identify what the physical restrictions are in order to assign alternative work to allow the employee to resume working quickly

Unemployment Compensation

Unemployment compensation is another form of insurance, which is paid for entirely by Castle. Unemployment compensation helps employees meet a loss of income resulting from unemployment beyond their control by paying certain benefits while they are out of work. This form of protection is in addition to Insurance, Social Security, and Workers' Compensation. It is the responsibility of the employee to apply for Unemployment insurance with the state.

Tools

When tools are provided by Castle for use at Castle job sites, each employee will be responsible to maintain this equipment in a good workable condition.

Employee Discount

All employees will be eligible for an Employee Discount after ninety (90) days of employment. All leads will be entered like a normal lead and will follow normal processes if possible. Castle's Employee Discount program is as follows:

Design/Planning Services

There will be no markup charged for any in-house design and planning fees. The employee is responsible for all hourly design costs and outside Architectural Drafting fees or structural engineering fees incurred while his/her project is designed. Note: because no markup is being charged these projects may fall lowest on the designer's priority list.

Materials

There will be no markup for ordering materials only through Castle. All delivery fees and transportation costs will be covered by the employee.

Handyman Remodeling Services

There will be no markup charged for any in-house labor. The employee will be responsible for covering the burden rate costs for all in-house labor based on the actual time it takes to complete the project. Typical burden labor rates are in the \$25-\$30 an hour range.

Design Build Projects

There will be no markup charged for any in-house labor. The employee will be responsible for covering the burden rate costs for all in-house labor based on the actual time it takes to complete the project. Typical burden labor rates are in the \$25-\$30 an hour range. A small markup on Trade Partner bids is needed by Castle to cover the administrative and insurance costs related to the work performed. The line item markup on Trade Partner bids can be eliminated. The Project Management Fee can be discounted to 4%, Administrative & Financing Fees 1%, Designer Oversight 0%, and Overhead & Profit 8%. Please note that this project may take longer than normal and may fall lowest on the priority list and no guaranteed completion date will be given.

Family – Immediate and Extended Family Discount

All employees will be eligible for a Family Discount after ninety (90) days of employment. All leads will be entered like a normal lead and will follow normal processes if possible. Castle's Family Discount program is as follows:

Design/Planning Services

There will be no markup charged for any in-house design and planning fees. The employee is responsible for all hourly design costs and outside Architectural Drafting fees or structural engineering fees incurred while his/her project is designed. Note: because no markup is being charged these projects may fall lowest on the designer's priority list.

Materials

There will be a very small markup for ordering materials only through Castle. All discounts will be passed on to employees and a 10% markup will be added to cover handling costs.

Handyman Remodeling Services

There will be a reduced markup charged for any in-house labor. A fixed bid will be given. The hourly rate will be reduced from \$48.50 to \$30.00 and the line item markup will be reduced from 25% to 15%.

Design Build Projects

There will be a reduced markup charged for any in-house labor. A fixed bid will be given. The hourly rate will be reduced from \$48.50 to \$30.00 and the line item markup will be reduced from 25% to 15%. A small markup on Trade Partner bids is needed by

Castle to cover the administrative and insurance costs related to the work performed. The line item markup on Trade Partner bids can be reduced to 15%. The Project Management Fee can be discounted to 5%, Administrative & Financing Fees 1.5%, Designer Oversight 0%, and Overhead & Profit 10%. A guaranteed completion date will be given.

The Natural Built Home Salvage Room Discount

All eligible employees will receive thirty-three percent (33%) discount on all items purchased from The Natural Built Home Store's Salvage Room (example: if an item is regularly priced at \$100 in the Salvage Room, any Castle or Natural Built Home employee's final cost for the item would be \$67.00)

SECTION 4 - Transfer of Employees, Separation from EMPLOYMENT

AND Leave Of Absence

Transfer of Employees

- Transfer of employees from one department to another or from one location to another for the company's convenience may be made to meet company requirements. A request for transfer should be made in writing and submitted to the employee's manager for consideration. A transfer may be made if management determines it is in the best interest of the company and the employee.

Separation from Employment

- Retirement, voluntary resignation, lack of work, or termination may separate an employee from employment voluntarily or involuntarily. However, if any misconduct warranting discipline is severe enough, Loren Schirber or Aaron Johnson have the authority to discharge the employee immediately.
- Owners, Loren Schirber or Aaron Johnson will advise the Office Manager immediately of the date for terminating an employee.
- All company property in the employee's possession must be returned to the Office Manager upon separation from employment before the final paycheck is released.

Voluntary Resignation

- Any employee who voluntarily resigns his/her position with Castle is expected to provide the company with advance notice of at least two (2) weeks.
- If the employee does not provide advance notice as requested, the employee will not be eligible for rehire.

Exit Interview

- An employee planning to leave the company will be required to participate in an exit interview, as schedules allow. In addition to discussing his/her decision to leave the company with his/her immediate supervisor, the Office Manager will meet with the employee prior to the termination. Discussions concerning the reasons for leaving will assist the company in evaluating the effectiveness of its personnel policies and practices.

At the time of the exit interview, matters relating to final pay and any other personal considerations will be arranged, and all company property will be returned.

Pay at Time of Separation from Employment

- The company will determine if the terminating employee has any outstanding debt owed to the company and whether the individual has in his/her possession any company credit cards, tools, keys, safety equipment, manuals, cell phones, laptops, tablets, or other company property.
- Upon completion of a full accounting of the employee's and the company's accounts as determined by the company, a final paycheck for time worked less deductions will be issued to the employee on the next regular pay day in accordance with applicable federal and state law.
- The company will issue a check designated as the final payment for all services rendered. The final check will not reflect any time not actually worked except for an employee separated from employment with the company for any reason before he/she has taken part or all of his/her earned vacation. The employee will receive pay for his/her earned vacation time at the time of separation from employment.
- Upon resignation or termination, the employee should contact their Gravia Administrator if he/she no longer wants coverage via their current provider. The insurance coverage is independent of employment. The amount that Castle provided toward the monthly premium will cease however, coverage and payments will continue even after employment with Castle has ended.
- Any employee terminating employment is expected to return any company property in his/her possession prior to receiving their final pay. If property has not been returned, the value of the items will be determined and will be assessed on the final paycheck.

Leave of Absence

An employee with at least six (6) months of continuous service may ask for a leave of absence without pay from the company; however, no employee is guaranteed a leave of absence.

Any request for maternity/paternity or elder/family care leave of absences must be made in writing stating a definitive period of time and must be approved in advance by Loren Schirber or Aaron Johnson. If the time period requested is longer than the position can be held open, then the employee will be advised at that time that the job may not be available upon the employee's return to work.

