**Galaxy Home Solutions Handbook**

# INTRODUCTION

This Manual is designed to acquaint you with Galaxy Home Solutions and provide you with information about working conditions, benefits, and policies affecting your employment. It explains some of the company's philosophies and beliefs and describes, in general terms, some of our employment guidelines. We hope that it will serve as a useful reference document throughout your employment with the company, even though it is not intended to be an official policy and procedures manual. Also, please understand that the handbook is not intended to be a contract (express or implied), nor is it intended to otherwise create any legally enforceable obligations on the part of the company or its employees. This handbook supersedes and replaces all previous personnel policies, practices, and guidelines.

Because the company is a growing and changing organization, it reserves full discretion to add to, modify, or delete provisions of this handbook, or the policies and procedures on which they may be based, at any time, without advance notice. For this reason, we urge you to check with the Office Manager or Office Staff to obtain current information regarding the status of any particular policy, procedure, or practice.

This handbook is the property of the company, and it is intended for your personal use and reference as an employee of the company. Circulation of this handbook outside of the company requires the prior written approval of a member of the Executive Team. Please sign the acknowledgement form at the back of this handbook, tear it out and return it to the Office Manager. This will provide the company with a record that your received the handbook.

**EMPLOYMENT APPLICATIONS**

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

**EMPLOYMENT RELATIONSHIP (At-will Employment)**

During the course of your employment, you are free to leave the Company at any time for any reason, and the company reserves a similar right. Thus, both you and the Company will have the right to terminate your employment at any time, with or without advance notice and with or without cause. This is called "employment-at-will," and no one other than an officer of the Company has the authority to alter this arrangement, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this policy. Furthermore, any such agreement must be in writing and must be signed by an officer of the Company.

**BACKGROUND CHECKS (Criminal, Credit, Driving)**

Galaxy Home Solutions reserves the right to conduct background checks of each employee. These background checks may consist of previous employment verification, reference checks, educational confirmation, or verification of any other information you may supply on your initial application, as well as any of your employment paperwork that you submitted to become employed at Galaxy Home Solutions.

Following the requirement imposed by the Fair Credit Reporting Acts, Galaxy reserves the right to conduct a pre-employment credit check on those applicants that apply for positions that include any financial responsibility. Similarly those employees who will be operating company vehicles may have their driving records checked. Your employment with us may be conditional upon the review of the information in these credit or driving background checks. Galaxy Home Solutions reserves the right to conduct this credit check at any time after you have begun employment

In response to our "Zero-Tolerance to Violence in the Workplace Policy", Galaxy Home Solutions reserves the right to conduct a pre-employment criminal background check on those applicants with positions that may involve close unsupervised contact with the public. When appropriate the criminal background is checked to protect Galaxy Home Solutions, as well as its employees and customers.

**CHOICE OF LAW AND FORUM**

This employee handbook shall be interpreted and construed in accordance with the laws of the State of Florida. Any claims of any nature, in any forum, shall be brought against the company related to terms or conditions of employment; they shall be brought within a court of competent jurisdiction in the County of Marion and State of Florida, or if appropriate, the American Arbitration Association. Employee also consents to jurisdiction and venue of any claims by the company related to the terms or conditions of employment within a court of competent jurisdiction in the County of Marion or the American Arbitration Association.

# DEFINITIONS OF EMPLOYEES STATUS

**"EMPLOYEES" DEFINED**

Galaxy Home Solutions offers part-time, full-time, and temporary employment opportunities to meet a variety of staffing requirements and accommodate employee needs and preferences. Galaxy Home Solutions also uses agency temporaries and contract workers to respond flexibly to changing staffing requirements.

All employees- whether full -time, part-time, or temporary - are classified as exempt or nonexempt for overtime and minimum wage requirements.

