



A & M Kiln Dry Employee Handbook



Welcome to A & M Kiln Dry

It is my honor to welcome you to A & M Kiln Dry. Providing our team members a pleasant work atmosphere helps to ensure excellent customer service and producing the highest quality product.

You have been selected to be a member of our team because I believe you will be an asset to our company. Your contributions will directly impact our success. I am pleased you've chosen to join us, and I look forward to your contributions!

Sincerely,

Abraham Raber

About this Manual

This manual is designed to help you get acquainted with the benefits and policies of A & M Kiln Dry. The policies described are not conditions of employment and are not intended to create a contract between A & M Kiln Dry and any team member.

All team members of A&M Kiln Dry are employees at will, meaning that employment may be terminated at any time by the team member or the company with or without cause.

This manual is designed to provide general information to all team members regarding:

- How the company operates
- What benefits the company provides to team members
- What the company expects and expect in return

While broad in scope, this manual does not cover every situation which may occur. Issues that arise will be addressed at the discretion of A & M Kiln Dry management.

Mission – Vision – Value

Mission:

We serve our customers with high quality products, unmatched service and integrity that reflects the kingdom of God.

Vision:

To improve each customer's experience across the world and providing personal growth and development opportunities for our team.

Core Values:

Faith: Our faith in God is foundational to our values.

Accountable: Accountability is key in achieving goals and honoring commitments.

Transparent: In our fast paced environment, being honest and having open communication across all channels of the organization is vital to our success.

Excellence: We go above and beyond industry standards with our products and service.

Growth: We are focused on our clients, our team and our company's growth.

Results: Producing results for our clients and our team drives happiness and success.

Core Culture

We are a team that keeps God at the center of our personal and professional lives. We believe that the foundation of everything we do is relationships, both in and out of the workplace. Each team member is fully committed to serving our clients and serving each other, as well as being fully committed to producing a high-quality product.

Immigration law Applicable to All Employees

A&M complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within (3) days of hire, A&M is required by law to terminate your employment.

Things Team Members Should Know

Team Member Status

Full time Team Member – a team member whose normal schedule is to work at least 40 hours per week. Full time team members are currently eligible for company benefits.

Part time Team Member – a team member who is normally scheduled to work at least 28 hours or less than a 40-hour workweek. Part time team members are not currently eligible for company benefits.

Company Benefits

- . Paid vacation
- . Paid holidays
- . Health Care reimbursement
- . Bi-weekly bonus program
- . Retirement program (optional – all employees)

Paid Vacation and Time Off

- Full-time team members will have 5 days (40hrs) of paid vacation after their first year of working for A&M. After working full-time for A&M for 2 years, they will be eligible for 10 days (80hrs) of paid vacation.
- These vacation days can be used in 1 day (8hr) increments and can not be used in increments less than 1 day (8hr).
- Part time team members are not eligible for paid vacation benefits.
- Paid vacation days may **not** be carried over from year to year although team members will be paid for unused vacation days at the end of the year. **If a team member is to resign with A&M all unused vacation days will be canceled upon notice of resignation.**
- If a team member has used all paid vacation days, and wants more time off work, team members may request additional unpaid vacation days. Such additional unpaid vacation days may or may not be granted, at the production manager's sole discretion.
- All paid vacation days are renewed on January 1st of every year.
- To plan and staff properly, all requests for time off and any request from the scheduled 6:00 AM – 3:30 PM should be submitted to the Production Manager according to the following schedule...
 - Day off – two weeks in advance of the day.
 - Change to scheduled 6:00 AM – 3:30 PM hours – 3 days in advance.
 - Vacation – two months in advance, subject to approval.
- Please have your vacation days approved before purchasing plane tickets, rentals etc.

Company Paid Holidays for Full Time Team Members

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Company Meetings

We have several different meetings that are held at different times of the month. We will try to schedule meetings to coincide with everyone's schedule and if you have received an invite prompt attendance is required. The meetings are intended to provide communication and a positive environment for the presentation of goals, future events, and general discussion. The meetings are not intended to be a forum for presentation of individual problems. Please discuss individual problems with management separate from these meetings.

Personnel Records

Your personnel record is maintained by the Accounting Manager. It contains information on your employment and salary history. If you wish to review your file, contact the Accounting Manager. It is important for you to provide us with current information regarding name, address, telephone, insurance changes, tax exemptions, emergency contacts, and other relevant information.

Team Member Check-In

Team member check-ins are designed to help team mentors leverage their skills and talents for their development as professionals at A&M. Check-ins also provide team members an important opportunity to share valuable feedback in helping A&M improve and succeed. Each team member will have 2 check-ins per year.

