

Island Residential Services, LLC Employee Handbook Addendum

*This Employee Handbook Addendum contains the worksite policies and expectations of Island Residential Services, LLC (the "Company"). These policies are in addition to the Employee Handbook provided by ProService Hawaii. **Both documents apply, however policies in the Employee Handbook Addendum supersede any conflicting policies in the ProService Hawaii Employee Handbook.** Please ensure that you clearly understand each document.*

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Employment Practices

Employment Classifications

The Company employs regular full-time and regular part-time employees.

Regular full-time employee – Employees who have completed the introductory period* of employment and who on average are regularly scheduled to work 40 hours or more per workweek are considered regular full-time employees and are eligible for Company benefits, including but not limited to paid time off ("PTO") benefits, as well as statutory benefits if requirements are met.

Regular part-time employee – Employees who have completed the introductory period* of employment and who on average are regularly scheduled to work fewer than 40 hours per workweek, but at least 20 hours per workweek are considered regular part-time employees and are eligible for specified Company benefits, including but not limited to PTO benefits, as well as statutory benefits if requirements are met.

* *Introductory Period:* All new and/or rehired employees are subject to an introductory period of three (3) months, subject to extension at the discretion of the Company's management. Your workplace supervisor will evaluate your performance throughout the introductory period. In addition, we encourage you to evaluate your own career development and to determine whether or not your workplace is a good environment for you. Your employment, both during and after the introductory period, is considered to be at-will. Successful completion of the introductory period does not guarantee continued employment with the Company or alter the at-will employment relationship in any way.

Exempt or Non-Exempt Status

Under the Fair Labor Standards Act ("FLSA"), employees are classified as exempt or non-exempt. Employees will fall into one of these two (2) classifications depending on various factors including job duties and wage level.

Exempt employees are paid on a salary and/or commission basis and are not eligible for overtime pay. Such employees must meet certain job duties/responsibilities and salary level/basis tests to be eligible for exempt status.

Non-exempt employees are those hourly and salaried employees who are required to complete time records and who, by law, are eligible to earn overtime pay for work performed in excess of 40 hours per workweek.

Please see the ProService Hawaii Employee Handbook for more details.

Exit Interview Policy

Prior to an employee leaving the Company, your supervisor will perform an exit interview. You must return all property belonging to the Company or ProService.

Compensation

Work Schedule

Your supervisor will inform you of your work schedule. Your work schedule is subject to change at any time at the sole discretion of the Company's management. The Company work hours are generally Mondays through Fridays, 7:00 a.m. – 4:00 p.m. Employees are allowed one 30 minute unpaid lunch break. Employees working up to six hours per day are provided one 15 minute paid rest break. Employees working more than six hours per day are provided two 15 minute paid rest breaks. Depending on business needs, employees may be required to work on any day of the week including Saturdays and Sundays. Depending on business needs, employees may be scheduled to work overtime. See Overtime policy in the ProService Hawaii Employee Handbook.

Pay Schedule

The standard workweek runs from 12:00 a.m. Sunday through 11:59 p.m. Saturday. Employees are paid bi-weekly. Pay checks are distributed every other Thursday.

Performance Evaluations

Your job performance is subject to periodic review by management generally twice a year with additional performance evaluations conducted as deemed necessary by the Company. When you receive a performance evaluation, you should take the opportunity to discuss your performance with your supervisor. Employees are asked to sign the performance evaluation document to show it was reviewed with you and to submit your own comments on the evaluation. Pay reviews may not necessarily be conducted at the same time as performance evaluations.

Pay Reviews and Pay Adjustments

Pay scales for the job classifications are subject to review regularly. Your individual rate of pay within those scales may be reviewed generally once a year with additional pay reviews conducted as deemed necessary by the Company. However, the occurrence of a pay review does not mean that a pay adjustment will be automatically made. Pay adjustments are determined by your job performance and other meritorious factors. Pay reviews are within the sole and complete discretion of the Company. Pay reviews may not necessarily be conducted at the same time as performance evaluations.

Employee Benefits

Paid Time Off (“PTO”)

PTO is available to eligible employees as a benefit to be used for paid vacation, sick leave, or personal matters. Regular full-time and regular part-time employees are eligible for PTO. Eligible employees begin accruing PTO upon hire based on the following table. However, eligible employees may not use PTO until after completing one (1) year of continuous employment.

