



...Only Nature Does It Better!

EMPLOYEE HANDBOOK

Effective Date: 1/1/2026

Prepared By:

Universal Pest Services, Inc.

Human Resources & Operations Department

Approved By:

Bob McEntee

Revised: January 2026

TABLE OF CONTENTS

SECTION 1: INTRODUCTION & COMPANY OVERVIEW

- 1.1 Handbook Disclaimer**
- 1.2 Welcome Message**
- 1.3 Company Purpose**
- 1.4 Company Mission**
- 1.5 Company Vision**
- 1.6 Guiding Principles**
- 1.7 Changes in Policy**

SECTION 2: GENERAL EMPLOYMENT

- 2.1 At-Will Employment**
- 2.2 Orientation**
- 2.3 Training & Probationary Period**
- 2.4 Immigration Law Compliance**
- 2.5 Background Checks**
 - 2.5.1 Fingerprinting Requirements**
- 2.6 Equal Employment Opportunity**
- 2.7 Disability Accommodation (ADA)**
- 2.8 Employee Grievances**
- 2.9 Direct Deposit**
- 2.10 Outside Employment**
- 2.11 Employment of Relatives**
- 2.12 Employment of Minors**
- 2.13 Religion & Politics**
- 2.14 Payroll Information**
- 2.15 Internal Communication**
- 2.16 Anti-Retaliation & Whistleblower Policy**
- 2.17 Workplace Privacy & Monitoring**
- 2.18 Motor Vehicle Record (MVR) Inquiry**
- 2.19 Driver's License Policy**
- 2.20 Company Vehicle Policy**
- 2.21 Company Credit Cards**
- 2.22 Licensing & Certification**
- 2.23 End-of-Day Check-In**

SECTION 3: STATUS & RECORDKEEPING

- 3.1 Employment Classifications**
- 3.2 Independent Contractors & Consultants**
- 3.3 Personnel Files**
- 3.4 Employee Information Updates**
- 3.5 Recordkeeping & Documentation**
- 3.6 Confidentiality of Records**
- 3.7 Employment Verification & Reference Requests**

SECTION 4: WORK HOURS & COMPENSATION

- 4.1 Work Hours & Scheduling**

- 4.1.1 Company Business Hours**
- 4.2 Timekeeping Requirements**
- 4.3 Overtime**
- 4.4 Meal & Rest Breaks**
- 4.5 Paydays**
- 4.6 Compensation Structure**
 - 4.6.1 Overtime**
 - 4.6.2 Pay Adjustments & Reviews**
- 4.7 Payroll Deductions & Garnishment**
 - 4.7.1 Required Deductions**
 - 4.7.2 Additional Deductions**
 - 4.7.3 Wage Garnishment**
- 4.8 On-Call or After-Hours Work**
- 4.9 Unauthorized Work**

SECTION 5: BENEFITS

- 5.1 Eligibility for Benefits**
- 5.2 Health Benefits**
 - 5.2.1 Medical Insurance**
 - 5.2.2 Dental Insurance**
 - 5.2.3 Life Insurance**
 - 5.2.4 Accidental / Short-Term Disability Insurance**
- 5.3 Retirement Benefits**
 - 5.3.1 SIMPLE IRA**
- 5.4 Paid Time Off (PTO) Policy**
 - 5.4.1 PTO Accrual for Full-Time Employees**
 - 5.4.2 PTO Accrual for Part-Time Employees**
 - 5.4.3 Use of PTO**
 - 5.4.4 Requesting PTO**
 - 5.4.5 PTO During Peak Season (May 1 – October 31)**
- 5.5 Paid Holidays**
- 5.6 Leaves of Absence**
 - 5.6.1 General Leave Requirements**
 - 5.6.2 Work-Related Injury or Illness**
 - 5.6.3 Pregnancy, Childbirth & Related Conditions**
 - 5.6.4 Jury Duty Leave**
 - 5.6.5 Bereavement Leave**
 - 5.6.6 Military Leave**
 - 5.6.7 Voting Leave**
 - 5.6.8 Family & Medical Leave (FMLA) Statement**
- 5.7 Other Benefits**
 - 5.7.1 Company Vehicle**
 - 5.7.2 Phone Reimbursement**
 - 5.7.3 Uniforms**
 - 5.7.4 Training & Certification**
 - 5.7.5 Bonuses**
 - 5.7.6 Commissions**

SECTION 6: WORKPLACE CONDUCT & EXPECTATIONS

- 6.1 Professional Conduct**
- 6.2 Customer Service Expectations**
- 6.3 Attendance & Reliability**
- 6.4 Personal Appearance & Dress Code**
- 6.5 Workplace Conduct Standards**
- 6.6 Workplace Bullying**
- 6.7 Confidentiality & Privacy**
- 6.8 Conflict of Interest**
- 6.9 Use of Personal Devices at Work**
- 6.10 Social Media & Public Representation**
- 6.11 Smoke-Free Workplace (Including Company Vehicles)**
- 6.12 Workplace Violence Prevention**
- 6.13 Weapons Policy**
- 6.14 Workplace Searches**
- 6.15 Drug & Alcohol Expectations**

SECTION 7: SAFETY & COMPLIANCE

- 7.1 General Safety Policy**
- 7.2 Personal Protective Equipment (PPE)**
- 7.3 Chemical Handling & Pesticide Safety**
- 7.4 Vehicle Safety & Driving Standards**
 - 7.4.1 Driver Eligibility**
 - 7.4.2 Prohibited Driving Conduct**
 - 7.4.3 Vehicle Maintenance & Inspections**
 - 7.4.4 Chemical & Equipment Storage in Vehicles**
 - 7.4.5 Accident & Incident Procedures**
 - 7.4.6 Use of Personal Vehicles for Company Business**
 - 7.4.7 Responsibility for Traffic & Parking Violations**
 - 7.4.8 Disciplinary Consequences**
- 7.5 Equipment & Tool Safety**
- 7.6 Injury & Incident Reporting**
- 7.7 Hazardous Weather & Environmental Conditions**
- 7.8 Workplace Inspections & Compliance Checks**
- 7.9 Disciplinary Consequences**

SECTION 8: COMPANY PROPERTY & TECHNOLOGY USE

- 8.1 Company Vehicle Use Policy**
 - 8.1.1 Authorization & Eligibility**
 - 8.1.2 Authorized Use of Company Vehicles**
 - 8.1.3 Vehicle Cleanliness & Professional Appearance**
 - 8.1.4 Vehicle Maintenance Responsibilities**
 - 8.1.5 Chemical & Equipment Storage in Vehicles**
 - 8.1.6 Use of Personal Vehicles for Company Business**
 - 8.1.7 GPS, Dash Cameras & Monitoring Systems**
- 8.2 Company Equipment & Tools**
- 8.3 Technology, Internet & Email Use**
- 8.4 Personal Devices at Work**

8.5 Return of Company Property

SECTION 9: PERFORMANCE, DISCIPLINE & SEPARATION

9.1 At-Will Employment

9.2 Performance Expectations

9.3 Performance Reviews

9.4 Corrective Action Process

9.5 Immediate Termination

9.6 Documentation

9.7 Resignation

9.8 Job Abandonment

9.9 Final Pay

9.10 Rehire Eligibility

ACKNOWLEDGMENT PAGE

At-Will Employment Agreement & Employee Handbook Acknowledgment

SECTION 1: INTRODUCTION

Universal Pest Services, Inc.

This section provides an overview of Universal Pest Services, Inc., including our mission, values, and expectations for how we work together. It explains the purpose of the Employee Handbook and how it serves as a guide to understanding our policies, culture, and workplace standards.

1.1 Handbook Disclaimer

This Employee Handbook has been prepared to provide employees of Universal Pest Services, Inc. with general information regarding the policies, procedures, and expectations of the Company. It is intended to serve as a practical guide to help employees understand their responsibilities and the standards that support a productive, safe, and respectful workplace.

This Handbook is not a contract, expressed or implied, and does not guarantee employment for any specific duration. Universal Pest Services, Inc. reserves the right to modify, revoke, suspend, terminate, or change any or all plans, policies, or procedures described in this Handbook, in whole or in part, at any time, with or without notice, as business needs or legal requirements evolve.