Basic Classifications are as follows:

* **EXEMPT**
Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.
* **NON-EXEMPT**
Employees whose positions do not meet FLSA criteria and who are pa id one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.
* **REGULAR FULL-TIME**
Employees who have completed the orientation period and who are regularly scheduled to work 30 or more hours per week are considered full time employees. Generally, they are eligible for the Company's benefit package, subject to the terms, conditions, and limitations of each benefit program.
* **REGULAR PART-TIME**
Employees who have completed the 90-day probationary period and who are regularly scheduled to work less than 30 hours per week are considered to be part time employees.
* **TEMPORARY (FULL-TIME or PART-TIME)**
Individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief are considered temporary employees. Temporary Employees may also be employees who are hired through an outs ide employment agency or a temporary staffing company. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.
* **PROBATIONARY PERIOD FOR NEW EMPLOYEES**
The Company recruits carefully and believes that it is hiring the best employee for each position. It is, however, to both the Company's and the employee's advantage to have an initial period of employment in which the employee has time to appraise the Company and job content, and the Company has a similar opportunity to appraise the new employee's job pe1formance. Thus, each new employee must satisfactorily complete an introductory period of90 days, measured from his or her initial date of employment. The employee will not be eligible for or earn any benefits during the introductory period, except that time worked will be credited toward Family and Medical Leave. At the Company's discretion, the introductory period may be extended one or more times.

# EMPLOYMENT POLICIES

**EQUAL EMPLOYMENT OPPORTUNITY**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Galaxy Home Solutions will be based on merit, qualifications, and abilities. Galaxy Home Solutions does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age, veteran/military status, pregnancy, genetic information, disability or any other status protected by federal or state law.

Galaxy Home Solutions will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including se lection, job assignment, compensation, discipline, termination, and access to benefits and training.

**HARASSMENT, INCLUDING SEXUAL HARASSMENT**

Galaxy Home Solutions is committed to providing a work environment that pleasant and is free of discrimination, intimidation, unlawful harassment, or other offenses that may interfere with work performance. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Harassment is not necessarily sexual in nature. Harassment may appear in many forms such as offensive words, emails, cartoons, pictures, pranks, intimidation, humiliation, retaliation, photographs, etc. It may also take form in using vocabulary that is derogatory and offensive in nature directly to an employee or where another employee may overhear.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately to a Supervisor or Manager. Employees can raise concerns and make repot1s without fear of reprisal.

It is important to know that harassment crosses age and gender boundaries and cannot be stereotyped. Galaxy Home Solutions prohibits ANY employee from retaliating ANY supervisor who becomes aware of possible harassment should promptly advise their supervisor or the office manager who will handle the matter in a timely and confidential manner.

**NON-DISCLOSURE/CONFIDENTIALITY**

The protection of confidential business information and trade secrets is vital to the interests and success of Galaxy Home Solutions. Such confidential information includes, but is not limited to, the following examples:

* Financial information,
* Marketing strategies,
* Pending projects and proposals,
* Proprietary production processes,
* Customer Information
* Pricing Policies
* Personnel/Payroll records

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary-y action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information. No one is permitted to remove or make copies of any Galaxy Home Solutions records, reports, or documents without prior approval from your General Manager or the President.

**OFFICE HOURS**

Our Office Hours are from 8:00 a.m. to 5:00 p.m. The standard work week is 40 hours per week consisting of Five (5) days, each eight (8) hours long. Your particular hours of work, lunch, and breaks will be determined and assigned by your manager, supervisor, or crew leader. Due to the nature of this work, normal operating hours vary with each job description. Should you have any questions regarding your work schedule, please ask your manager, supervisor, or crew leader.

**LUNCH PERIODS**

Full-time employees are allowed a one-hour unpaid lunch break. Lunch breaks generally are taken/ between the hours of II a.m. and 2:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or clients. You are not permitted to perform any work functions during your regularly scheduled lunch period. It is important to return to work on time at the end of your lunch period so that you do not hinder any other employee from their scheduled lunch. Your supervisor, manager, or crew leader will inform you of your regularly scheduled lunch break.