All requests will be reviewed/granted on individual employee circumstances and will be left up to the discretion of management. Management may recommend either approval or denial of a leave of absence request based upon business considerations and/or circumstances of the request, (e.g., staffing needs, employee disability, military obligations, family crisis, unusual circumstances, etc.).

During any approved leave of absence the following provisions apply:

- The employee is responsible for the payment of all payroll deductions amounts being withheld on the employee's behalf (if applicable). This money should be paid to Castle by the first day of each month that the employee is on an approved leave of absence.
- The employee will retain his/her original employment anniversary date showing no interruption in service.
- The employee will retain his/her membership in the company's Simple IRA Retirement Savings Plan up to the amount of time allowed in the Plan.
- Credit for paid vacation leave cannot be accrued during an approved leave of absence.
- If an employee accepts other employment, all of his/her benefits with the company will be terminated.
- Unless eligible for other leave benefits allowing paid leave, leaves of absence will be without pay.

Due to lack of work, the company may require an employee to take an unpaid leave of absence. The length of the company-initiated leave of absence may vary.

Reduction of Workforce

In the event that a reduction in the company's workforce becomes necessary, employees over and above the number determined by the company as needed to perform the available work will be terminated. In determining those employees to be retained, consideration will be given to the quality of each employee's past performance, the need for the position held by the employee and, with all other factors being equal, the length of service of each employee.

If feasible, but not as a vested right, employees subject to termination will be given a notice prior to the anticipated termination. Upon such termination, all accrued vacation leave will be paid in full.

Section 5 - Work Policies and Regulations

Care of Equipment and Facilities

Each employee is reminded that all items owned by Castle represent a very valuable asset of the company. It is the responsibility of the employee to whom tools and other company equipment are assigned, to maintain and safeguard these assets as if they were his/her own personal property. Employees should be concerned with keeping track of, the care of, and safe use of company-owned equipment and facilities. Employees are expected to follow all operating instructions, safety standards and guidelines and are to ensure the equipment remains in their possession. Good housekeeping is expected of every employee at all facilities and locations.

If any equipment, machines, tools, vehicles, etc. appear to be damaged, defective, or in need of repair, due to ongoing day-to-day operation, notify the your manager or the Office Manager. Prompt reporting of damages, defects, and the need for repairs could prevent possible injury to employees or others and deterioration of equipment.

Unforeseen loss, damage and theft to company-owned equipment is rare but does occur. While an employee is in possession of company equipment, including tools and technology (such as a laptop computer), the employee is responsible for covering all replacement and/or repair costs. It is the employees' responsibility to be adequately insured to cover such losses.

Unsafe, destructive, careless, negligent, or improper use or operation of equipment may result in disciplinary action, up to and including termination of employment.

Personal Appearance/Clothing

Personal appearance, proper hygiene and appropriate attire are important to our work practices. Our customers gauge the quality of our company by the attention we show to personal appearance and attire.

Each employee personally represents the company and is required to dress in an appropriate manner. Every employee of Castle contributes to the company's overall public image during work hours. Appropriate attire enhances an employee's effectiveness in providing superior service.

Castle will provide you with enough shirts, sweatshirts and caps with the Company's name and logo. Employees are expected to report to work wearing a clean shirt and pants. A neat, well-groomed appearance should be important to you, the employee, and your fellow workers and to our customers.

Please observe the following guidelines:

- Clothing should not have excessive stains.
- Clothing should not be tattered or torn.
- Appropriate measures should be taken to control body odor.
- Shoes/boots should not be excessively worn.
- Hair & hair style should reflect good grooming
- Face shaven daily.
- Beards kept groomed
- Please inform your manager when replacement shirts or cap are needed.

The company does not object to employees having reasonably long hair if it is groomed. Nor does it object to mustaches and/or beards if they are kept trimmed and do not hinder the employee's performance or safety on the job.

Smoking Policy

Castle is dedicated to providing a healthy, comfortable, productive work environment for our employees as well as a healthy, comfortable environment for our customers. This goal can only be achieved through ongoing efforts to protect non-smokers and to help employees adjust to

restrictions on smoking. Therefore, smoking is prohibited throughout company facilities and client homes and garages. Smoking is allowed only in designated smoking areas.

Designated Smoking Areas

- Outside of Castle's office or shop.
- Outside of customer's dwelling

Smoking is only permitted during regular breaks and lunch.

The success of this policy will depend upon the thoughtfulness, consideration and cooperation of smokers and non-smokers. All employees share in the responsibility of adhering to and enforcing this policy. Any conflict should be brought to the attention of the appropriate supervisory personnel.

Company Meetings and Employee Happy Hour

Company meetings will be held on regular intervals. The agenda will be open to all employees' input. If you feel that we, as a company, need to discuss a particular matter, please bring it to our attention. Two (2) mandatory company meetings will be held each year and employees will be paid at his/her hourly rate for a period of sixty (60) minutes.

If necessary, please inform homeowner(s) of scheduled meetings so that they know why you are not on the site at your usual time.

Employees are to clock-in for a mandatory company meeting on their TSheets time when attending. You should be told when the meeting is officially started and stopped. If you are not sure, ask the office to clarify.

Personal Belongings

Castle recognizes an employee's desire to display mementos pertaining to his/her family or other personal items. While Castle can take no responsibility for the safekeeping of these items; it welcomes its employees to personalize their work areas for added comfort or pleasantness. However, several guidelines must be observed. They are as follows:

- **Safety Comes First** - No object can interfere with job safety as viewed by company management.
- Nothing can be displayed that in the opinion of management is derogatory to any person or system of beliefs.
- Objects that in the opinion of management are inappropriate or hinder work efforts will not be allowed and must be removed upon request.

Safety Equipment

Employees will be provided with safety equipment if it is a requirement for a particular job. This equipment will be replaced at the employee's expense if the equipment is lost, damaged, or stolen. Replacement will be provided if the equipment is shown to be defective.

Company Tools & Equipment

Castle tries to own larger more expensive tools as listed on Sharepoint, and will loan them as necessary for Castle jobs. It is expected that Castle carpentry employees own some of their own small tools. Other tools are recommended, but not necessary. Each employee is reminded that all items owned by Castle represent a very valuable asset of the company. It is the responsibility of the employee to whom tools and equipment are assigned to maintain and safeguard these assets as if they were his/her personal property.

An inventory of Castle's tools and equipment will be made periodically. Use of company equipment for other than job-related use is not allowed without express permission from your manager.

The person that brings equipment to a job site is responsible for its return. When completed with your work assignment, it is required that all tools be placed back in the designated storage areas at the Production Head Quarters or removed from the work area and secured in locked storage where available, or responsibility for such clearly transferred to another employee for their continued use.

Production Head Quarters (ProHQ) Policies

Select employees will be given information to obtain entry of the ProHQ.