Employees are responsible for reading, understanding, and complying with the policies contained in this Handbook. If you have questions about any policy, you are encouraged to speak with your supervisor or the Human Resources representative at Universal Pest Services, Inc.

1.2 Welcome Message

Welcome to Universal Pest Services, Inc. We are pleased to have you as part of our team and look forward to a productive and mutually rewarding relationship. Our success is built on the dedication, professionalism, and integrity of our employees, and we believe each person contributes meaningfully to our mission.

This Handbook outlines the values and expectations that guide our workplace. It is designed to help you understand how we operate, what you can expect from us, and what we expect from you. We encourage open communication, collaboration, and a commitment to excellence in everything we do.

We are glad you're here and excited to support your growth and success at Universal Pest Services, Inc.

1.3 Company Purpose

To protect people, property, and the environment in the places where we live, work, and heal.

1.4 Company Mission

To provide superior pest management service in an environmentally responsible way by delivering effective, eco-friendly solutions that prioritize our customers' health, safety, and well-being.

1.5 Company Vision

To be the most admired and respected pest management company in the markets we serve, as evidenced by growth in customer volume and satisfaction.

1.6 Guiding Principles

Universal Pest Services, Inc. is committed to operating with integrity, professionalism, and purpose. Our guiding principles reflect who we are and how we work:

We deliver impeccable service.

We prioritize growth.

We train, develop, and promote the best talent.

We value and care for our customers, our vendors, and each other.

We are innovators.

We have fun.

We are environmentally conscious and cultivate a symbiotic relationship with the world.

We honor diversity, respect, and inclusion.

1.7 Changes in Policy

Universal Pest Services, Inc. continually evaluates its policies and procedures to ensure compliance with applicable laws and alignment with operational needs. As a result, the policies in this Handbook may be updated or revised from time to time.

When changes occur, the Company will make reasonable efforts to communicate updates to employees through written notices, email announcements, or revised Handbook pages. However, it is the responsibility of each employee to remain informed of current policies.

No supervisor, manager, or representative of Universal Pest Services, Inc. has the authority to make verbal commitments or promises that alter the policies contained in this Handbook unless such changes are issued in writing and approved by Company leadership.

SECTION 2: GENERAL EMPLOYMENT

Universal Pest Services, Inc.

This section outlines the foundational policies that govern employment at Universal Pest Services, Inc. It explains how employees are classified, how employment records are maintained, and the Company's commitment to equal opportunity, compliance, and fair employment practices.

2.1 At-Will Employment

Employment with Universal Pest Services, Inc. is on an at-will basis. This means that either the employee or the Company may terminate the employment relationship at any time, with or without cause or notice, unless otherwise prohibited by law.

No supervisor, manager, or representative of the Company has the authority to enter into any agreement for employment for any specified period unless such an agreement is made in writing and signed by the Company President.

2.2 Orientation

All new employees participate in an orientation process designed to introduce them to Universal Pest Services, Inc., its policies, and their job responsibilities. Orientation may include reviewing this Handbook, completing required employment forms, receiving safety training, and meeting with supervisors or team members.

2.3 Training & Probationary Period

All new employees of Universal Pest Services, Inc. are subject to a 90-day probationary period, which also serves as the employee's initial training period. During this time, the employee's performance, attendance, work habits, and overall suitability for the position will be evaluated.

Supervisors will provide guidance, feedback, and training to help employees learn their job duties and meet Company standards. Employees are encouraged to ask questions and seek clarification throughout this period.

Employment may be terminated at any time during the probationary period if performance or conduct does not meet Company expectations. Successful completion of the 90-day probationary period does not guarantee continued employment and does not alter the at-will nature of employment with Universal Pest Services, Inc.

2.4 Immigration Law Compliance

Universal Pest Services, Inc. employs only individuals who are legally authorized to work in the United States. All employees must complete Form I-9 and present acceptable documentation verifying identity and work authorization.

2.5 Background Checks

Universal Pest Services, Inc. may conduct background checks on applicants and employees as permitted by law. Background checks may include, but are not limited to, criminal history, employment verification, education verification, driving records, and other job-related inquiries.

All background checks are conducted in compliance with federal, state, and local laws, including the Fair Credit Reporting Act (FCRA). Applicants and employees will be asked to sign a written authorization form before any background check is performed.

Employment with Universal Pest Services, Inc. may be contingent upon the results of a background check. The Company reserves the right to make employment decisions based on the relevance of any information obtained to the job duties and responsibilities.

The Company may also conduct periodic background or driving record checks for employees in safety-sensitive or driving-required positions.

2.5.1 Fingerprinting Requirements

Certain clients or accounts may require employees to undergo fingerprinting or additional security screening as a condition of assignment. When required, Universal Pest Services, Inc. will notify the employee and provide instructions for completing the fingerprinting process.

Fingerprinting may be required at the time of hire or at any point during employment when assigned to a client that mandates it. Failure to complete required fingerprinting or to pass client-mandated security checks may affect an employee's eligibility to work on specific accounts or continue employment in certain positions.

2.6 Equal Employment Opportunity

Universal Pest Services, Inc. provides equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other protected characteristic under applicable law.

2.7 Disability Accommodation (ADA)

Universal Pest Services, Inc. complies with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations to qualified employees with disabilities. Employees requesting accommodation must notify their supervisor or management and may be required to provide supporting medical documentation. The Company will engage in an interactive process to determine reasonable accommodations.

2.8 Employee Grievances

Employees are encouraged to bring forward concerns, complaints, or workplace issues promptly. Concerns may be reported to a supervisor, management, or Human Resources. Retaliation for good-faith reporting is strictly prohibited.

2.9 Direct Deposit

Universal Pest Services, Inc. uses direct deposit exclusively for payroll. All employees must maintain an active and acceptable bank account capable of receiving direct deposit payments. Failure to provide valid banking information may delay payroll processing.

2.10 Outside Employment

Employees of Universal Pest Services, Inc. may engage in outside employment as long as it does not create a conflict of interest or interfere with their job responsibilities, schedule, or performance.

A conflict of interest occurs when an employee's outside work, activities, or financial interests could:

- Compromise their ability to perform their duties for Universal Pest Services, Inc.
- Compete with the Company's business interests
- Create divided loyalty between the Company and another employer
- Involve the use of Company resources, information, or time for personal gain

To protect the integrity of our operations, employees are strictly prohibited from working for another pest control company while employed by Universal Pest Services, Inc. This includes part-time, full-time, seasonal, contract, or freelance work.

If outside employment—whether pest-control-related or not—interferes with an employee’s schedule, availability, or performance, the employee may be required to choose between continuing employment with Universal Pest Services, Inc. or the outside job.

Failure to disclose conflicting outside employment or engaging in prohibited work may result in disciplinary action, up to and including termination.

2.11 Employment of Relatives

To avoid conflicts of interest, favoritism, or workplace disruption, the Company may restrict the employment of relatives in situations where:

- One relative would supervise another
- Relatives work in the same department
- The relationship could create operational or interpersonal issues

Employees must notify management if they become related to a coworker. The Company may reassign or separate relatives if necessary.

2.12 Employment of Minors

Universal Pest Services, Inc. adheres to all federal and state child labor laws, including the Fair Labor Standards Act (FLSA). Due to the nature of our work—which involves the handling, application, and transportation of pesticides and other materials classified as hazardous—minors are not eligible for employment in any position with the Company. If applicable laws change or if a non-hazardous role is created in the future, the Company will review eligibility in accordance with all legal requirements.

2.13 Religion & Politics

Universal Pest Services, Inc. respects all employees’ religious beliefs and political views. Employees may request reasonable accommodation for religious or civic obligations.

Employees participating in political activities must not:

- Represent the Company
- Use Company resources
- Engage in political advocacy during work hours

2.14 Payroll Information

Payroll information, including pay schedules, wage calculations, and deductions, is provided during onboarding and may be updated as needed. Employees are responsible for reviewing their pay statements and reporting discrepancies promptly.