**BREAK PERIODS**

You are entitled to two (2) fifteen minute paid breaks each work day which are scheduled accordingly by your supervisor, manager, or crew leader. One will be scheduled prior to lunch and one scheduled afterlunch. If you work in a department where breaks are not directly assigned, please coordinate with yourco-workers to maintain adequate coverage at all times.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time unless otherwise approved by your direct supervisor. Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

**PERSONNEL FILES**

Employee personnel files may include the following: job application, employment paperwork, job description, resume, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring. Personnel files are the property of Galaxy Home Solutions and access to the information is restricted. Management personnel of Galaxy Home Solutions who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor or our office manager. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their supervisor or office manager.

**PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify their supervisor or the office manager of any changes in personnel data such as:

* Mailing address and telephone numbers
* Banking/Direct Deposit Information
* Updates in Benefit Information
* Emergency Contact information

An employee's personnel data should be accurate and current at all times.

**INCLEMENT WEATHER/EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by the President. When the decision is made to c lose the office, employees will receive official notification from their supervisors.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them. If your manager, supervisor, or crew leader asks that you remain at work to complete assigned work duties after Galaxy Home Solutions has closed because of inclement weather conditions, then you will be paid any hours you work.

**EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS**

Supervisors will conduct annual performance reviews and planning sessions with all regular full-time and regular part-time employees. Supervisors may conduct informal performance reviews and planning sessions more often if they choose or if needed. Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Merit Pay adjustments may be awarded by Galaxy home Solutions as an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by the formal performance evaluation process. The planning sessions are designed for the employee and hi s/her supervisor to make and agree on new goals, skills, and areas for improvement.

New employees will be reviewed at the end of their probationary periods. After the initial review, the employee will be reviewed according to the regular annual schedule.

**OUTSIDE EMPLOYMENT**

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Galaxy Home Solutions. Unless an alternative work schedule has been approved by Galaxy Home Solutions, employees should treat their employment at Galaxy as their Primary Job and Position which will be subject to the company's scheduling demands, regard less of any existing outside work assignments. Galaxy Home Solutions office space, equipment, vehicles, and materials are not to be used for outside employment.

**CORRECTIVE ACTION**

Galaxy Home Solutions holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, Galaxy Home Solutions expects the employee's supervisor to take corrective action. Corrective action at Galaxy Home Solutions is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, suspension, and/or termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, Galaxy Home Solutions considers certain rule in fractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of illegal drugs or the possess ion of illegal firearms, the use of company equipment and/or company vehicles without prior authorization for personal use, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Galaxy Home Solutions to a customer, a prospective customer, the generaI public, or an employee.

**EMPLOYMENT TERMINATION**

Termination of employment is an inevitable par1 of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

* **Resignation** - voluntary employment termination initiated by an employee.
* **Termination** - involuntary employment termination initiated by Galaxy Home Solutions.
* **Layoff** - involuntary employment termination initiated by Galaxy Home Solutions for non-disciplinary reasons.

Any employee who terminates employment with Galaxy Home Solutions shall return all files, records, keys, and any other materials that are property of Galaxy Home Solutions. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Galaxy Home Solutions will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

**SECURITY**

Every employee is responsible for helping to make this a secure work environment. Upon leaving work you are required to lock all desks, lockers, and doors protecting valuable or sensitive material in your work area. You are required to report any lost or stolen keys, passes, or other similar devices to your supervisor immediately. You should refrain from discussing with non‑employees specifics regarding company security systems, alarms, passwords, etc.

We also request that you immediately advise your supervisor of any suspicious conduct of employees, customers or guests of the company. Please immediately advise the company of any known security risks such as broken locks, burnt out bulbs, persons loitering, or any other potential security risks in the work environment.

We will not tolerate internal theft. Internal theft will result in immediate disciplinary action, including termination. Internal theft may also result in criminal prosecution and a negative reference. The unauthorized use of company property or proprietary information is considered internal theft. For example, you may not use copy machines, computers, company products, or office supplies for personal use without prior authorization.