Each employee is responsible for:

- 1.) Lock all doors when you are the last person to leave the ProHQ.
- 2.) Any materials brought back to the ProHQ should be stored in their proper place.
- 3.) Write up a list of materials brought back from your job and turn the list into the Production Manager, indicating in writing which job the materials are from.
- 4.) No tools or equipment are to be stored outside of the ProHQ.
- 5.) Clean up around our building and surrounding property whenever you see debris in the area. It is our responsibility to mow and keep the weeds down around the building.
- 6.) Any repairs and malfunctioning equipment in and around the ProHQ should be reported to the office or Project Manager.
- 7.) Any hazards or "accidents waiting to happen" that exist in and around the ProHQ should be reported to the office or Project Manager immediately.

Purchasing Materials and Supplies

- An employee is required to have the job name or number, category of work and employee's initials clearly on all copies of receipts. The receipts should indicate clearly what was purchased. Each employee is responsible to see that all items purchased get to the job in the quantities shown on the receipts. **NO RECEIPTS SHOULD BE LEFT ON THE JOB SITE.**
- Each employee is responsible to ensure that materials on site are protected from damage and/or theft as reasonably possible.
- All employees are required to either get extra materials back to the supplier for credit or back to the ProHQ for inventory. The Office Manager should be provided with receipts for all returns in the same manner as when purchases are made. All receipts/credits should be turned into the Office Manager as soon as reasonably possible, but no later than seven (7) days after purchase.
- No employee may charge personal expenses on a company account and/or credit card without prior, express permission and payment arrangements being made with the Office Manager in advance of the purchase.
- No "left-over" company supplies or materials are ever to be used by an employee for personal use without prior express permission.
- Castle, prior to its procurement, must approve any purchase or rental of tools, supplies, and/or equipment that is not a normal job list item.
- Project Manager and Designer should determine, in advance, the material needs of a job. If materials are needed, the Project Manager and Designer should make a determination of the entire project's needs, so as to minimize the number of trips made.

Energy Preservation & Waste Prevention

Waste of energy and materials is costly to the company and ultimately results in losses that must be paid for by other cost reduction actions. Employees are expected to:

- * Conserve energy at every opportunity by keeping thermostats in moderate ranges when leaving the ProHQ; i.e., 50 degrees in winter.
- * Change filters regularly.
- * Drive within posted speed limits.
- * Participate in the company's recycling program.

Solicitation AND/OR Distribution

To prevent disruption of business activities, to minimize distractions for all employees, and to preserve company security, solicitation of literature, materials, goods, contest promotions, requests for donations, or any other solicitation is prohibited during working time or in work areas.

Security

All doors, files, desks, gates, and any other equipment with locks must be kept locked securely when not in direct use and at the end of each day. Locks should be checked regularly. Company vehicles should be kept locked at all times when not in use. Lost keys must be reported to the

Office Manager immediately. Any concerns about security should be directed to the Office Manager.

An employee who is entrusted with a customer's key is to exercise all caution not to lose or misplace it. The Lead Project Manager and Project Manager must be notified immediately in the event that key is lost or missing.

The Lead Project Manager and Project Manager must be informed of the location of the key and/or lockbox at all times. Lock box sign out will be posted on Sharepoint. The customer's key must be returned to the lock box when not in use. The Lead Project Manager and Project Manager should be notified of any transfer of keys from one employee to another.

THE CUSTOMER'S HOME SHOULD NEVER BE LEFT UNLOCKED OR UNATTENDED. Whenever practical, please lock yourself into the house, so that the security of the house is not compromised. This should especially be the case when the security of the house is compromised because of where you are in relationship to the location of the door, or when you are creating so much noise that you would be unable to hear if someone entered the house.

Each employee is reminded that our clients have trusted us with access to their home, and it is the responsibility of all employees working in the home to safeguard it as if it were his/her own personal property.

Bulletin Board

The company will maintain a bulletin board to keep employees informed of current items of general interest. Employees should check the bulletin board regularly. Posting and/or removal of notices must have approval.

Outside Employment (Moonlighting)

Castle makes every effort to keep its employees as fully employed as possible and at a good rate of pay. When an employee is on the job, this means that 100% of his/her effort is required. If an employee chooses to work outside of his/her job and the outside employment competes with what is expected of him/her as an employee of Castle, opportunities for promotion and advancement with Castle may be limited by his/her decision.

If management feels that outside employment prevents an employee from fulfilling his/her obligations to the company, the employee will be asked to resign from Castle or to leave his/her outside employment.

All management and supervisory personnel are expected to enforce this policy and, by example, refrain from conflicting outside employment.

Job Site Clean Up

All employees are required to leave every job "broom-swept" clean at the end of every day. This rule is in effect and will be enforced unless expressly told otherwise for special situations.

All subcontractors or workers on our jobs are to be required to clean up their mess and remove their debris. If any subcontractor and/or their representatives fail to do so, please inform the office so the appropriate action can be taken.

Alcohol- See Section 11

Consumption of, smelling of, possession of, or being under the influence of alcoholic beverages on the job, on company property, in the Office or in any vehicle used for company business is strictly prohibited. Any employee who violates this policy will be subject to disciplinary action including immediate termination of employment. Any employee who reports for work or who is at work is subject to blood/alcohol testing to determine the presence of alcohol in the body.

Drugs- See Section 11

The company adheres to a substance abuse policy that incorporates the provisions of the Drug-Free Workplace Act of 1988. All employees must abide by all of the terms and conditions of this policy while employed by Castle. In this regard, employees are required to read the policy and sign a statement acknowledging their understanding of the policy and intent to follow the policy. Any employee who reports for work or who is at work is subject to chemical screening and/or blood/alcohol testing to determine the presence of unauthorized drugs in the body.

The Drug-Free Workplace Policy is fully described in Section 11 of this handbook provided to each employee.

Policy on Harassment

Consistent with our policy of equal employment opportunity, harassment in the workplace based on a person's race, sex, religion, national origin, age, height, weight, marital status, sexual orientation or disability will not be tolerated concerning employees or applicants for employment.

One aspect of our policy requiring some clarification is the prohibition of any form of sexual harassment in the workplace. The following describes the type of conduct that is prohibited as well as the complaint provisions to investigate and remedy any problems that may arise.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature. No employee shall threaten or insinuate, either explicitly or implicitly, that another employee's or applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status evaluation, wages, advancement, assigned duties, or any other condition of employment or career development.

Similarly, no employee shall promise, imply or grant any preferential treatment in connection with another employee or applicant engaging in sexual conduct.

Sexual harassment also includes unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching of an individual, graphic or verbal commentaries about an individual's body, sexually degrading words used to describe an individual, a display of sexually suggestive objects or pictures in the workplace, sexually explicit or offensive jokes, or physical assault.