Email

Email is to be used for business purposes. While personal email is permitted, it is to be kept to a minimum. Personal email should be brief and sent or received as seldom as possible. A&M prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product, or service through the use of electronic mail or anywhere else on A&M premises at any time. Management may monitor email from time to time. Team members are prohibited from unauthorized use of encryption keys or the passwords of other team members to gain access to another team member's email message.

Phones

Both incoming and outgoing personal calls should be kept to a minimum. If a team member has a special need such as a sick family member who needs occasional contacting, let the manager know. Personal cell phones should be muted during working hours. Text messaging and personal emailing should not occur during regular work activity unless it is work related. No ear buds etc. shall be used to listen to music etc. during working hours.

Business Tools

A&M's computer network, access to internet, email and voice mail are business tools intended for team members to use in performing their job duties. Therefore, all documents and files are the property of A&M. All information regarding access to A&M's computer resources, such as user identifications, modem phone numbers, access codes, and passwords are confidential A&M information and may not be disclosed to non-A&M personnel.

All computer files, documents, and software created or stored on the A&M's computer systems are subject to review and inspection at any time. In this regard, team members should not assume that any such information is confidential, including email either sent or received.

Computer equipment should not be removed from A&M premises without written approval from the A&M Owner. Upon separation of employment, all communication tools should be returned to A&M.

Personal Use of the Internet

Team members need to access information through the internet in order to do their job. Use of the internet is for business purposes during the time Team members are working. Personal use of the internet should not be on business time, but rather before or after work or during breaks or lunch period. Regardless, A&M prohibits the display, transmittal, or downloading of material that is in violation of A&M guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time. Internet use will be monitored periodically.

General Employment Policies

At Will Employment

Applicants for employment will be evaluated and team members promoted based on satisfactory performance in meeting the requirements of their assigned responsibilities. Employment is “at-will”, where either party is free at any time to end the employment relationship, with or without cause.

Appearance

Personal attire and general appearance should be clean and neat.

Unlawful Equal Employment Opportunity (EEO) Harassment

A&M is committed to maintaining a positive working environment free of unlawful harassment and that which is sensitive to the diversity of its team members. In doing so, A&M prohibits sexual harassment and harassment because of age, race, sex, color, religion, national origin, disability, or any other legally protected status. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's race, color, national origin, religion, disability, or any other legally protected characteristic will not be tolerated. Prohibited behavior includes but is not limited to the following:

- Written form such as cartoons, email, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements.

This policy applies to all team members including managers, supervisors, co-workers, and non-team members such as customers, clients, vendors, consultants, etc.

EEO/Harassment Complaint Procedure

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. A&M expects team members to make a timely complaint to enable A&M to promptly investigate and correct any behavior that may be in violation of this policy. Report the incident to the Manager. If you are not comfortable reporting an incident to the Manager, you may report the matter directly to the A&M Owner. Upon receipt of a report of an incident, A&M will investigate the matter and take appropriate corrective action. Your complaint will be kept as confidential as practicable. If A&M determines that a team member's behavior is in violation of this policy, appropriate disciplinary action will be taken against the offending team member, up to and including termination of employment.

Problem Resolution

No matter how good our basic communication system may be, problems and complaints sometimes arise. To assure consideration is given to your individual problem, we encourage you to use the following procedure:

- Discuss situation with the owner in a timely manner.

General Company Policies

Drugs and Alcohol

Drugs or alcohol, or being under the influence of drugs or alcohol, are not permitted on the A&M Kiln Dry premises or while on company business. Violation of this policy could result in immediate termination. If the side effects of drugs or alcohol (hangover) are present during the workday, it is the discretion to send the team member home without pay and could lead to further disciplinary action up to and including termination.

Smoking

It is imperative we present ourselves in a professional manner. If you feel the need to smoke, please note the following:

- Smoke breaks will be outside in designated areas, with the cigarettes being properly disposed of.
- Smoking is not allowed during working hours, only on assigned breaks.
- Please be sensitive to team members who do not smoke. Secondhand smoke or aroma to non-smokers can be very offensive.

Conflict of Interest

Working at another job in addition to working at A&M is permitted if it does not interfere with on-the-job performance and scheduled work hours.

Confidential Information

All client and customer records, names, and any other related contact information constitute trade secrets and/or proprietary information of A&M. You may not use or disclose such trade secrets or confidential information to anyone outside of the company at any time during or after your employment. If you do so, you may be subject to disciplinary action, up to and including termination, and legal action by A&M to protect such secrets and information.

Hours of Work, Compensation & Leaving the Company

Office Hours

Monday-Friday from 6AM-3:30PM

Tardiness

When you are going to be late reporting to work, call the Production Manager to give the expected time of your arrival and the reason for tardiness. Leaving messages with other team members or on a voice mail is not acceptable. **(Automatically cancels Bi-weekly bonus for that pay period)**

Mealtimes

Meal and break times are provided to relax and refresh you for the day's work. Generally, forenoon breaks are (9AM – 9:15AM) lunch (11:30 – 12:00) if 10 working hours or more are needed an afternoon break from (2:15 – 2:30) will be taken.