2.15 Internal Communication

Employees are expected to maintain open, respectful, and professional communication with supervisors, coworkers, and customers. Company communication tools must be used responsibly and in accordance with Company policies.

For information on appropriate email and Internet usage, employees may refer to the Technology, Internet, and Email Usage policy in Section 8.3 of this Handbook.

All employees are responsible for checking internal communications on a frequent and regular basis, including email, messaging platforms, and notices from management. Employees should consult their supervisor with any questions or concerns regarding information that has been distributed.

2.16 Anti-Retaliation & Whistleblower Policy

Universal Pest Services, Inc. prohibits retaliation against employees who report concerns, violations, unsafe conditions, or unlawful conduct in good faith. Knowingly making false accusations is prohibited.

2.17 Workplace Privacy & Monitoring

Employees should have no expectation of privacy when using Company property, including vehicles, computers, mobile devices, email accounts, or communication systems. The Company may monitor electronic communications, GPS data, and Company-owned equipment as permitted by law.

2.18 Motor Vehicle Record (MVR) Inquiry

Employees whose job duties require driving a Company vehicle or using a personal vehicle for Company business must consent to periodic MVR checks. Driving privileges may be suspended or revoked if an employee's record does not meet Company or insurance requirements.

2.19 Driver's License Policy

Employees who drive as part of their job must maintain a valid driver's license at all times. Any suspension, revocation, or restriction must be reported to management immediately.

2.20 Company Vehicle Policy

Company vehicles must be used responsibly and only for authorized business purposes. Employees must follow all traffic laws, maintain cleanliness, and report any damage or mechanical issues promptly. Only authorized employees of Universal Pest Services, Inc. may drive or ride in Company vehicles. Non-employees—including family members, friends, or customers—are not permitted inside Company vehicles at any time.

Unauthorized personal use of Company vehicles is prohibited unless specifically approved by management.

Employees must also comply with all detailed safety, operational, and storage requirements outlined in:

- Section 7.4 — Vehicle Safety & Driving Standards
- Section 8.1 — Company Vehicle Use Policy

Failure to follow Company vehicle policies may result in disciplinary action, up to and including termination.

2.21 Company Credit Cards

Universal Pest Services, Inc. may issue company credit cards to certain employees for use in performing their job duties. Use of a company-issued credit card is a privilege, and the Company may revoke this privilege at any time, especially in cases of misuse or repeated violations.

Company credit cards must be used strictly for authorized business purposes. Personal purchases or any non-business transactions are strictly prohibited. Employees must use their own funds or personal credit cards for any personal expenses.

Business-related expenses such as lodging and meals during approved travel are permitted when consistent with the Company's travel and expense reimbursement policy.

If an employee uses a company credit card for personal or unauthorized purchases, the cost of those charges will be treated as an advance on future wages and deducted from the employee's paycheck(s)

until fully repaid. Unauthorized charges that would reduce pay below minimum wage will be deducted in multiple installments as required by law.

Employees are financially responsible for any unauthorized charges they incur, and repayment is required in full. Misuse of a company credit card may also result in disciplinary action, up to and including termination.

Upon termination of employment, employees must immediately return all company-issued credit cards.

2.22 Licensing & Certification

Employees required to hold specific licenses or certifications must maintain them in good standing.

Universal Pest Services, Inc. may provide support or reimbursement for required credentials depending on the position.

Failure to maintain required credentials may affect employment eligibility.

2.23 End-of-Day Check-In

At the end of each workday, employees must complete a check-in through the designated reporting system. End-of-day check-ins must include:

- Total hours worked, as recorded in the Company's time clock app
- Confirmation that all assigned work orders were completed
- If any work orders were not completed, an explanation of why
- Any issues encountered during the day, including customer concerns, safety issues, or equipment problems

This process allows important information to be passed between technicians and office staff, ensures schedule updates can be made, and keeps communication clear and consistent. Work orders may be added to an employee's schedule throughout the day until the employee checks out at the end of their shift.

Check-ins help maintain open lines of communication between technicians in the field and the office, supporting efficient operations and accurate reporting.

SECTION 3: STATUS & RECORDKEEPING

Universal Pest Services, Inc.

This section explains how employees are classified, how employment records are maintained, and the Company's responsibilities regarding the accuracy, confidentiality, and management of employee information. It also outlines employees' obligations to keep their personal information current, maintain accurate documentation, and comply with all recordkeeping requirements that support legal compliance and operational efficiency.

3.1 Employment Classifications

This section distinguishes between the different types of workers employed by Universal Pest Services, Inc. Employee status is established at the time of hire and may only be changed through a written statement signed by the Company.

Exempt vs. Non-Exempt

Employees are classified as exempt or non-exempt in accordance with the Fair Labor Standards Act (FLSA) and applicable state laws.

- **Non-Exempt Employees** Most employees fall into this category. Non-exempt employees are entitled by law to at least minimum wage and premium pay for overtime hours worked.
- **Exempt Employees** Exempt employees are not eligible for overtime pay. This classification is determined by strict legal standards and typically applies to executive, administrative, or professional roles, or other positions meeting exemption criteria.

Employees will be informed of their exemption status at the time of hire.

Regular vs. Temporary Employment

- **Regular Employees** Regular employees work a consistent schedule, either full-time or part-time.
 - **Full-Time:** Employees scheduled to work 30 hours or more per week.
 - **Part-Time:** Employees scheduled to work fewer than 30 hours per week. Eligibility for Company-sponsored benefits depends on full-time or part-time status and the terms of each benefit plan.
- **Temporary Employees** Temporary employees are hired for short-term needs, such as seasonal demand, special projects, or staffing shortages. Temporary employment typically lasts no more than 3 months unless otherwise specified. Temporary employees are employed on an at-will basis and are generally not eligible for Company-sponsored benefits unless required by law.

3.2 Independent Contractors & Consultants

Independent contractors and consultants are not employees of Universal Pest Services, Inc. They are self-employed professionals engaged by the Company to perform specific tasks, projects, or services.

Independent contractors and consultants:

- Operate independently and are not subject to Company direction regarding how work is performed
- Control their own methods, materials, tools, and schedules
- Are responsible for their own taxes, insurance, and business expenses
- Are not eligible for Company benefits, privileges, or protections provided to employees

The Company determines contractor status in accordance with federal and state laws. Misclassification is prohibited, and no contractor may be treated as an employee unless formally hired as one.

3.3 Personnel Files

Universal Pest Services, Inc. maintains a personnel file for each employee. Personnel files may include employment applications, background check authorizations, performance evaluations, disciplinary records, training certifications, and other job-related documents.

Personnel files are the property of the Company. Access is limited to authorized management and HR personnel. Employees may request to review their personnel file in accordance with applicable state law and Company procedures.

3.4 Employee Information Updates

Employees are responsible for keeping their personal information up to date. This includes:

- Legal name
- Address
- Phone number
- Emergency contact information
- Tax withholding status
- Banking information for direct deposit

Timely updates ensure accurate payroll processing and communication.

3.5 Recordkeeping & Documentation

Accurate records are essential for compliance, payroll, scheduling, and operational efficiency. Employees are required to:

- Accurately record all hours worked in the Company's timekeeping system
- Submit required forms, reports, and documentation promptly
- Maintain accurate and truthful records related to job duties, inspections, treatments, and customer interactions

All service reports, treatment records, inspection notes, and any other required documentation must be completed and submitted by the end of each workday. This ensures compliance with all applicable state and federal regulations, including those governing pesticide applications, service documentation, and customer record retention.

Falsification of records, failure to complete required reports, or failure to submit documentation in a timely manner is strictly prohibited and may result in disciplinary action, up to and including termination.

3.6 Confidentiality of Records

All employee and Company records—including personnel files, payroll information, customer data, and operational documents—must be treated as confidential. Employees may not access, share, or disclose confidential information unless authorized and required for their job duties.

Unauthorized access or disclosure may result in disciplinary action, up to and including termination.

3.7 Employment Verification & Reference Requests

All requests for employment verification, references, or confirmation of employment must be directed to management or Human Resources.

To protect employee privacy, Universal Pest Services, Inc. will typically confirm only:

- Dates of employment
- Job title

Additional information may be released only with written authorization from the employee or as required by law.