We reserve the right to inspect all packages entering or leaving company premises.

**SAFETY**

Galaxy Home Solutions provides information to employees about workplace safety and health issues through our Safety Program Manual as well as through regular internal communication such as:

* Training sessions
* Team meetings
* Bulletin board postings
* Memorandums
* Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment. In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor.

**BUILDING SECURITY**

Employees who are issued keys to the office are responsible for their safekeeping. The last employee, or a designated employee, who leaves the office or their work area at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from the President or the General Manager. Employees should familiarize themselves with all emergency exits, fire extinguishers, and evacuation plans and the procedures for using them in the event of an emergency.

**INSURANCE ON PERSONAL EFFECTS**

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left or damaged at the office; Galaxy Home Solutions assumes no risk for any loss or damage to personal property.

**EXPENSE REIMBURSEMENT**

Expenses incurred by an employee must have prior approval by a supervisor by written authorization prior to incurring the expense on behalf of Galaxy Home Solutions. To be reimbursed for all authorized expenses, you must submit an expense report or voucher, accompanied by receipts, and it must be approved by your manager, supervisor, or crew leader. Please submit your expense report or voucher each week as you incur reimbursable expenses. In order to keep Galaxy Home Solutions records accurate, any expenses older than one month at the time they are submitted may not be honored.

**GIFTS and/or CONFLICTS OF INTEREST**

All employees must avoid activities or relationships that conflict with Galaxy Home Solutions interests or adversely affect [reputation. The types of activities and relationsh ips employees must avoid include, but are not limited to:

1. Accepting or soliciting a gift, favor, or service that is intended to, or might appear to, influence the employee's decision-making or professional conduct;
2. Accepting, agreeing to accept, or soliciting money or other tangible or intangible benefit in exchange for the employee's favorable decisions or actions in the perfom1ance of his or her job;
3. Accepting employment or compensation or engaging in any business or professional activity that might require disclosure of Galaxy Home Solutions confidential information;
4. Accepting employment or compensation that could reasonably be expected to impair the individual's independent judgment in the performance of official duties

Employees must disclose actual or potential conflicts to their supervisor as soon as they become aware of them. Failure to make required disclosures or resolve conflicts of interest satisfactorily can result in discipline, up to and including termination of employment.

**RELATIVES IN THE WORKPLACE**

Galaxy Home Solutions permits the employment of qualified family members, domestic partners, significant others and/or similar personal relationship of employees as long as such employment does not create a conflict of interest. These employees may not supervise the other, nor may they work in the same department. If the employees develop a conflict of interest and a workable solution can not be reached, it will be at the discretion of the President to decide if a transfer is needed. Family members include but are not limited to spouses, relatives by marriage, domestic partners, children ( including step-children and foster children), parents, step-parents, grandparents, grandchildren, in- laws, siblings ( including stepbrothers and step-sisters), cousins, nieces, nephews, aunts and uncles.

**RELATIONSHIPS IN THE WORKPLACE (DATING)**

Dating and physical relationships between two employees, and/or between employees and vendors, can have an impact on the workplace. Keep in mind, too, that unwanted sexual advances and requests for sexual favors that are a condition of employment are prohibited under the company's Harassment-free Workplace Policy.

If you are dating or in a physical relationship with another employee of the company, or with any vendor, customer, or affiliate of Galaxy Home Solutions, you must immediately in form your supervisor, manager, and the company office manager. If the Company determines that the relationship interferes with the work environment, or is not in the best interests of the Company, the Company may take appropriate action, up to and including termination.

**IMMIGRATION LAW COMPLIANCE**

Galaxy Home Solutions employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Galaxy Home Solutions within the past three years or if their previous 1-9 is no longer retained or valid.