Absenteeism

It is important that A&M has adequate personnel to handle the workload. Frequent absences and excessive tardiness are not acceptable and constitute an unsatisfactory work record. This will be subject to disciplinary action. Failure to call in when absent for a total of three (3) days will result in termination. **(Absenteeism without taking paid vacation or leaving work for any period of time (outside break times) during regular working hours automatically cancels Bi-weekly bonus)**

Time Reporting

Team members are required to complete a timecard daily. Please clock in or out as you go, this means you should record when you arrive, and when you leave.

Dishonesty in recording your own or another's hours is grounds for immediate dismissal.

Workspace

Team members are responsible for maintaining the workspace assigned to them. A clean orderly workspace provides an environment conducive to working efficiently. Team members should keep in mind that their workspace is part of a professional environment that portrays A&M's overall dedication to providing service to its clients. Therefore, your workspace should be clean, organized, and free of items not required to perform your job.

Paydays

Team members are paid Bi-weekly. If the regular payday occurs on a holiday, the payday will be the last working day prior to the holiday whenever possible. Paychecks are directly deposited (ACH) into each team member's checking account. On each payday, team members receive a statement via email showing gross pay, deductions, and net pay. Automatic deductions such as additional tax withholding, contributions to voluntary benefit plans and individual savings plans may be arranged.

Discipline and Discharge

A team member's conduct is a major factor affecting the health and growth of A&M. It is also an important aspect of A&M's image within the community.

Terminations are either voluntary or involuntary. "Mutual Agreement" terminations will be classified as either voluntary or involuntary so that they may be processed in accordance with the termination policies and procedures that follow:

Voluntary, If You Must Leave: A voluntary termination is a resignation initiated by the team member. Occasionally team members will resign to pursue other interests. It is accepted business practice and common courtesy to give two weeks' notice so that a replacement can be found to fill your position. Because of the amount of time required to find and train a team member, as much time as possible beyond two weeks will be appreciated.

Involuntary Termination: A permanent termination is initiated by the A&M Management due to, but not limited to:

1. Illegal or inappropriate activity
2. Lack of work
3. Excessive absenteeism or tardiness
4. Failure to perform job duties
5. Re-organization or relocation
6. Discharge
7. Job abandonment

The above is not intended to list all the possibilities that might result in involuntary release from employment.

A team member is required to return all property of A&M (including but not limited to keys, forms, manuals, and any other items provided to the team member) on date of termination.

Separation of Employment

Team members wishing to resign their positions should notify A&M of their anticipated departure date and go over the “check out” procedures at separation (return of property, delivery of final paycheck, etc.). Team members may be considered for re-employment provided they qualify for the position of interest and while they were employed with A&M, they maintained satisfactory performance and attendance.

Safety and Safety Meetings

A&M has six safety meetings per year covering multiple safety scenarios, each session lasting ½ to 1 hour long. All production team members are required to participate. Team members are not to operate in any way that puts themselves or others at risk of injury. No team members under the age of 18 are to operate in any way, equipment of any type, forklifts, manlifts of any type, company vehicles of any type, at any time.

All safety information is available to all team members for inspection at will.

Disclaimer

A&M Kiln Dry LTD. believes in keeping team members informed about its policies, procedures, practices, benefits, and expectations. This handbook is intended to provide an overview of such matters. It supersedes any and all prior handbooks or other written policies. All team members are expected to become familiar with the information in this handbook and any other policies, procedures, practices, and benefits of the company. Any team member needing clarification of or having concerns about this handbook is encouraged to discuss such matters with management.

Nothing in the handbook or any other policy, procedure, practice or benefit is intended to create an express or implied contract, guarantee, promise or covenant of any type. Employment at the company is at will, meaning it may be terminated by the team member or the company at any time without notice, cause, or any specific disciplinary procedures.

Because A&M Kiln Dry LTD. is a growing, changing organization, it reserves the right to add to, modify, or delete provisions of this handbook or any other policy, procedure, practice, or benefit at any time without advance notice. For this reason, team members should check with management to obtain current information regarding the status of any particular policy, procedure, practice, or benefits. The language used in this handbook and any verbal statements made by management are not intended to constitute a contract of employment, either express or implied, nor are they a guarantee of employment for a specific duration. No representative of the company, other than the owner of the company, has the authority to enter into an agreement of employment for any specified period and such an agreement must be in writing, signed by the owner and the team member.

Acknowledgement

I, _____, a team member of A&M Kiln Dry LTD. has read and fully understand the policies and benefits that are outlined in this Team Member Handbook.

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| | |
| Date | Team Member's Signature |