SECTION 4: WORK HOURS & COMPENSATION

Universal Pest Services, Inc.

This section explains how work schedules, timekeeping, pay practices, and compensation structures operate at Universal Pest Services, Inc. It outlines employee responsibilities related to attendance, overtime, payroll, and other wage-related policies.

4.1 Work Hours & Scheduling

Work schedules are established by management based on operational needs, customer demand, and staffing levels. Employees are expected to report to work on time, prepared, and ready to begin their duties at the start of their scheduled shift.

Schedules may vary depending on workload, season, customer appointments, and business needs.

Employees may be required to work early mornings, evenings, weekends, or overtime as necessary.

Employees must notify their supervisor as soon as possible if they will be late or unable to report to work.

4.1.1 Company Business Hours

Universal Pest Services, Inc. operates during the following standard business hours:

Monday–Friday: 8:30 AM to 5:00 PM **Saturday–Sunday:** Closed

A rotating on-call technician will be scheduled outside standard business hours to respond to urgent customer needs, emergencies, or service requests. Employees assigned to on-call duty will be notified in advance and are expected to follow all applicable Company policies regarding after-hours work, availability, and compensation.

These business hours define the Company's general operating window; however, employees may be scheduled at any time within or outside these hours based on operational needs.

4.2 Timekeeping Requirements

All non-exempt employees must accurately record their hours worked using the Company's designated timekeeping system. This includes:

- Clocking in at the start of the workday
- Clocking out at the end of the workday
- Recording meal breaks, if applicable
- Recording any additional time worked outside the normal schedule

Employees must never clock in or out for another employee. Altering, falsifying, or failing to record time accurately is strictly prohibited and may result in disciplinary action.

4.3 Overtime

Non-exempt employees are eligible for overtime pay in accordance with federal and state law. Overtime is typically paid at 1.5 times the employee's regular hourly rate for all hours worked over 40 in a workweek, unless state law requires otherwise.

All overtime must be approved in advance by a supervisor. Unauthorized overtime may result in disciplinary action, but employees will still be paid for all hours worked.

Exempt employees are not eligible for overtime pay.

4.4 Meal & Rest Breaks

Meal and rest breaks will be provided in accordance with applicable federal and state laws. Employees are expected to take their scheduled breaks and must accurately record unpaid meal periods in the timekeeping system.

Employees must not work “off the clock” during breaks or meal periods.

4.5 Paydays

Employees are paid bi-weekly, generally on Friday. Paydays, pay periods, and payroll procedures will be communicated during onboarding and may be updated as needed.

If a regular payday falls on a Company-recognized holiday, employees will receive their pay on the last business day before the holiday.

Employees are responsible for reviewing their pay statements and reporting any discrepancies promptly.

4.6 Compensation Structure

Wages vary from employee to employee and are based on factors such as skill level, experience, performance, and the operational needs of the Company. Universal Pest Services, Inc. conducts regular evaluations of all employees and may issue promotions or pay adjustments at its discretion.

Employees who wish to discuss their compensation or believe they are entitled to higher pay may contact Company leadership to request a review.

In addition to regular pay, employees may have the opportunity to earn overtime pay and/or bonuses, depending on their position and Company policy.

4.6.1 Overtime

Non-exempt employees may work overtime only with prior authorization from their manager. Overtime will be compensated in accordance with Pennsylvania law and applicable federal wage and hour regulations.

4.6.2 Pay Adjustments & Reviews

Pay rates may be reviewed periodically based on performance, market conditions, Company needs, and other relevant factors. Pay adjustments are not guaranteed and are made at the discretion of management.

4.7 Payroll Deductions & Garnishment

4.7.1 Required Deductions

Federal and state law require that the Company deduct the following from every paycheck:

- Social Security
- Income tax (federal, state, and local)
- Medicare
- State Disability Insurance & Family Temporary Disability Insurance (where applicable)
- Other deductions required by law or requested by the employee

4.7.2 Additional Deductions

Each employee is responsible for a portion of the total annual premium for the medical and dental plans chosen or assigned to them. The employee’s share of the premium will be deducted from each bi-weekly paycheck at a rate of 1/26th of the total annual employee cost.

A Wage and Tax Statement (W-2) recording the previous year’s wages and deductions will be provided at the beginning of each calendar year.

Employees who wish to adjust their income tax withholding must complete the designated form and submit it to the HR Representative.

4.7.3 Wage Garnishment

At times, the Company may receive legal documents requiring the garnishment of an employee's wages. This means a portion of the employee's paycheck must be withheld and submitted toward an outstanding debt. The Company is legally obligated to comply with such orders until instructed otherwise by the court or until the debt is satisfied through withheld payments or other means.

4.8 On-Call or After-Hours Work

Employees may occasionally be required to respond to after-hours calls, emergencies, or customer needs. Compensation for on-call or after-hours work will follow applicable wage and hour laws and Company policy.

Employees will be informed if they are assigned to an on-call rotation.

4.9 Unauthorized Work

Employees must not perform work outside their scheduled hours without prior approval. This includes:

- Working through breaks
- Starting early or staying late
- Performing tasks off the clock
- Responding to work-related messages outside scheduled hours without authorization

All time worked must be recorded and will be compensated, but unauthorized work may result in disciplinary action.

SECTION 5: BENEFITS

Universal Pest Services, Inc.

This section provides an overview of the benefits available to eligible employees, including health insurance, retirement plans, paid time off, holidays, and other Company-provided programs. It explains eligibility, enrollment, and how benefits support employee well-being.

5.1 Eligibility for Benefits

Eligibility for Company-sponsored benefits is generally limited to full-time employees who are regularly scheduled to work 35 or more hours per week. Some benefits may have additional eligibility requirements, waiting periods, or enrollment deadlines as required by the benefit provider or applicable law. Part-time and temporary employees are not eligible for Company-sponsored benefits unless required by law or explicitly stated otherwise.

5.2 Health Benefits

5.2.1 Medical Insurance

Universal Pest Services, Inc. offers medical insurance to eligible full-time employees. Premium contributions are shared as follows:

- The Company pays **75%** of the employee-only premium.
- The employee pays **25%** of the employee-only premium.
- The employee is responsible for **100%** of the additional premium cost for spouse and/or family coverage.

Premium contributions are deducted from each bi-weekly paycheck.

5.2.2 Dental Insurance

Eligible full-time employees may enroll in the Company's dental insurance plan. Premium contributions are shared as follows:

- The Company pays **75%** of the employee-only premium.
- The employee pays **25%** of the employee-only premium.
- The employee is responsible for **100%** of the additional premium cost for spouse and/or family coverage.

5.2.3 Life Insurance

The Company provides \$10,000 in basic life insurance for eligible full-time employees at no cost to the employee. Employees may elect additional life insurance for themselves, their spouse, or dependents through payroll deduction.

5.2.4 Accidental / Short-Term Disability Insurance

Eligible employees may elect accidental insurance and/or short-term disability coverage.

- The employee pays **100%** of the premium cost through payroll deduction.

5.3 Retirement Benefits

5.3.1 SIMPLE IRA

Universal Pest Services, Inc. offers a SIMPLE IRA retirement plan to eligible employees.

- The Company will match employee contributions **up to 3%** of eligible compensation.

5.4 Paid Time Off (PTO) Policy

It is the policy of Universal Pest Services, Inc. to provide each full-time employee with Paid Time Off (PTO). PTO may be used for:

- Time off for illness
- Vacation time
- Personal time

The amount of PTO an employee earns is determined by the employee's length of service as of their employment anniversary date.

5.4.1 PTO Accrual for Full-Time Employees

Full-time employees accrue PTO as follows:

1. Upon completion of 90 days of employment: 0.5833 days per month (7 days per year)
2. One year or more but less than five years: 1.0 day per month (12 days per year)
3. Five years or more: 1.42 days per month (17 days per year)

5.4.2 PTO Accrual for Part-Time Employees

Part-time employees earn PTO on their employment anniversary date in proportion to the number of hours they are regularly scheduled to work. Example: A part-time employee working 20 hours per week (50% of full-time) earns 20 hours of PTO after one year.