Any employee who feels that he/she is a victim of sexual harassment, including but not limited to, any of the conduct listed previously, by any supervisor, management official, other employee, customer, client or any other person in connection with employment at Castle should bring the matter to the immediate attention of any member of management.

Every effort will be made to promptly investigate all allegations of harassment in as confidential a manner as possible and appropriate corrective action taken if warranted.

After an investigation, any employee determined to have engaged in sexual harassment in violation of this policy will be subject to appropriate disciplinary action up to and including termination of employment.

Communication Systems

The following office procedures apply concerning Castle communications:

Company communications equipment is the sole property of Castle. Communication equipment and services include mail, electronic mail, courier services, facsimiles, telephone systems, computers, computer networks, on-line services, internet connections, computer files, tablets, video equipment and tapes, tape recorders and recordings and cell phones.

Employees should not use Castle communication services and equipment for personal use except as permitted by Castle. When personal use is unavoidable, employees must properly log any user charges and reimburse Castle for them. Long personal calls should not be taken while you are working. Please make use of breaks and lunchtime for such.

Improper use of Castle communication services and equipment includes any misuse as described in this policy as well as any harassing, offensive, demeaning, insulting, defaming, intimidating, or sexually suggestive spoken, written, recorded, or electronically transmitted messages.

Public Web Participation Guidelines

The Web provides an opportunity for Castle Building & Remodeling to expand and deepen our interactions with clients, prospects, technology providers, business leaders and the media. These guidelines for Web Participation build upon longstanding policies regarding associates' personal conduct and upon the sound judgment that we expect our associates to use in their professional interactions.

“Web Participation” is currently defined as all forms of public Web-based communication and expression, such as blogs, microblogs, link blogs, social network sites, wikis, bookmark sites, photo sharing sites, video sharing sites, forums, mailing lists, discussion groups and chat rooms.

Scope and Applicability of these Guidelines

These Guidelines apply to all Castle Building & Remodeling employees. These Guidelines are expected to guide your behavior in all forms of Web Participation, with the exception of internal interactions.

When applying these Guidelines to your Web Participation, you should be conscious of the “persona” in which you are speaking, especially when commenting on topics related to construction or remodeling industry: are you in the “professional persona” of a Castle Building & Remodeling associate, or the “personal persona” of any member of the public who uses remodeling or building services?

- You are acting in your professional persona as a Castle Building & Remodeling associate when:
- You identify yourself in the social environment as a Castle Building & Remodeling associate, regardless of your role at Castle Building & Remodeling; or
- You occupy a role at Castle Building & Remodeling responsible for creating our intellectual capital, such as Interior Designer, Project Manager, Office Manager, or Carpenter, and are commenting on a topic related to construction or remodeling; or
- You are an associate participating in any Castle Building & Remodeling-sponsored web property, including the Castle Building & Remodeling Facebook, Pinterest, or Twitter pages.

These Guidelines apply to you in either “persona;” however, when you adopt your “professional persona” on the web, you have a responsibility to approach subjects related to remodeling in a thoughtful and professional manner, as a representative of Castle Building & Remodeling.

Summary

You may not initiate or maintain a personal blog, social network discussion group, or other internet site that discusses or relates to Castle Building & Remodeling, our business, or to the remodeling industry.

All Castle Building & Remodeling policies apply, and should be followed, in your conduct and activities on the Web.

Think before you post; use sound judgment and think about reactions to your post before you post it.

Respect your audience; avoid negative personal comments or inflammatory subjects.

Have productive conversations; if you are a designer posting on a Castle Building & Remodeling social network, or simply participating in another design forum; remember that the primary benefit of Web Participation is for others to learn about Castle Building & Remodeling and for Castle Building & Remodeling to learn from others.

Don’t “give away the farm”; if you are a Castle Building & Remodeling employee don’t post the kind of information and advice for which clients pay Castle Building & Remodeling.

- Protect and enhance the value of the Castle Building & Remodeling brand: Present Castle Building & Remodeling in a positive light and avoid making derogatory comments about

Castle Building & Remodeling, our products, services, management, employees, or systems.

- Respect confidentiality: Protect Castle Building & Remodeling's and our clients' confidential information.
- Be personable and have fun: Web participation is about enjoying personal interactions, not delivering corporate communications.
- Be conscious of persona: Know that when you are representing Castle Building & Remodeling or may be perceived as such, you are expected to post as a professional, in compliance with these Guidelines.
- Comply with all Applicable Laws: When engaging in Web Participation, you are expected to respect and adhere to all applicable laws and regulations.
- Publicity: Refer all requests for interviews or comments from the media to Loren Schirber

Detailed Discussion

Personal Blogs

1. While Castle Building & Remodeling-sponsored Web properties, such as the Castle Building & Remodeling Facebook, Pinterest, and Twitter pages, are the officially sanctioned means by which eligible associates may initiate or maintain a Web presence on remodeling or design subjects, the Company recognizes that a personal Web presence (such as a personal blog, Facebook page, or Facebook group discussion board) may also be appropriate and beneficial. Regardless of your role at Castle Building & Remodeling, if you wish to initiate or maintain a personal blog, social network discussion group, or other internet site that discusses or relates to Castle Building & Remodeling, our business, or to the information remodeling or design industries, you must obtain management approval to do so. You are free, however, to publish your own blogs on topics of personal interest to you that do not concern Castle Building & Remodeling or the remodeling or interior design industry.
2. All Castle Building & Remodeling policies apply.
 - a. The policies that apply to associate conduct in general apply to Web Participation as well, whether or not your postings are about Castle Building & Remodeling, our business or remodeling / Interior design. Know and follow all Castle Building & Remodeling policies.
3. Think before you post. Use sound judgment and think about reactions to your post before you post it. Remember that whatever you post may live for many years on the Web, even if you delete your copy of it. Avoid posting in the heat of the moment, especially in a discussion that is escalating into a flame war. Ask yourself, "Is this issue better handled by another part of Castle Building & Remodeling, such as Loren Schirber?"
4. Respect your audience. Avoid slurs, personal attacks or insults, obscenity, etc., and topics that may be considered objectionable or inflammatory – such as topics in the areas of politics and religion. Show proper consideration for others' privacy, and avoid picking fights. Be the first to correct your own mistakes, and be constructive and respectful if correcting others.
5. Have productive conversations. When acting in your professional persona as a Castle Building & Remodeling associate, remember that the primary benefit of Web Participation is for others to learn about Castle Building & Remodeling and for Castle Building & Remodeling to learn from others. While it is OK to offer criticism, this criticism should be constructive and never mean-spirited, and should not involve accusations of wrongdoing or improper conduct. Find out who else is blogging on the topic, and link to them. If Castle Building & Remodeling has relevant research on the topic, link to it (even if it is just the abstract). Try to add value. Provide worthwhile information (get your facts straight) and perspective (be constructive). Remember, if a