# STANDARDS OF CONDUCT

The work rules and standards of conduct for Galaxy Home Solutions are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

**GENERAL CONDUCT AND RESPONSIBILITIES**

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule in fractions or misconduct that may result in disciplinary action, including termination of employment. Please govern yourself accordingly.

* Theft or inappropriate removal or possess ion of property;
* Falsification of timekeeping records
* Working under the influence of alcohol or illegal drugs
* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
* Possession, distribution, sale, transfer, of illegal firearms, weapons, explosives on company property, in company vehicles, or while on duty in the workplace
* Spreading malicious gossip, rumors, engaging in behavior which cause lack of harmony or discord; or which interferes with another employee and their performance
* Fighting or threatening violence in the workplace;
* Boisterous or disruptive activity in the workplace;
* Negligence or improper conduct leading to damage of company-owned or customer-owned property;
* Insubordination or other disrespectful conduct;
* Violation of safety or health rules;
* Sexual or other unlawful or unwelcome harassment
* Excessive absenteeism or any absence without notice
* Unauthorized use of telephones, or other company-owned equipment
* Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage);
* Unauthorized disclosure of business "secrets" or confidential information;
* Violation of personnel policies; and unsatisfactory performance or conduct.

**ATTENDANCE/PUNCTUALITY**

The Company expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absentee ism and tardiness places a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The company phone number is 352- 748-4868. An employee who is absent for three (3) consecutive days without prior permission or without notice will be presumed to have voluntarily quit.

**TELEPHONE & COMPUTER USE**

All electronic and telephonic communication systems ("Systems") and all communications and information transmitted by, received from, or stored in those Systems are the property of the Company and may not be deleted, removed, or otherwise disposed of except with express permission of the Company consistent with the employee's job duties and responsibilities. Employees using any of the Company-provided Systems for personal purposes do so at their own risk of loss and expressly consent to the Company monitoring, recording, and transcription of all such personal use. Personal use of the Company-provided equipment, including Systems, shall be limited to use that is incidental to the Company's business usage, that is personal to the employee, and that occurs on an irregular and infrequent basis.

Employees are prohibited from using the Company's Systems for any commercial activity unrelated to the Company's business or unrelated to the employee's compensation and benefits provided by the Company, i.e., the Systems should not be used for personal gain, advancement of individual views, or solicitation of non-Company business.

Use of the Systems must not disrupt the operations of the Company and not interfere with your productivity, in addition to the foregoing prohibition s, employees are prohibited from engaging in the inappropriate use of all Systems. Inappropriate use may result in loss of access privileges and disciplinary action up to and including termination. Inappropriate use includes, but is not limited to:

* Unauthorized access of another employee's e-mail or voicemail account or any other account maintained on the Systems as well as unauthorized access to data stored on any electronic or telephonic system. This would include any attempt to obtain unauthorized access.
* Any effort to inhibit authorized access to data, mail, or programs stored on electronic or telephonic systems.
* Any effort to prevent the Company's monitoring of an electronic telephonic system.
* Transmission of obscene or harassing messages to any other individual, i.e., hate mail, obscenity, ethnic slurs, racial comments, off-color jokes, antisocial behavior, in violation of any state or federal law.
* Use of the electronic and/or telephonic communication system to violate any other policy of the Company.
* Accessing sexually oriented Internet sites or the receipt, storage, or transmission of sexually oriented material illegal, unethical, or other activity that could adversely affect the Company, unauthorized downloading of software.
* Unauthorized copies of copyrighted materials whether created, distributed, or knowingly utilized.
* Posting inaccurate, inappropriate, and unlawful business information.
* Unauthorized attempts to break into any computer whether it belongs to the Company or another organization.
* Copying, sending, or posting confidential materials of the Company or its clients.