5.4.3 Use of PTO

- PTO may not be taken until it is earned.
- Earned PTO must be taken; employees are not entitled to pay in lieu of time off.
- PTO runs on a calendar-year basis (January 1 – December 31).
- PTO does not carry over from year to year.
- Any earned but unused PTO is forfeited on the last day of the calendar-year.

5.4.4 Requesting PTO

All pre-planned PTO requests must be submitted to the employee's supervisor at least **14 days in advance** of the requested time off.

- Supervisors will approve or deny requests within **3 business days**.
- Requests are evaluated based on business needs, as Universal Pest Services, Inc. is a small company and staffing levels must support customer demand.

5.4.5 PTO During Peak Season (May 1 – October 31)

Because of increased customer demand during peak season:

- No more than **one technician** may be approved for PTO at the same time.
- If multiple employees request the same dates, **seniority** will determine approval.

Peak Season Request Deadline

All PTO requests for peak season must be submitted by **April 30th** each year.

After April 30th:

- PTO requests will be approved or denied based on business needs.
- No more than one technician will be granted PTO on any given day or week.
- Seniority will be used to resolve conflicting requests.

5.5 Paid Holidays

Eligible full-time employees receive **six paid holidays**, plus **one floating holiday**:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- **Floating Holiday** (scheduled with supervisor approval)

5.6 Leaves of Absence

Employees may request a leave of absence when time away from work is needed for medical, personal, civic, or legally protected reasons. All leaves must be approved by management unless otherwise required by law.

5.6.1 General Leave Requirements

- All leaves must be approved by management.
- Planned leave must be requested at least 14 days in advance.
- Emergency leave must be requested as soon as possible.
- Documentation may be required to support the need for leave.
- Working another job or applying for unemployment during leave may be considered voluntary resignation.
- Extensions must be requested and approved before the current leave ends.
- Reinstatement after leave is not guaranteed unless required by law.
- The Company will comply with all applicable federal and Pennsylvania laws regarding leave and reasonable accommodations.

5.6.2 Work-Related Injury or Illness

Employees eligible for Workers' Compensation will receive unpaid leave for the required period. When applicable, the first 12 weeks may run concurrently with family and medical leave if the employee qualifies under federal law.

The Company will provide reasonable accommodations for work-related restrictions when required by law.

5.6.3 Pregnancy, Childbirth & Related Medical Conditions

Universal Pest Services, Inc. provides unpaid leave for employees who are unable to work due to pregnancy, childbirth, or related medical conditions. The length of leave will be based on medical necessity and documentation from a healthcare provider.

Leave may be used for:

- Prenatal care
- Severe morning sickness
- Doctor-ordered restrictions or bed rest
- Recovery from childbirth
- Other pregnancy-related medical conditions

The Company will treat pregnancy-related medical conditions the same as any other temporary disability, in accordance with the Pregnancy Discrimination Act (PDA) and applicable Pennsylvania law.

Reasonable Accommodations

Employees experiencing pregnancy-related limitations may request reasonable accommodations.

Examples may include:

- Modified duties

- Temporary reassignment
- Schedule adjustments
- Additional breaks
- Light duty (if available and consistent with Company policy)

Accommodations will be provided when required by law and when they do not impose an undue hardship on the Company.

Reinstatement after leave is not guaranteed unless required by law.

5.6.4 Jury Duty Leave

Employees summoned for jury duty will be granted unpaid leave for the required period. A copy of the jury summons must be provided to the supervisor.

5.6.5 Bereavement Leave

Full-time employees may receive up to three unpaid days of bereavement leave following the death of an immediate family member. Additional time may be approved at management's discretion.

5.6.6 Military Leave

The Company complies with all federal and state laws regarding military leave, including USERRA. Employees must provide advance notice when possible.

5.6.7 Voting Leave

If an employee's schedule does not allow time to vote outside work hours, up to two paid hours may be granted at the beginning or end of the workday. The employee must be a registered voter and notify their supervisor in advance.

5.6.8 Family & Medical Leave (FMLA) Statement

If the Company has fewer than 50 employees: Universal Pest Services, Inc. is not currently covered by the federal Family and Medical Leave Act (FMLA). However, the Company complies with all applicable state leave laws and may grant unpaid leave for qualifying circumstances at management's discretion.

5.7 Other Benefits

5.7.1 Company Vehicle

A Company vehicle is provided for employees in applicable positions. Employees must follow all Company vehicle policies, including safe driving, proper maintenance, and authorized use rules.

5.7.2 Phone Reimbursement

Employees who use their personal phone for Company business will receive a reimbursement, issued through payroll, in an amount determined by the Company.

5.7.3 Uniforms

The Company provides uniforms to employees in applicable positions. Employees are responsible for maintaining their uniforms in clean, professional condition.

5.7.4 Training & Certification

The Company pays for required training, licensing, and certifications necessary for an employee's position. Pre-approval may be required.

5.7.5 Bonuses

Employees assigned to on-call duty may receive an on-call bonus equal to 25% of the emergency service performed.

5.7.6 Commissions

Certain positions may be eligible for commission-based compensation. Commission structures, eligibility, and payout schedules will be provided separately.

SECTION 6: WORKPLACE CONDUCT & EXPECTATIONS

Universal Pest Services, Inc.

This section outlines the standards of behavior expected from all employees. It covers professionalism, customer service, attendance, appearance, confidentiality, and other conduct-related expectations that help maintain a positive and productive work environment.

6.1 Professional Conduct

Employees are expected to:

- Treat customers, coworkers, supervisors, and the public with courtesy and respect
- Maintain a positive and professional attitude
- Communicate clearly and appropriately
- Follow all Company policies and procedures
- Conduct themselves in a manner that reflects positively on the Company

Unprofessional behavior — including rudeness, harassment, intimidation, or disruptive conduct — may result in disciplinary action, up to and including termination.

6.2 Customer Service Expectations

Employees must:

- Arrive on time for scheduled appointments
- Present themselves professionally
- Provide clear explanations of services performed
- Respect customer property and privacy
- Address customer concerns promptly and courteously
- Report any customer complaints or unusual situations to a supervisor

Failure to meet customer service expectations may result in disciplinary action, up to and including termination.

6.3 Attendance & Reliability

Employees are expected to:

- Report to work on time
- Follow call-out procedures when unable to work
- Avoid excessive absenteeism or tardiness
- Remain at work for their full scheduled shift unless excused

Failure to meet attendance expectations may result in disciplinary action, up to and including termination. Employees must notify their supervisor as soon as possible if they will be late or unable to report to work. Additional call-out procedures are outlined in the Company's Standard Operating Procedures (SOPs).

6.4 Personal Appearance & Dress Code

Employees must maintain a clean, neat, and professional appearance while representing the Company.

Requirements include:

- Wearing Company-issued uniforms (if applicable)
- Maintaining uniforms in clean, presentable condition
- Wearing appropriate footwear and safety gear
- Maintaining good personal hygiene

Failure to comply with appearance standards may result in disciplinary action, up to and including termination.

6.5 Workplace Conduct Standards

The following behaviors are strictly prohibited:

- Harassment, discrimination, or retaliation
- Violence or threats of violence
- Theft, fraud, or dishonesty
- Possession or use of illegal drugs or alcohol while working
- Falsifying Company records
- Insubordination or refusal to follow reasonable instructions
- Misuse of Company property or equipment

Any violation of these standards may result in disciplinary action, up to and including termination.

6.6 Workplace Bullying

Universal Pest Services, Inc. is committed to maintaining a work environment where all employees are treated with dignity and respect. Workplace bullying is strictly prohibited.

Bullying includes any repeated or severe behavior that intimidates, degrades, humiliates, or threatens an employee, whether verbal, physical, or written. Examples include:

- Verbal abuse, insults, or derogatory remarks
- Spreading rumors or intentionally excluding someone from work-related activities
- Threatening, intimidating, or sabotaging another employee's work
- Using electronic communication to harass or intimidate (cyberbullying)

Bullying may occur between employees, supervisors, or third parties. Any employee who engages in bullying may face disciplinary action, up to and including termination.