At the completion of one (1) year of continuous employment, PTO may be used as it is accrued with management approval according to the following table:

Full-Time Employees

Length of Employment	PTO Hours Earned per Bi-Weekly Pay Period	Annual Leave Amount* Per Anniversary Year	Maximum Carryover Amount
Upon hire	1.5385 hours	40 hours (5 days)	No Carryover
5 Years of Satisfactory Employment (Month 60)	2.1538 hours	56 hours (7 days)	No Carryover
7 Years of Satisfactory Employment (Month 84)	3.0769 hours	80 hours (10 days)	No Carryover
10 Years of Satisfactory Employment and beyond (Month 120)	4.6154 hours	120 hours (15 days)	No Carryover

Part-Time Employees

Length of Employment	PTO Hours Earned per Bi-Weekly Pay Period	Annual Leave Amount Per Anniversary Year	Maximum Carryover Amount
Upon hire	0.7692 hours	20 hours (2.5 days)	No Carryover
5 Years of Satisfactory Employment (Month 60)	1.0769 hours	28 hours (3.5 days)	No Carryover
7 Years of Satisfactory Employment (Month 84)	1.5385 hours	40 hours (5 days)	No Carryover
10 Years of Satisfactory Employment and beyond (Month 120)	2.3077 hours	60 hours (7.5 days)	No Carryover

PTO does not accrue for eligible employees during a leave of absence without pay (e.g., Temporary Disability Insurance, Workers' Compensation, Family and Medical Leave, extended medical leave).

PTO may be taken in a minimum of one (1) hour increments for non-exempt hourly employees and half day (4-hour) increments for exempt salary employees. Unpaid personal leave may only be requested after all other appropriate leave balances have been exhausted.

Carryover of unused PTO is not allowed at the end of the anniversary year. Pay is not offered in lieu of using PTO hours.

Employees must submit requests for PTO in as far advance as possible but no later than two (2) weeks prior to the start of the requested PTO. Employees must ensure that they have enough accrued PTO available to cover the dates requested. Requests will be evaluated based on a number of factors, including but not limited to operating and staffing requirements, and per Company management discretion.

The Company reserves the right to require a physician's certificate for any absence from work for an employee's own injury or illness. Any continuous absence of more than three (3) working days will require a physician's certificate of illness/injury.

Unused PTO is paid out upon voluntary resignation. Employees must give two weeks' notice, have worked at least one continuous year, and must not have been terminated for misconduct. Employees must remain in good standing.

Unused PTO hours will NOT be paid out for involuntary resignation.

Holidays

The Company will be closed in observance of the following holidays each calendar year:

- New Year's Day (January)
- Thanksgiving Day (November)
- Christmas Day (December)

Upon hire, all regular full-time employees are eligible for a paid day off on all holidays observed by the Company, as specified above. Regular full-time, hourly employees will receive eight (8) hours paid at their regular hourly rate for the holiday off.

Employees are not eligible for holiday pay during a leave of absence without pay (e.g., Temporary Disability Insurance, Workers' Compensation, Family and Medical Leave, extended medical leave).

The Company will remain open on the optional holidays listed below and will be unpaid:

- Presidents' Day (February)
- Memorial Day (May)
- Independence Day (July)

The Company reserves the right to amend the list of observed holidays based on the needs of the operations. Employees will be notified in advance of such changes.

Court Duty

Jury duty or duty as a summoned witness is an important civic obligation. In an effort to assist in meeting your civic duty, all employees are entitled to unpaid time off.

In the event you receive a subpoena to testify as a witness or jury summons, notify your supervisor immediately. Your supervisor will then make appropriate arrangements to allow you the necessary time away from work. You will be excused for only the time required to serve on the jury or testify. You are expected to come to work on any day or part day that you are not scheduled to testify or serve on jury duty, as well as the next working day following the completion of your service.

If you are dismissed from court duty during your regularly scheduled working hours with four (4) or more hours remaining on your workday, contact your supervisor and report for work as required.

The combined hours of court duty and your work hours will not exceed the hours of your normal work day. Court duty does not count as hours worked in overtime calculation.

Upon your return to work, a statement of jury service or witness must be presented to your supervisor. The court will issue these documents.

Voting Time

All eligible employees are encouraged to register and vote in Primary, General, or Special Elections. The Company allows employees up to four (4) hours of unpaid time off to vote. Employees requesting time off to vote must notify their supervisor at least one (1) day in advance. Upon your return to work, proof of voting is required. If appropriate proof is not provided, the time off will be considered as unexcused and the employee may be subject to disciplinary action.

Bereavement Leave

Regular full-time and regular part-time employees will be granted a leave of absence with pay for a three (3) day period in the event of the death of an immediate family member.

"Immediate family" includes an employee's spouse, reciprocal beneficiary, civil union partner, parent, child, brother, sister, grandmother, grandfather, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, legal guardian, or domestic partner.

Company Regulations

Attendance

Punctual and regular attendance is an essential responsibility of each employee at the Company. Employees are expected to report to work as scheduled, on time and be prepared to start working. Employees are also expected to remain at work for their entire work schedule. Late arrivals, early departures, or other absences from scheduled work hours are disruptive and must be avoided.

If you will be absent or tardy from work, you must notify your supervisor at least one (1) hour prior to your scheduled starting time. If you are unable to reach your supervisor, you must contact a member of the Company's management. Do not leave messages with fellow employees. If you are unable to personally contact your supervisor or a member of the Company's management due to emergency conditions, you must contact your supervisor as soon as possible.