- posting generates a request from a journalist for an interview, or a client or prospect for a lead, route it through normal Castle Building & Remodeling channels.
6. Don't "give away the farm." Don't post the kind of information and advice for which clients pay Castle Building & Remodeling. As Castle Building & Remodeling associates, we want clients to pay us for design services.
 7. Protect and enhance the value of Castle Building & Remodeling's brand. Present Castle Building & Remodeling in a positive light and avoid making derogatory comments about Castle Building & Remodeling, our products, services, management, employees or systems.
 8. Protect confidential information. Protect Castle Building & Remodeling's and our clients' confidential information. Information that we would not publicly disclose due to confidentiality concerns should not be disclosed or discussed on the Web. Also don't disclose or discuss Castle Building & Remodeling's revenues, or future business plans. If in doubt, gain permission prior to posting on matters that might be private or internal to Castle Building & Remodeling.
 9. Be personable and have fun. Web participation is about enjoying personal interactions, not delivering corporate communications. Always identify yourself. Write in the first person. If your Web participation feels like work, you're probably doing too much of it and it's likely to interfere with your work at Castle Building & Remodeling. A big part of the Web experience is that it is more playful than most other media. Your Web participation should reflect this characteristic. The most successful blogs are those with an informal and humorous style. It's OK — some might say mandatory — to poke fun in Web postings, but keep in mind that such humor should always be appropriate and should stimulate discussion, not stifle it.
 10. Be conscious of persona. Persona is the role you are playing when participating on the web. You may adopt the persona of a Castle Building & Remodeling associate or a personal persona unconnected to your professional work life. It is important for associates to recognize the difference, and to be careful when crossing from one persona to the other in any particular social environment. Whenever and wherever you act in your professional persona as a Castle Building & Remodeling associate, be mindful that you will be perceived as representing the Company, and must act thoughtfully and professionally at all times.
 11. Comply with Applicable Laws. When engaging in Web Participation, you are expected to respect and adhere to all applicable laws and regulations including those concerning Financial Reporting, Insider Trading, Antitrust, Copyright, Anti-Bribery and Data Protection.
 12. Publicity. Remember, if a posting generates a request from a journalist for an interview, or a client or prospect for a lead, route it through normal Castle Building & Remodeling channels. Forward requests for media interviews to Loren Schirber.

Castle Building & Remodeling reserves the right to monitor Web Participation by our associates, including social networking sites, to ensure compliance with these guidelines. Violations of these Guidelines may result in disciplinary action, up to and including termination of employment.

Improper use of Castle communication services and equipment includes any misuse as described in this policy as well as any harassing, offensive, demeaning, insulting, defaming, intimidating, or sexually suggestive spoken, written, recorded, or electronically transmitted messages.

Section 6 - Conflict of Interest

Employees shall avoid outside employment, activities, investments, and other interests that involve obligations, which may compete with or be in conflict with the interests of the company. A conflict of interest can arise in dealings with anyone that Castle transacts business; i.e., present or past customers, clients, owners, buyers, suppliers, banks, insurance companies, and people in other organizations with whom we contact and make agreements.

Conflicts of interest should be avoided and may include the following examples:

- * Working for any group mentioned above for personal gain.
- * Engaging in a part-time activity for profit or gain in any field in which the company is engaged.
- * Borrowing from, or lending money to, individuals representing organizations with which business dealings are conducted.

Personal Conduct

The company expects that all of its employees will conduct themselves with the pride and respect associated with their positions, fellow employees, customers and the company. Employees should always use good judgment and discretion in carrying out the company's business. Employees of Castle should always use the highest standards of ethical conduct.

Improper conduct by and between employees and/or by and between employees and business associates on the company's premises or adversely affecting company work will not be tolerated. Any employee demonstrating improper conduct will be subject to disciplinary action including termination of employment.

Please consider the following guidelines:

1. Don't play the radio loudly. The radio should be set for those in the immediate area, not the entire site. Castle encourages employees to use headsets for private listening. Your choice of music or talk programs should not be offensive to customers and/or other employees.
2. Don't use foul language.
3. Don't leave tools lying around so children can hurt themselves.
4. Leave tools, equipment, and materials in an orderly area so customers do not feel we are taking up more space than needed.
5. Don't use the customer's tools, vacuum cleaner, garbage cans, etc.
6. Don't go into parts of the customer's home where we are not working.
7. Find out which bathroom they would like us to use and leave it clean.

In general, be aware of the working relationship we have with our customers. We want repeat business. Any behavior which is a violation of company policy or of common sense and common courtesy, or which reflects poorly on the company or endangers its employees or customers, will be subject to disciplinary action including termination of employment.

Confidentiality

Castle is engaged in a business, which requires that a strict code of confidentiality of information be maintained. No employee will store information outside of the company (either in written or electronic form) about any matter pertaining to the conduct of the company's business, which may compromise a customer or the company to outsiders. Any employee who compromises information may be subject to termination of employment.

Bribes, Kick-Backs & Other Illegal Payments

Bribes, kickbacks and other illegal payments to or from any individual with whom we conduct business in any form and for any purpose are prohibited.

Certain types of rebates to the company from suppliers, but not to or from an individual employee, are legitimate to correct commercial inequity if done within government trade regulations.

Accepting Gifts

We are delighted when our clients are moved to reward your work with monetary gifts. Cash tips given by our clients to you for excellence in service are permissible to accept with the following stipulation: A written "thank you" note is sent. Notify the office of the gift so that we may respond with gratitude.

Never ask a client for discarded property. If offered, discarded personal property of our clients can be accepted as a gift with the approval of management. Failure to abide by this policy could result in disciplinary action.

Section 7 - Rules to Help Us All

It is the policy of Castle to expect all employees to abide by certain work rules of general conduct and performance at all times. The regulations governing employee conduct and responsibilities have been established in the best interest of the company, its employees, and its clients.

Accordingly, a violation of these regulations constitutes misconduct on the part of the employee and appropriate disciplinary action will be initiated. These rules are guidelines only and are not all-inclusive. Disciplinary action may include, but is not limited to, verbal reprimand, written notice, suspension from work without pay, and immediate termination of employment. Management reserves the right to terminate or discipline any employee as the company, in its discretion, considers necessary in individual circumstances.

In the event an employee is suspended from work for disciplinary reasons, benefits will not accrue nor will benefits be recoverable during the suspension period.

Examples of Misconduct

The following are examples of misconduct for which an employee may be subject to discipline and do not constitute a complete list of the circumstances for which discipline will be warranted.