Employees are encouraged to report concerns to management. Retaliation for reporting bullying is strictly prohibited.

6.7 Confidentiality & Privacy

Employees must protect confidential information and may not disclose it to unauthorized individuals. This includes:

- Customer information
- Pricing and service records
- Employee information
- Company processes, methods, and business strategies

Failure to maintain confidentiality may result in disciplinary action, up to and including termination.

6.8 Conflict of Interest

Employees must avoid situations where personal interests conflict with the interests of the Company, including:

- Accepting gifts or favors from customers or vendors
- Performing pest control services privately or "on the side"
- Using Company resources for personal gain

Violations of this policy may result in disciplinary action, up to and including termination.

6.9 Use of Personal Devices at Work

Personal cell phones and devices may not interfere with job performance or customer service. Excessive or inappropriate use during work hours may result in disciplinary action, up to and including termination.

Supervisors may restrict device use when necessary for safety or productivity.

6.10 Social Media & Public Representation

Employees must not:

- Post confidential Company or customer information
- Make statements on behalf of the Company unless authorized
- Engage in online behavior that reflects poorly on the Company

Violations of this policy may result in disciplinary action, up to and including termination.

6.11 Smoke-Free Workplace (Including Company Vehicles)

Universal Pest Services, Inc. maintains a smoke-free workplace in compliance with the Pennsylvania Clean Indoor Air Act and applicable federal regulations.

The following are prohibited:

- Smoking or vaping inside Company buildings
- Smoking or vaping in Company vehicles
- Smoking or vaping during customer visits or on customer property
- Smoking or vaping in any enclosed workspace

Employees who choose to smoke must do so only during authorized breaks and in designated outdoor areas where permitted by law and Company policy.

Failure to comply with this policy may result in disciplinary action, up to and including termination.

6.12 Workplace Violence Prevention

The Company maintains a zero-tolerance policy for workplace violence, including:

- Threats
- Intimidation
- Physical aggression
- Possession of weapons on Company property or in Company vehicles (unless legally permitted and approved by management)

Any threats or violent behavior will result in disciplinary action, up to and including termination.

6.13 Weapons Policy

To ensure a safe working environment, Universal Pest Services, Inc. prohibits employees from possessing weapons on Company property, in Company vehicles, or while performing work duties, except where possession is **legally permitted and explicitly approved by management**.

Weapons include, but are not limited to:

- Firearms
- Knives not used for work purposes
- Explosives
- Any device designed to inflict harm or intimidate

This policy complies with applicable federal and Pennsylvania laws regarding lawful firearm possession.

Employees who are legally permitted to carry a firearm must still obtain written authorization from management before bringing a weapon onto Company property or into a Company vehicle.

Unauthorized possession of a weapon may result in disciplinary action, up to and including termination.

6.14 Workplace Searches

To protect the safety of employees, customers, and Company property, Universal Pest Services, Inc. reserves the right to conduct workplace searches in accordance with federal and Pennsylvania law.

The Company may inspect:

- Company vehicles

- Company-owned equipment, tools, and devices
- Desks, lockers, and storage areas
- Bags, packages, or personal items brought onto Company property (when reasonable and lawful)

Searches may be conducted when there is a legitimate business reason, including suspected policy violations, safety concerns, or potential theft.

Employees should have no expectation of privacy in Company property. Refusal to cooperate with a lawful search may result in disciplinary action, up to and including termination.

6.15 Drug & Alcohol Expectations

Employees must report to work free from the influence of drugs or alcohol. The use, possession, sale, or distribution of illegal drugs or alcohol while on duty, on customer property, or in Company vehicles is strictly prohibited.

Prescription & Over-the-Counter Medications

Employees may use prescription or over-the-counter medications as directed by a licensed healthcare provider. However:

- Employees must not work while using any medication that impairs their ability to safely perform their job duties.
- Employees in safety-sensitive positions (including driving, chemical handling, and field service work) must exercise caution when taking medications that may cause drowsiness, slowed reaction time, or impaired judgment.
- If a prescribed medication may affect an employee's ability to work safely, the employee must notify their supervisor before beginning work. Employees are not required to disclose the medical condition or the specific medication — only the potential work-related limitations.

Failure to comply with this policy may result in disciplinary action, up to and including termination.

SECTION 7: SAFETY & COMPLIANCE

Universal Pest Services, Inc.

This section details the safety requirements and compliance standards employees must follow to ensure a safe workplace. It includes policies on chemical handling, PPE, vehicle safety, incident reporting, hazardous conditions, and other procedures essential to employee and customer safety.

7.1 General Safety Policy

Safety is a shared responsibility. Employees are expected to:

- Follow all Company safety procedures
- Use required protective equipment
- Report unsafe conditions, hazards, or equipment issues immediately
- Exercise good judgment and caution at all times
- Maintain a clean and organized work environment
- Report any injury, incident, or near-miss promptly

Employees must not engage in horseplay, reckless behavior, or any activity that compromises safety. Violations may result in disciplinary action, up to and including termination.

7.2 Personal Protective Equipment (PPE)

Employees must use PPE as required for their job duties, including:

- Gloves
- Eye protection
- Respirators or masks (when required by product label or Company policy)
- Protective clothing
- Any additional PPE required for specific chemicals or tasks

Employees must follow all PPE requirements listed on pesticide product labels, which are enforceable under federal law. PPE must be worn correctly and maintained in good condition.

Failure to use required PPE may result in disciplinary action, up to and including termination.

7.3 Chemical Handling & Pesticide Safety

Because employees handle regulated chemicals, strict adherence to safety procedures is required.

Employees must:

- Read and follow all product labels and safety instructions (as required by federal law under FIFRA)
- Review and follow Safety Data Sheets (SDS) for all chemicals handled
- Never mix chemicals unless specifically instructed by the label
- Store chemicals securely and upright in Company vehicles
- Keep chemicals away from heat sources and ignition points
- Use proper measuring and mixing equipment
- Avoid spills and clean them immediately if they occur
- Never leave chemicals unattended in customer areas
- Follow all Company procedures for transporting, applying, and disposing of chemicals

Any misuse of chemicals or failure to follow safety instructions may result in disciplinary action, up to and including termination.

7.4 Vehicle Safety & Driving Standards

Employees who operate a vehicle for Company business — including Company-owned, leased, rented, or personal vehicles — must follow all safety rules, legal requirements, and Company procedures. This policy

applies to all employees who drive to job sites, transport equipment or pesticides, or perform business-related errands.

7.4.1 Driver Eligibility

Employees may operate a vehicle for Company business only if they:

- Maintain a valid, non-expired driver's license appropriate for the vehicle class
- Are authorized by management to drive for Company business
- Comply with all federal, state, and local motor vehicle laws
- Meet minimum insurance requirements when using a personal vehicle

The Company may conduct periodic Motor Vehicle Record (MVR) checks for all employees who drive for business purposes.

Employees must immediately notify their supervisor and Human Resources if:

- Their license is suspended, revoked, or restricted
- They receive a moving violation
- They are involved in any accident while driving for Company business

Failure to report changes in driving status may result in disciplinary action, up to and including termination.

7.4.2 Prohibited Driving Conduct

The following behaviors are strictly prohibited:

- Operating a vehicle while under the influence of alcohol, illegal drugs, or any prescription/over-the-counter medication that impairs driving ability
- Using handheld mobile devices while driving, including texting, emailing, browsing, or calling without a hands-free device
- Allowing unauthorized passengers in a Company vehicle
- Using a Company vehicle for personal purposes without written authorization
- Reckless or aggressive driving, speeding, or violating traffic laws
- Unnecessary idling. Employees must turn off the engine when parked, waiting, or performing work at a customer location unless idling is required for safety, equipment operation, or extreme weather conditions.

Any violation of these rules may result in disciplinary action, up to and including termination. Serious offenses — including DUI, reckless driving, or causing an at-fault accident due to policy violations — may result in immediate termination.