**PUBLIC IMAGE**

Maintaining a professional appearance is very important to the success of Galaxy Home Solutions. The image we project must demonstrate that we are the most professional, productive, thorough, and reliable providers in our market. Appearance is a major element of our image. Personal appearance is a powerful business tool. Uniforms are provided by the Company to personnel in certain job areas involving regular contact with customers. This ensures that our image of professionalism is reinforced consistently to our customers as well as to the public at large. A neat professional appearance is a requirement. It is expected that all employees will exercise good judgment and dress appropriately for their jobs. Due to the fact that different positions require different attire, please consult your supervisor if you have any questions about appropriate business attire.

**SOLICITATION AND DISTRIBUTION OF LITERATURE**

It is our policy to prohibit solicitation or distribution of literature by non-employees on company premises. If you have any questions as to the propriety of any solicitation or distribution of literature, please consult with your supervisor. Employees are absolutely prohibited from selling raffles, chances, sports betting pools or otherwise soliciting money or contributions without prior approval from their supervisor.

**SUBSTANCE ABUSE**

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply to ALL employees of the Company while they are on Company premises or elsewhere on Company business.

* The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is strictly prohibited.
* Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property or during your regular work shift is strictly prohibited.
* Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

* ***Company property***: All Company owned or leased property used by employees.
* ***Controlled substance of abuse***: Any substance listed in Schedules l-V of Section 202 of the
* Controlled Substance Act, as amended.
* ***Drug***: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.
* ***Drug paraphernalia***: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.
* ***Illegal drug***:
	+ Any drug or derivative thereof whose use, possess ion, sale, transfer, attempted sa le or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
	+ Any drug, including - but not limited to - a prescription drug, used for any reason other than that prescribed by a physician.
	+ Inhalants used illegally.
* ***Under the influence***: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Company's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment. Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

 Galaxy Home Solutions reserves the right to drug screen any employee as a condition of their employment at any time either upon being hired, or randomly throughout the course of your employment. Some of the reasons for testing can include, but are not limited to, post-accident, reasonable suspicion, or return to duty testing. Failed drug screening can result in corrective action including termination of employment.

**TOBACCO PRODUCTS**

Smoking/vaping in company designated smoking areas only. Please be courteous and contentious about the needs of your fellow employees. Please do not smoke or use vaping devices in restricted areas. Please remember to conform to the smoking policies of all clients and customers when working on site. Smoking and the use of vaping devices should be conducted during your allotted break time. All employees are expected to abide by this policy.

**DRIVING STANDARDS**

All employees are required to comply with all traffic regulations, laws, and ordinances in the operation of a motor vehicle while on Company business. At no time should the delivery of our product jeopardize the safety of the public or Company employees. Employee compliance with all safety policies will help eliminate accidents and make our Company a leader in safety in the community.

Unsafe driving will not be tolerated by Galaxy Home Solutions. If you feel safety is being compromised, you are to report it directly to a member of the Executive Team. Please refer to the Galaxy Home Solutions "Safety Manual" for a complete list of policies, rules, and regulations regarding operating company vehicles and Galaxy Home Solutions Driving Standards.

**CHOICE OF LAW AND FORUM**

This employee handbook shall be interpreted and construed in accordance with the laws of the State of Florida. Any claims of any nature, in any forum, shall be brought against the company related to terms or conditions of employment; they shall be brought within a court of competent jurisdiction in the County of Sumter and State of Florida, or if appropriate, the American Arbitration Association. Employee also consents to jurisdiction and venue of any claims by the company related to the terms or conditions of employment within a court of competent jurisdiction in the County of Sumter or the American Arbitration Association.

**EMPLOYEE ARREST OR CRIMINAL ACTIVITY**

The arrest of an employee, or involvement in criminal activity, whether on or off company property, may result in disciplinary action including suspension or termination. Disciplinary action depends upon a review of all factors involved, including whether or not the employee's action was work-related, the nature of the act, or circumstances which adversely affect attendance or performance. Any disciplinary action is not dependent upon the disposition of any case in court.

Employees are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled as a result of an arrest may lead to disciplinary action, up to and including termination, for violation of attendance policy or job abandonment.