- * Falsification of any records or reports pertaining to hours worked, absence from work, claims pertaining to injuries occurring on company premises, claims for any benefits provided by the company, communications or records, including personnel and production records.
- * Disclosing confidential information to outsiders.
- * Fighting on job sites or company property.
- * Participation in illegal activities including gambling
- * Any unethical conduct or conflicts of interest.
- * Purposefully concealing defective work.
- * Stealing from the company, a client or another employee; hiding, concealing or misappropriation of company property or the property of other employees or customers; sabotage or willful damage to anyone's property.
- * Unauthorized use or sale of any company-owned property, salvaged material or equipment.
- * Reporting to work under the influence of or smelling of alcohol or illegal drugs; possession, sale or use of marijuana or illegal drugs or chemicals or consumption of alcohol while working on job sites, in the office or in company vehicles.
- * Negligence or willful acts in the performance of duties resulting in damage to company property or injury to others.
- * Insubordination - a willful and deliberate refusal to follow reasonable orders by a member of management.
- * Willfully misusing company property.
- * Violation of the company's equal opportunity or sexual harassment policies.
- * Committing a safety violation resulting in serious injury to another person.
- * Violation of company policies.
- * Gaining unauthorized access to company records.
- * Speeding, reckless driving or unauthorized use of company vehicle.
- * Use of threatening, profane or abusive language.
- * Demonstration of lack of courtesy towards other employees, customers or vendors.

Section 8 - Safety

Castle is committed to the safety of its employees and its property and equipment. To this end, we will utilize a safety program in our daily activities. It is necessary that the company establish safety rules and regulations to be observed by all employees at all times.

Any employee who disregards any company safety rule and/or regulation is subject to disciplinary action including termination of employment.

With regard to these rules, the following will be considered standard procedure for all employees:

- * Should a safety regulation be modified, so that an employee's safety is something less than it should be, the employee should inform their manager.

- * All questions concerning the reason for doing something in a certain manner may be asked of any member of management at any time.
- * Employees' decisions should always be guided by the company's commitment to safety.
- * Should a hazardous situation or condition exist and a decision has to be made on safety or production, safety concerns should always take precedence over production.

It is management's responsibility to see that every employee at Castle is provided with safe working conditions, all safety regulations are observed and employees use good common sense to protect themselves as well as others. Management will periodically inspect working conditions and may suspend all work activity until an unsafe condition is corrected.

The most important part of safety is YOU. It is your responsibility to abide by the safety rules - these rules are made for your protection. Report any personal injury IMMEDIATELY, however minor. Report all dangerous conditions and practices to your manager.

Safety Rules

The following is not a complete list of safety rules and these rules are not intended as a substitute for common sense and good judgment. Castle's Employee Safety Manual will be posted on Sharepoint.

Hard hats will be worn on the job when working under heavy objects which may be dropped or fall accidentally.

Hard-toed shoes will be worn when working on jobs where heavy objects may fall.

First aid kits are provided on each job. It is the responsibility of the Lead Carpenter to see that the kits are on the job and remain well stocked.

All gasoline shall be stored in approved safety cans. Never use gasoline for cleaning.

Know where the fire extinguishers are located and know how to use them.

Extension cords used with portable electric tools and appliances shall be of the three-prong type. Defective cords shall be replaced on the day they become defective.

All ditches 5' deep must be shored or slanted to the angle of repose. Dirt and materials must be at least 3' back from the ditch.

Defective materials or tools must be turned in to the Lead Project Manager and not remain on the job.

Read all Material Safety Data sheets supplied with hazardous materials and abide by the instructions. Direct any questions to the Lead Project Manager.

Employees should check with the Lead Project Manager regarding any potentially hazardous material.

Keep oxygen and gas cylinders in an upright position and secured. Caps should be kept on tanks not in use. Keep tanks free from oil and grease.

The company, when necessary, will provide safety goggles or glasses and hearing protection. These protective devices will be used when breaking out concrete or asphalt, grinding, using a cutting torch, welding, sanding, using chisels, chipping slag, breaking rock, handling hazardous materials and operating loud power tools and machinery.

Wear clothes suited for the job. This means hard-soled work shoes, shirts and long pants. Remove all jewelry before reporting to the job.

Practice good housekeeping throughout the workday. Keep work areas neat, clean, and free from stumbling hazards, grease, etc.

Learn to lift the correct way. Bend knees, keep back erect, and get help for heavy loads.

No scuffling or horseplay on the job.

Do not run. Keep firm footing and proper balance at all times.

Keep materials out of walkways. Bend down and remove protruding nails.

Do not throw anything from a height before checking to make sure that no one is below.

Keep guards and protective devices in place at all times. When guards are removed for repairs, replace in proper order before starting up.

Use tools only for their intended purposes. Do not use broken or dangerously dull tools.

Do not attempt to operate special machinery or equipment without permission and instructions.

Do not repair or adjust machinery while it is in operation. Never oil moving parts except on equipment fitted with safeguards for this purpose.

Never work under vehicles that are supported by jacks or chain hoists without protective blocking in case of hoist or jack failures.

Do not disconnect air hoses and compressors until hose line has been bled.

Field personnel are required to attend all scheduled company meetings.

Special customer requirements for safety, including the government requirements, may apply to projects on which the company is working. Employees will be advised of these situations and expected to follow these policies and procedures.

Hazardous Wastes

The Environmental Protection Agency has grouped certain chemicals and chemical groups into categories, which have been defined as toxic. This means that in concentrated forms or by

accumulating and combining with other chemicals (even the air) these chemicals can be hazardous to human health if exposure occurs.

From time to time in the normal course of their jobs, employees may handle materials, which have been classified as hazardous by the standards of the Occupational Safety and Health Act (OSHA) regulations.

Hazardous materials that are received from our suppliers should have Material Safety Data Sheets (MSDS) or labels, which state the chemical ingredients of the contents, precautions to take, and what to do if exposure occurs.

Employees will be instructed on how to control hazardous wastes and what to do if they are exposed to hazardous wastes.

If any employee suspects that the materials or wastes he/she may encounter as an employee are hazardous (whether or not they are being created or used by the company), he/she should inform their manager immediately.

As a company, we are committed to not creating or disposing of hazardous wastes, which will contaminate the environment. Whenever possible, we will choose materials which have been judged as non-hazardous and will properly dispose of hazardous materials if used. Also, we will not knowingly dump any wastes into the environment at any time.

Reporting Injuries, Accidents and Incidents

When any accident, injury, or illness occurs while an employee is at work, it must be reported to the Lead Project Manager and Office Manager within forty-eight (48) hours of occurrence, regardless of the nature or severity. Other reporting requirements can be found under the Workers' Compensation section.

The company will provide the proper forms for reporting job-related accidents, injuries and illnesses. Any employee failing to report such occurrences will be subject to disciplinary action.