7.4.3 Vehicle Maintenance & Inspections

Employees are responsible for ensuring the safe condition of any vehicle they operate for Company business. Drivers must:

- Perform a pre-trip visual inspection (tires, lights, mirrors, leaks, etc.)
- Report any mechanical issues, damage, or safety concerns immediately
- Follow scheduled preventative maintenance requirements
- Keep the vehicle clean, organized, and free of debris
- Ensure equipment and chemicals are stored safely and securely in accordance with Company procedures and product label requirements
- Comply with all federal, state, and local laws related to vehicle operation and chemical transport

Any time spent performing Company-required maintenance tasks outside normal work hours must be approved in advance and will be compensated in accordance with applicable wage laws.

Failure to report defects, follow safety requirements, or maintain vehicle cleanliness may result in disciplinary action, up to and including termination.

7.4.4 Chemical & Equipment Storage in Vehicles

Because employees transport pesticides and regulated materials, the following rules apply:

- All chemicals must be stored securely and upright at all times
- Vehicles must remain locked when unattended
- Equipment and pesticides must be stored according to manufacturer instructions and Safety Data Sheets (SDS)
- Every vehicle transporting chemicals must carry a spill containment kit
- Employees must be trained in spill response procedures

Improper storage or handling of chemicals may result in disciplinary action, up to and including termination.

7.4.5 Accident & Incident Procedures

In the event of an accident, employees must follow these mandatory steps:

1. Stop immediately and check for injuries. Call 911 if anyone is injured or if there is significant damage.
2. Contact local police to report the accident, regardless of severity. Obtain the officer's name and report number.
3. Secure the scene and move vehicles out of traffic if safe to do so. Do not admit fault or discuss liability.
4. Gather information from all involved parties, including:
 - Names, addresses, and phone numbers
 - Driver's license numbers
 - Insurance information
 - Vehicle details and license plate numbers
 - Witness contact information
5. Notify your supervisor and the designated Company Incident Reporter within the required timeframe.
6. Complete a Company Accident Report as soon as possible and take photos of all damage and the scene.

Failure to follow accident procedures may result in disciplinary action, up to and including termination.

7.4.6 Use of Personal Vehicles for Company Business

Employees who use their personal vehicle for business purposes must:

- Maintain personal auto insurance with minimum liability limits of \$100,000 / \$300,000 / \$100,000 (or the Company's required limits)
- Understand that their personal insurance is the primary coverage in the event of an accident
- Provide proof of insurance upon request
- Keep their vehicle in safe operating condition

Employees must immediately notify the Company if their auto insurance policy lapses, is canceled, or falls below the required coverage limits.

Employees may be reimbursed for business mileage at the current IRS standard mileage rate.

Failure to maintain required insurance or vehicle safety standards may result in disciplinary action, up to and including termination.

7.4.7 Responsibility for Traffic & Parking Violations

Employees are responsible for paying any parking tickets, speeding tickets, toll violations, or other citations incurred while operating a Company vehicle or a personal vehicle for Company business. These violations are the sole responsibility of the employee, regardless of whether the citation is issued during

work hours or while using a Company vehicle. Failure to resolve citations promptly may result in disciplinary action, up to and including termination.

7.4.8 Disciplinary Consequences

Failure to comply with any part of this Vehicle Safety & Driving Standards policy may result in:

- Written warning
- Suspension of driving privileges
- Termination of employment

Serious violations — including DUI, reckless driving, or unsafe chemical transport — may result in immediate termination.

7.5 Equipment & Tool Safety

Employees must use Company tools and equipment properly and safely.

Requirements include:

- Inspecting equipment before use
- Reporting damaged or malfunctioning equipment immediately
- Using tools only for their intended purpose
- Keeping equipment clean and stored properly
- Not modifying or tampering with equipment

Failure to follow equipment safety procedures may result in disciplinary action, up to and including termination.

7.6 Injury & Incident Reporting

Employees must report all injuries, accidents, and near-miss incidents to their supervisor immediately, regardless of severity.

This includes:

- Injuries occurring on customer property
- Chemical exposure
- Vehicle accidents
- Slips, trips, or falls
- Equipment-related injuries

Prompt reporting ensures proper medical care, documentation, and compliance with workers' compensation requirements. Failure to report incidents may result in disciplinary action, up to and including termination.

7.7 Hazardous Weather & Environmental Conditions

Employees may encounter hazardous conditions such as:

- Extreme heat or cold
- Heavy rain, snow, or ice
- Unsafe customer environments
- Aggressive animals
- Structural hazards

Employees must:

- Use caution and good judgment
- Notify a supervisor if conditions are unsafe
- Avoid working in environments that pose immediate danger
- Follow Company procedures for weather-related schedule changes

Failure to follow safety precautions may result in disciplinary action, up to and including termination.

7.8 Workplace Inspections & Compliance Checks

Supervisors may conduct safety inspections of:

- Company vehicles
- Chemical storage
- PPE usage
- Equipment condition
- Job site practices

Employees are expected to cooperate fully. Violations identified during inspections may result in corrective action, retraining, or disciplinary action, up to and including termination.

7.9 Disciplinary Consequences

Failure to follow any safety or compliance policy — including PPE use, chemical handling, driving rules, or reporting procedures — may result in disciplinary action, up to and including termination.

SECTION 8: COMPANY PROPERTY & TECHNOLOGY USE

Universal Pest Services, Inc.

This section explains the proper use, care, and security of Company vehicles, equipment, tools, and technology. It outlines employee responsibilities related to Company property, technology use, personal devices, and the return of Company assets upon separation.

8.1 Company Vehicle Use Policy

This policy outlines the rules, responsibilities, and procedures for the use and maintenance of all vehicles used for Company business, including Company-owned, leased, rented, and personal vehicles used for work purposes.

8.1.1 Authorization & Eligibility

Only employees who meet the following criteria may operate a vehicle for Company business:

- Authorization from management
- A valid, non-expired driver's license appropriate for the vehicle class
- A driving record that meets Company standards
- Compliance with all federal, state, and local motor vehicle laws
- Proof of required insurance when using a personal vehicle

The Company may conduct periodic Motor Vehicle Record (MVR) checks for all employees who drive for business purposes.

Employees must immediately notify their supervisor and Human Resources if:

- Their license is suspended, revoked, or restricted
- They receive a moving violation
- They are involved in any accident while driving for Company business

Failure to report changes in driving status may result in disciplinary action, up to and including termination.

8.1.2 Authorized Use of Company Vehicles

Company vehicles are provided for business use only. Personal use is prohibited unless explicitly authorized in writing by management.

Employees must not:

- Allow non-employees to ride in Company vehicles unless approved for training or business necessity
- Use Company vehicles for personal errands
- Transport unauthorized individuals or pets
- Use Company vehicles outside of assigned work hours unless approved

Unauthorized use may result in disciplinary action, up to and including termination.

8.1.3 Vehicle Cleanliness & Professional Appearance

Employees are responsible for maintaining the cleanliness and professional appearance of Company vehicles.

Requirements include:

- Keeping the interior clean and free of trash
- Ensuring chemicals and equipment are stored neatly and securely
- Maintaining an organized cargo area
- Reporting any damage or vandalism immediately

Failure to maintain vehicle cleanliness may result in disciplinary action.

8.1.4 Vehicle Maintenance Responsibilities

Employees must:

- Conduct a pre-trip visual inspection (tires, lights, mirrors, leaks, etc.)
- Report any mechanical issues, damage, or safety concerns immediately
- Follow preventative maintenance schedules
- Never operate a vehicle that is unsafe or in need of repair

The Company is responsible for all approved maintenance and repairs on Company-owned vehicles.

Commuting to and from home in a Company vehicle is not considered compensable work time. Any time spent performing Company-required maintenance tasks outside normal work hours must be approved in advance and will be compensated in accordance with applicable wage laws.

Failure to report defects or maintain vehicle safety standards may result in disciplinary action, up to and including termination.

8.1.5 Chemical & Equipment Storage in Vehicles

Employees transporting pesticides or regulated materials must follow all storage and security requirements:

- Chemicals must be stored upright and secured at all times
- Vehicles must remain locked when unattended
- Equipment and pesticides must be stored according to manufacturer instructions and SDS requirements
- Every vehicle transporting chemicals must carry a spill containment kit
- Employees must be trained in spill response procedures

Improper storage or handling may result in disciplinary action, up to and including termination.