Any disciplinary action taken will be based on information reasonably available. This information may come from witnesses, police, or any other source as long as management has reason to view the source as credible.

Work-relatedness is demonstrated by showing that:

* There is a direct relationship between the activity and the employee's job; or
* The activity compromises the company's responsibility to its customers, and/or other employees; or,
* There is a demonstrable effect on company operations/mission; or,
* The activity renders the employee unable to perform the job satisfactorily; or,
* The activity leads other employees to reasonably refuse to work with the employee; or,
* The misconduct jeopardizes business operations by creating publicity that could do substantial harm to the company's public image.

**WORKFORCE REDUCTIONS (LAYOFFS)**

From time to time, management may decide to implement a reduction in force (“RIF”). We are quick to acknowledge that RIFs can be a trying experience for management and employees alike. The company will make its best effort to make sound business decisions while acknowledging the needs of its workforce. Unless specified otherwise in connection with a particular reduction in force, the following procedures will be used.

Selection Criteria

In the event of a “RIF” during a reduction in force, employees will be retained based on skills, experience, attitude and job performance. Depending on the reason for the reduction in force, the nature of the jobs within the affected work unit(s), and the anticipated needs of the company following the reduction in force, one of the two methods described in sections two (2) and three (3) will be used to select employees to be retained. RIF decisions will not be based on an individual’s salary.

Ranking of Employees

Department and/or division heads will rank employees based on the employee’s overall ability to contribute to the company’s ongoing needs. Specific factors to be considered should include, but are not limited to, demonstrated past job performance, resourcefulness, adaptability, teamwork, skill level, ability to perform tasks the company anticipates will be necessary following the reduction in force, and dedication and commitment to the company and its goals. The weight given to various factors will depend on the specific work unit and the needs of the company. For example, it is possible for an employee with unique skills that are critical to the work unit to be ranked higher than an employee with better performance in a different skill area. Seniority will generally be considered only where other relevant factors do not allow for differentiation between employees.

The decision on which employees will be grouped together for purposes of rankings will be subject to the discretion of the corporate officer with responsibility for the affected work unit. Groupings can change depending on the nature and goals of the reduction in force.

Where the employee ranking method of employee selection for reductions in force is used, employees will be selected as candidates for inclusion in the reduction in force in inverse order of their ranking.

Placement in Available Jobs

Depending on the reason for and nature of a reduction in force, and the jobs included in the work unit, selection of candidate for a reduction in force may be based on an assessment of the positions that will exist in a work unit following the reduction in force, and which employees are best suited to fill those remaining positions.

When this method is used, the manager responsible for the affected work unit will identify the skills and abilities necessary for each job remaining after the reduction in force. Employees within the work unit will be evaluated based on their ability to perform the available jobs. In addition to the employee’s skills and ability to perform the remaining job duties, other factors to be considered include, but are not limited to, resourcefulness, adaptability, teamwork, and dedication and commitment to the company and its goals. While it will often be the case that an employee who has performed well in a particular job will be determined to be the best suited to fill that position following the reduction in force, this may not always be the case.

**POST-EMPLOYMENT REFERENCE POLICY**

Our company policy is to provide prospective employers with references only for employees who have worked for the company within the past three years.

We will provide prospective employers with the dates of employment and final job position of a former employee. All references are to be given by [the human resources department] only.

If the former employee is requested to provide a prospective employer with additional information by way of reference, the employee must sign a form that holds the company and the prospective employer harmless from any statements or documents published related to that reference. Please contact [human resources department] for the release form.

**REPORTING UNETHICAL, FRAUDULENT OR ILLEGAL ACTIVITY**

The Company wishes to operate according to the highest ethical and legal standards possible. Therefore, we not only request, but REQUIRE, that you bring to the attention of management any conduct on the part of fellow employees, supervisors, or others, that you believe violates the policies, agreements, ethical standards or obligations of the company, or which are unethical, fraudulent or illegal in nature. Failure to report any such activity not only constitutes a violation of company Rules of Conduct but may also needlessly expose the company to litigation or governmental sanction, including possible criminal prosecution.