If you are unable to place the call yourself due to a serious medical emergency, please have your medical care provider contact your supervisor on your behalf. And, as soon as you are able, you must personally contact your supervisor.

Failure to report to work or contact your supervisor is considered a no call/no show and may result in disciplinary action. Continuous no call/no show of up to three (3) consecutive days may be considered as you voluntarily resigning from your position with the Company.

Continuous tardiness or absences may lead to disciplinary action and/or termination of employment.

The Company reserves the right to require proof of doctor's care and a fitness for duty release prior to returning to work for an employee's own illness or injury. If you are absent from work due to illness/injury and have presented a doctor's note, you are responsible for following all doctors' instructions on and off the job, maintaining good communication with your supervisor, and fully cooperating with all instructions you are given.

Appearance/Work Attire

Due to the nature of our business and our relations with clients and customers, neatness and cleanliness are always necessary. If an employee fails to dress appropriately, the employee may be asked to leave for the day, or return home to change into suitable clothing and report back to work. In this case, the employee will be expected to clock out and will not be compensated for any work time missed. Depending upon the job position and work environment, employees may be required to follow specific requirements and dress codes. If you have any questions about the proper attire for your work, ask your supervisor.

1. General Dress Code:

- Island Residential Services, LLC company shirt - i.e., no holes and not wrinkled.
- Clothes must be clean.
- Shoes must be clean and in good condition.
- Field workers must wear Safety shoes.
- Hair should be styled to reflect a neat, clean, and professional look.
- Jeans must be in good condition - i.e., no rips, holes, no baggy pants, no gym shorts and sweatpants.
- Appropriate undergarments are required at all times.
- All employees shall always keep their hands clean and their nails neatly manicured.
- No jewelry which poses a safety hazard.

2. Company-Issued Uniforms

- a. Upon hire, the Company provides employees the following uniforms:
 - A total of five (5) Company shirts:
 - Three (3) short sleeve shirts
 - Two (2) long-sleeve shirts
 - Or a combination of short and long sleeve.
- b. Upon each anniversary year until the maximum number of Company-issued uniforms is met, the Company will provide the following uniforms:
 - A total of three (3) more Company shirts:
 - Two (2) short-sleeve shirts
 - One (1) long-sleeve shirt

- Or a combination of short and long-sleeve.

c. Upon separation of employment, employees are required to return any Company-issued uniforms received during the course of their employment. Failure to return Company-issued uniforms may result in the Company taking action in recouping the cost of the unreturned Company-issued uniforms.

Company Equipment

Company equipment is available for use during work hours. It is the responsibility of the employee to ensure the accountability of all equipment at every job site.

It is also the responsibility of the employee to ensure all equipment is returned in the same serviceability as it was when they signed them out. Failure to ensure accountability or serviceability of company equipment may lead to employee paying for a replacement, disciplinary action and/or termination.

Personal Belongings

Personal belongs left at the office or job sites are the sole responsibility of the employee.

Conflict of Interest

An employee may not engage in any outside business that may be deemed to be a conflict with their employment with Island Contractors. Any employee who fails to comply with this policy will be subject to disciplinary action and/or termination.

**ACKNOWLEDGMENT OF EMPLOYEE HANDBOOK AND
EMPLOYEE HANDBOOK ADDENDUM**

I hereby acknowledge that I have received the ProService Employee Handbook and the Company’s Employee Handbook Addendum (collectively “Handbooks”). I agree to read and to abide by the guidelines and procedures described in the Handbooks. I understand that I have an ongoing opportunity to ask questions about the policies and procedures described in the Handbooks. I understand that any violation of the guidelines and procedures in the Handbooks may result in disciplinary action up to and including the termination of my employment.

I understand that the Handbooks are not a contract between me and the Company and/or ProService. Unless otherwise provided in a collective bargaining agreement or duly signed individual employment agreement, I agree and understand that my employment is at-will. Therefore, I or the Company and/or ProService may terminate my employment at any time, for any reason, with or without cause or prior notice. Except as otherwise stated herein, I understand that no Company and/or ProService representative, employee, or agent (other than an authorized representative or the President of the Company and/or the President of ProService), has the authority to enter into any agreement for employment for any specified period of time, or any agreement that changes or modifies the employment-at-will relationship. I understand that my compliance with the guidelines, procedures, rules, and regulations of the Handbooks is a condition of my employment and that in the event of any conflict or inconsistency between the provisions of the Handbooks and the provisions of an applicable collective bargaining agreement, the bargaining agreement shall apply.

I understand that in case of termination, I will settle all open employee charge accounts in full and return all tools and property belonging to the Company and/or ProService prior to my last day of work. I understand and agree that any outstanding balance may be withheld from my final paycheck to the extent permitted by law.

Employee’s Signature

Print Name

Date