8.1.6 Use of Personal Vehicles for Company Business

Employees who use their personal vehicle for Company business must:

- Maintain personal auto insurance with minimum liability limits of **\$100,000 / \$300,000 / \$100,000** (or Company-required limits)
- Understand that their personal insurance is the primary coverage in the event of an accident
- Provide proof of insurance upon request
- Maintain their vehicle in safe operating condition

Employees will be reimbursed for business mileage at the current IRS standard mileage rate.

Failure to maintain required insurance or vehicle safety standards may result in disciplinary action, up to and including termination.

8.1.7 GPS, Dash Cameras & Monitoring Systems

Company vehicles may be equipped with:

- GPS tracking
- Dash cameras
- Telematics systems
- Safety monitoring devices

These systems are used for:

- Safety
- Route efficiency
- Vehicle maintenance
- Compliance
- Incident investigation

Tampering with or disabling monitoring equipment is strictly prohibited and may result in disciplinary action, up to and including termination.

8.2 Company Equipment & Tools

Employees are responsible for the proper use, care, and security of Company equipment, including:

- Tools
- Sprayers
- Tablets/phones
- Ladders
- Safety equipment
- Uniforms

Employees must:

- Use equipment only for business purposes
- Report damaged or malfunctioning equipment immediately
- Not modify or tamper with equipment
- Return all equipment upon separation from employment

Failure to follow equipment policies may result in disciplinary action.

8.3 Technology, Internet & Email Use

Company-issued technology (phones, tablets, computers, email accounts, software, etc.) must be used responsibly and for business purposes.

Employees must not:

- Access inappropriate or illegal websites
- Use Company devices for excessive personal use
- Share passwords or access credentials
- Download unauthorized software
- Use Company email for personal business or non-work-related mass communications

All electronic communications and data on Company systems are Company property.

8.4 Personal Devices at Work

Personal cell phones and devices must not interfere with job performance or customer service.

Employees should limit personal calls, texts, and social media use during work hours. Supervisors may restrict device use when necessary for safety or productivity.

8.5 Return of Company Property

Upon separation from employment, employees must return all Company property, including:

- Vehicles
- Keys
- Tools
- Uniforms
- Technology devices
- Access cards
- Documents and records

Failure to return Company property may result in deductions as permitted by law and/or legal action.

SECTION 9: PERFORMANCE, DISCIPLINE & SEPARATION

Universal Pest Services, Inc.

This section describes the Company's expectations for performance, the corrective action process, and the procedures related to discipline, resignation, termination, and rehire eligibility. It reinforces the at-will nature of employment and the standards employees must meet throughout their employment.

9.1 At-Will Employment

Employment with Universal Pest Services, Inc. is at-will. This means that either the employee or the Company may terminate the employment relationship at any time, with or without notice, and with or without cause, as permitted by law.

Nothing in this Handbook — including performance reviews, corrective action steps, or any verbal or written communication — creates a contract of employment or guarantees continued employment. The at-will employment relationship may only be modified by a written agreement signed by the Company President.

9.2 Performance Expectations

Employees are expected to:

- Perform their job duties competently and consistently
- Follow all Company policies and procedures
- Maintain professional conduct and customer service standards
- Meet productivity, quality, and safety expectations
- Communicate effectively with supervisors and coworkers

Supervisors may provide coaching, feedback, and additional training as needed to support employee success.

9.3 Performance Reviews

The Company may conduct performance evaluations to:

- Review job performance
- Identify strengths and areas for improvement
- Discuss goals and expectations
- Provide feedback and development opportunities

Performance reviews may occur annually or as determined by management. A positive review does not guarantee continued employment, promotion, or pay increases.

9.4 Corrective Action Process

When performance, conduct, or policy compliance issues arise, the Company may use a corrective action process. Depending on the severity of the issue, corrective action may include:

- Verbal warning
- Written warning
- Final written warning
- Suspension (with or without pay, as permitted by law)
- Termination of employment

The Company reserves the right to bypass steps in the corrective action process based on the seriousness of the violation.

Nothing in this process alters the at-will employment relationship. The Company may terminate employment at any time, with or without cause or prior warning.

9.5 Immediate Termination

Certain behaviors may result in immediate termination, including but not limited to:

- Violence or threats of violence
- Harassment, discrimination, or retaliation
- Theft, fraud, or dishonesty
- Falsification of Company records
- Serious safety violations
- Possession or use of illegal drugs or alcohol while working
- Gross insubordination
- Intentional misuse or damage of Company property

Serious driving-related offenses, including:

- DUI or impaired driving
- Reckless driving
- At-fault accidents resulting from policy violations
- Unauthorized use of Company vehicles
- Transporting unauthorized passengers
- Tampering with GPS or monitoring systems

These examples do not limit the Company's right to terminate employment at will.

9.6 Documentation

All corrective actions, performance issues, and disciplinary measures may be documented and placed in the employee's personnel file. Employees may be asked to sign acknowledgment forms confirming receipt of disciplinary notices. Signing does not indicate agreement — only that the information was communicated.

9.7 Resignation

Employees who choose to resign are encouraged to provide at least two weeks' written notice to allow for proper planning and transition of duties.

Employees must:

- Return all Company property
- Complete any required exit forms
- Provide updated contact information for final pay and tax documents

Failure to return Company property may result in deductions as permitted by law and/or legal action.

9.8 Job Abandonment

An employee may be considered to have voluntarily resigned if they:

- Fail to report to work for two consecutive scheduled workdays without notifying their supervisor, or
- Fail to return from an approved leave of absence on the designated return date

Job abandonment may result in termination of employment.

9.9 Final Pay

Final pay will be issued in accordance with applicable state and federal laws. Final pay may include:

- Regular wages earned through the last day worked
- Any legally required payouts
- Authorized deductions for unreturned Company property

Employees will be informed of the method and timing of final pay distribution.

9.10 Rehire Eligibility

Employees who separate from the Company may be considered for rehire at management's discretion.

Rehire eligibility may be affected by:

- Performance history
- Disciplinary record
- Reason for separation
- Return of Company property

Employees terminated for serious policy violations, safety violations, or misconduct may be ineligible for rehire.

Rehire eligibility decisions do not alter the at-will employment relationship.

UNIVERSAL PEST SERVICES, INC.

At-Will Employment Agreement & Employee Handbook Acknowledgment

I acknowledge that I have received a copy of the **Universal Pest Services, Inc. Employee Handbook**. I understand that the handbook contains important information about the Company's policies, procedures, expectations, and benefits. I agree to read the handbook and comply with all policies contained within it, as well as any updates the Company may issue in the future.

At-Will Employment

I understand and agree that my employment with Universal Pest Services, Inc. is **at-will**. This means that either I or the Company may terminate the employment relationship at any time, with or without notice, and with or without cause, as permitted by law.

I further understand that:

- Nothing in the Employee Handbook creates a contract of employment or guarantees continued employment.
- No supervisor, manager, or representative of the Company has the authority to alter the at-will employment relationship.
- Any change to my at-will status must be in a **written agreement** signed by both me and the **Company Leadership**.
- This acknowledgment supersedes any prior or contemporaneous statements or agreements that conflict with the at-will nature of my employment.

Company Policies & Procedures

I understand that:

- The policies and procedures in the handbook are guidelines and may be modified, interpreted, or discontinued by the Company at its sole discretion.
- The Company may issue additional policies or updates as needed.
- It is my responsibility to stay informed about policy changes communicated by the Company.

Confidentiality & Company Property

I agree to:

- Maintain the confidentiality of Company information, customer information, and proprietary materials during and after my employment.
- Return all Company property upon separation from employment, including keys, uniforms, tools, equipment, technology devices, documents, and access cards.

I understand that failure to return Company property may result in deductions as permitted by law and/or legal action.

Employee Certification

By signing below, I certify that:

- I have received the Employee Handbook.
- I understand that it is my responsibility to read and comply with its contents.
- I understand and agree to the at-will nature of my employment.
- I agree to follow all Company policies, procedures, and expectations.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Company Representative: _____

Date Received: _____