In the event of a vehicular accident involving a company-owned/leased vehicle or while on company business, the employee must report all information immediately to the Lead Project Manager and Office Manager. In no instance should responsibility for an accident be expressed to anyone until the proper person in the company has been notified and permission has been obtained to make statements.

In the event of theft of any company credit card, equipment or vehicle, the employee must report all information immediately to the Owner, Lead Project Manager and Office Manager.

Section 9 - Transportation and Travel Expenses

Company-Owned/Leased Vehicles

A manager must authorize all travel in company vehicles on other than company business in advance. This includes vehicles that may be leased by the company as well as those vehicles that are owned by the company.

The following are specific policies related to company-owned/leased vehicles:

- * Daily records must be kept for all mileage driven.
- * Company-owned/leased vehicles will be driven only as needed for jobs during working hours.
- * Company-owned/leased vehicles will be driven only for transportation to and from destinations as specified.
- * Company-owned/leased vehicles will not be driven for private use unless specific arrangements have been made in advance.
- * Only the driver assigned to the vehicle is authorized to sign for gasoline, oil, etc.
- * All charge receipts must include the name and address of the vendor, the date of purchase, the amount paid, and the mileage on the odometer.
- * Alcoholic beverages or illegal drugs or chemicals will not be allowed in a company vehicle at any time.
- * No driver who has been drinking alcoholic beverages or is under the influence of drugs or chemicals will be allowed to drive a company-owned/leased vehicle.
- * No one, other than an authorized company employee, is permitted to operate or ride in a company-owned/leased vehicle.
- * The company vehicles interior and exterior must be kept clean at all times and thoroughly washed on a regular basis.
- * Vehicles must be properly maintained according to the manufacturer's schedule.
- * Any employee who misuses a company-owned/leased vehicle will be subject to dismissal.
- * Any damage to a company-owned/leased vehicle caused by employee carelessness or misjudgment is the responsibility of the employee. This includes insurance deductibles.

Personal Vehicles

Each employee is required to have his/her own vehicle.

There will be no mileage reimbursement given to or from your home and the job site.

Employees may use their personal vehicles on official company business. A mileage rate based on acceptable and current Internal Revenue Service regulations will be paid to an employee who uses his/her personal vehicle on official company business. Minimum insurance requirements as specified by the company's insurance carrier must be in effect at the time the employee's personal vehicle is used and the employee may be required to provide the appropriate proof of insurance.

Magnetic logos will be provided and it is expected they will be displayed while at work in return for mileage reimbursement.

Respect of Castle Reputation

When operating your vehicle with the Castle magnet attached or any vehicle displaying Castle branding, please be mindful that you are representing the company everywhere you go. Drive

respectfully, park respectfully and present a positive image of the company. Refrain at all times from disrespectful gestures or driving practices.

Parking at the Job Site

- If it becomes necessary to park in the customer's driveway or yard, please protect the parking area from any leaking vehicle fluids.
- No one should park in a neighbor's driveway without express permission from the neighbor.
- Please obey all street signs and parking restrictions. (i.e. No Parking This Side of The Street, Snow Emergency Odd/Even Rules, etc.) Failure to obey any traffic or parking restrictions resulting in a parking ticket or other violation, will be the sole responsibility of the employee.

Travel Expenses

Castle does not pay for travel to and from your home.

Castle will pay for necessary travel between jobs and or for material runs approved by your manager. It is the lead person's responsibility to request materials and supplies well in advance of his/her need, so that these items can be ordered and delivered by our suppliers. Most of our suppliers will deliver FREE. If you are authorized to make a trip to a supplier, please check all your needs so that trips to suppliers are kept to a bare minimum. Charge travel time to the job you are working on.

Section 10 - Employee Concerns

Castle believes in open communication. If an employee has a suggestion or concern, management wants to know about it. In most cases, an employee will get satisfaction by discussing the matter with their immediate manager. However, the company recognizes that not all complaints will be satisfactorily resolved between an employee and their manager.

For complaints which cannot be resolved informally between an employee and their manager, the following procedure has been established to ensure a fair and impartial review. All complaints will be given prompt and objective consideration in an atmosphere of mutual assistance.

Time periods specified may be extended at the discretion of the management person reviewing a particular complaint if extenuating circumstances justify a longer period.

This complaint reporting procedure does not apply directly to complaints of harassment, which are more specifically discussed in Section 5 - Work Policies and Regulations.

Step 1 The employee must present his/her complaint to the Office Manager who will make a thorough inquiry into the facts and circumstances of the complaint and will make every effort to resolve the matter promptly and fairly within seven (7) working days of receiving the complaint.

Step 2 If an employee is dissatisfied with the decision of the Office Manager, the employee may submit a written report to the Lead Project Manager within seven (7) working days of receiving the decision of the Office Manager.
If further review is required, the higher management level will conduct the appropriate investigations and hearings and advise the employee in writing of the findings and of any change in the earlier decision.
Regardless of the time limits established, the filing of a complaint will not be accepted after an employee has been terminated from employment.

Step 3 At any time within seven (7) working days following receipt of the decision reached in Step 2 or within seven (7) working days after the employee's termination date, the employee may submit a written request for further review of his/her complaint to the CEO/President of Castle. The personnel actions taken previously will be reviewed and a final decision will be made.

Section 11 - Drug-Free Workplace Policy

INTRODUCTION

In response to federal requirements for drug-free workplaces, and in keeping with Castle's concern for the health and safety of its workforce, the following Drug-Free Workplace Policy has been instituted.

This policy certifies the company's intent to maintain a drug-free workplace. The first section describes the prohibitions of this policy such as the manufacture, distribution, sale, possession or use of a controlled substance in the workplace.

In addition, this policy creates a Drug Awareness Program that provides information on the dangers of workplace drug use to all employees as well as information about available private and community treatment facilities. The last section of this policy lists the disciplinary actions that employees will face for any violation of Castle's Drug-Free Workplace Policy. Finally, an employee acknowledgement must be signed and dated by each employee who receives a copy of this policy.

The Drug-Free Workplace Act specifically requires Castle to notify each employee that, as a condition of employment, each employee must:

- * Comply with the company's Drug-Free Workplace Policy; and
- * Notify Castle of any conviction for a drug-related offense committed in the workplace within five (5) days of the conviction.

Any employee who violates this company policy will be subject to disciplinary action up to and including termination of employment.

PROHIBITIONS

Castle's Drug-Free Workplace Policy prohibits employees from engaging in any of the following activities:

1. Use, possession, manufacture, distribution, dispensation or sale of illegal drugs on company premises or company business, in company supplied vehicles, or during working hours.

2. Unauthorized use or possession, or any manufacture, distribution, dispensation or sale of a controlled substance on company premises or while on company business or while in company supplied vehicles.
3. Storing in a locker, desk, automobile or other repository on company premises any controlled substance whose use is unauthorized.
4. Being under the influence of a controlled substance on company premises or while on company business, or while in company supplied vehicles.
5. Any possession, use, manufacture, distribution, dispensation or sale of illegal drugs off company premises that adversely affects the individual's work performance, their own or the safety of others at work, or the company's regard or reputation in the community.
6. Failure to adhere to the requirements of any drug treatment or counseling program in which the employee is enrolled.
7. Failure to notify Castle of any conviction under criminal drug statutes for a workplace offense within five (5) days of the conviction.
8. Refusal to sign a statement to abide by Castle's Drug-Free Workplace Policy.

AUTHORIZED USE OF PRESCRIPTION MEDICINE

An employee undergoing prescribed medical treatment with any drug, which may alter their physical or mental ability, must report this treatment to the Project Manager who will determine whether a temporary change in the employee's job assignment is warranted during the period of treatment.

DRUG AWARENESS PROGRAM

To assist employees and their families to understand and avoid the perils of drug abuse, Castle has developed a comprehensive Drug Awareness Program. The company uses this program in an educational effort to prevent and eliminate drug abuse that may affect the workplace.

The Drug Awareness Program will inform employees about:

- * Dangers of drug abuse in the workplace,
- * Castle's Drug-Free Workplace Policy,
- * Availability of treatment and counseling for employees who voluntarily seek such assistance, and
- * Disciplinary actions for violations of Castle's Drug-Free Workplace Policy.

Employees of Castle are our most valuable resource and, for that reason, their health and safety is our number one concern. Any drug use, which imperils the health and wellbeing of our employees or threatens our business, will not be tolerated. The use of illegal drugs and abuse of other controlled substances on or off duty is inconsistent with the law-abiding behavior expected of citizens. Employees who use illegal drugs or abuse other controlled substances on or off duty tend to be less productive, less reliable, and prone to greater absenteeism. This, in turn, can result in increased costs, delays and risks to Castle's business.

Drug use in the workplace puts the health and safety of the abuser and all other workers around them at increased risk. Employees have the right to work in a drug-free environment. In addition, drug abuse inflicts a terrible toll on the nation's productive resources and the health and well-being of workers.

Early recognition and treatment of drug abuse is important for successful rehabilitation. Whenever feasible, Castle will assist employees in overcoming drug abuse by providing

information on treatment opportunities and programs. However, the decision to seek diagnosis and accept treatment for drug abuse is primarily the individual employee's responsibility.

Employees with drug abuse problems should request assistance from management. Castle will treat all such requests confidentially and will refer the employee to the appropriate treatment and counseling services. Employees who voluntarily request Castle's assistance in dealing with a drug abuse problem may do so without jeopardizing their continued employment, provided they strictly adhere to the terms of their treatment and counseling program. At a minimum, these terms include the immediate cessation of any use of drugs, and participation, where required by a program, in periodic unannounced testing for a twenty-four (24) month period following enrollment in the program.

Voluntary requests for assistance from employees will not, however, prevent disciplinary action for violation of Castle's Drug-Free Workplace Policy.

Castle has instituted a zero tolerance level program. Castle is committed to maintaining a safe workplace free from the influence of drugs. All employees are hereby notified that Castle will comply with the requirements of the Drug-Free Workplace Act of 1988, and all applicable regulations issued there under, as well as, when applicable, any more stringent rules created by other federal agencies.

Castle's Drug Awareness Program does not create an employment contract between the employer and employee. Furthermore, Castle has the sole right to modify the policy and program at any time.

DISCIPLINARY ACTIONS

1. A violation of Castle's Drug-Free Workplace Policy is subject to disciplinary action, up to and including termination of employment, at the company's sole discretion.
2. In addition to any disciplinary action, the company may, in its sole discretion, refer the employee to a treatment and counseling program for drug abuse. Employees referred to such a program by the company must immediately cease any drug use, may be subject to periodic unannounced testing for a period of twenty-four (24) months, and must comply with all other conditions of the treatment and counseling program. Castle shall determine whether an employee it has referred for drug treatment and counseling should be temporarily reassigned to another position for safety reasons.
3. Castle will promptly terminate any employee who tests positive for drugs while undergoing treatment and counseling for drug abuse.

NOTICE TO ALL PERSONNEL OF DISCIPLINARY POLICY

This is a formal notice of Castle's intent to take disciplinary action, up to and including termination of employment, against any employee who violates Castle's Drug-Free Workplace Policy.

Castle's Drug-Free Workplace Policy prohibits the use, sale, distribution, manufacture or possession of all controlled substances as listed in Schedules I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812).

Company policy also prohibits the performance of work or presence at any company building, facility, and equipment or work area/site while under the influence of a controlled substance.

DISCIPLINARY ACTION

1st Offense Suspension for 2 working days without pay to immediate termination.

2nd Offense Immediate termination.

Castle Building & Remodeling, Inc.

Acknowledgment of Receipt and Understanding

Read and Sign Immediately

I understand and/or agree that:

- The statements contained in the Company Policy Manual for Employees of Castle which includes a Drug Free Workplace Policy, are intended to serve as general information concerning Castle and its existing policies, procedures, practices of employment and employee benefits.
- Nothing contained in the Company Policy Manual for Employees of Castle is intended to create, nor shall be construed as creating, a contract of employment express or implied or guarantee employment for a definite or indefinite term.
- From time to time Castle may need to clarify, amend and/or supplement the information contained in the Company Policy Manual for Employees of Castle and that the company will inform me when changes occur.
- I have received a copy of the Company Policy Manual for Employees of Castle, have read and understand the information outlined in the manual, have asked any questions I may have concerning its contents, and will comply with all policies and procedures to the best of my ability.
- I understand the requirements of the Drug-Free Workplace Policy for Employees of Castle as outlined in Section 11, and agree, without reservation, to follow this policy.

****EMPLOYEE COPY – TO REMAIN IN MANUAL****

Employee Signature _____
(Employee Name)

Date _____

Location _____

Authorized
Witness _____
(Witness Name)

Castle Building & Remodeling, Inc.

Acknowledgment of Receipt and Understanding

Read and Sign Immediately

I understand and/or agree that:

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- I have received a copy of the Company Policy Manual for Employees of Castle, have read and understand the information outlined in the manual, have asked any questions I may have concerning its contents, and will comply with all policies and procedures to the best of my ability.
- I understand the requirements of the Drug-Free Workplace Policy for Employees of Castle as outlined in Section 11, and agree, without reservation, to follow this policy.

****EMPLOYER COPY****

TO BE SIGNED/WITNESSED AND TURNED IN TO OFFICE MANAGER

Employee Signature _____
(Employee Name)

Date _____

Location _____

Authorized Witness _____
(Witness Name)