If you believe you have encountered unethical, fraudulent or illegal conduct, you are required to immediately report it to your supervisor or someone else in management. If you believe your supervisor is engaged in inappropriate conduct, or has not sufficiently addressed your concerns, you should bring the matter to the attention of the next level of supervision or human resources. You are also required to report to management any inquiries made of you or fellow employees by any Federal, State or local agencies regarding the conduct or activities of the company.

Examples of unethical, fraudulent or illegal acts include:

* Falsification of loan, credit, accounting records or management information.
* Theft or misuse of employee, company or customer property.
* Violation of any federal, state or local laws.
* Offer or acceptance of money or gifts from a customer or vendor in violation of company guidelines.
* Violation of the company Code of Ethics, policies or procedures.

**VOICEMAIL, EMAIL AND INTERNET POLICY**

Purpose

The company and its employees, like thousands of others, desire to strike the appropriate balance between technology, an employee’s right to privacy, and company’s interests in protecting its confidential information and preventing abuse of its system. This Voicemail/E-mail/Internet policy is intended to provide each employee of the Company with the guidelines associated with the use of the company’s Voicemail/E-mail/Internet system (“the system”).

Scope

This policy applies to all employees, contractors, vendors, partners, or associates, and any others accessing and/or using the Company’s system through on-site or remote terminals.

General Provisions

The Voicemail/E-mail/Internet system, and all data transmitted or received through the system, are the exclusive property of the Company. No individual should have any expectation of privacy in any communication over this system. The system is to be used solely for company-related business, and is not to be used for personal business or pleasure.

Any individual permitted to have access to the Company’s system will be given a Voicemail, E-mail and/or Internet address and/or access code, and will have use of the system, consistent with this policy. Access to the Internet will be on an individual, case-by-case basis. A written request for access, approved by the employee’s supervisor, must be submitted to the [ insert ] and must detail the specific reasons why access to the Internet is required.

The Company reserves the right to monitor, intercept and/or review all data transmitted, received or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without the prior consent of the employee. The Company’s interests in monitoring and intercepting data include, but are not limited to: protection of company proprietary and classified data; managing the use of the Company’s computer system; preventing the transmission or receipt of inappropriate materials by employees; and/or assisting the employee in the management of electronic data during periods of absence. No individual should interpret the use of password protection as creating a right or expectation of privacy. **In order to protect everyone involved, no one can have a right or expectation of privacy with regards to the receipt, transmission or storage of data on the company Voicemail/E-mail/Internet system.**

Professional Considerations

Although the Company will periodically monitor system use, each individual is empowered and encouraged to monitor his or her own use of the system, ensuring they meet the highest standards of professional conduct. All communications over the system should be business related, professional, and representative of the high ethical standards that are the trademark of our company. Everyone should remember that the system is a public forum, and individuals should only access those web sites or communicate to third parties with whom they would be willing to leave a business card or other form of identification. Specifically, employees are not permitted to transmit or open, download, forward or send communications that:

* Contain obscene, profane, abusive or threatening language or graphical representations.
* May be construed as discriminatory, harassing or offensive by reference to race, national origin, gender, religion, age, disability, sexual orientation, or other legally protected criteria.
* Contain references to any sexual acts, sexual relationships, or personal relationships.
* Further an illegal activity.
* Contain company proprietary or classified information, without prior approval of the company.
* Reveal customer/client sensitive information, without the prior consent of the customer/client.
* Are used to solicit or approach others for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations, without permission from the company.
* It is important to maintain a proper spirit and tone to your communications. The following guidelines are suggested:
* Make your communications positive, constructive, complete, factual.
* Don’t write when angry and edit before sending.
* Be careful with humor – they can’t see you wink.
* Always avoid sarcastic humor – they can’t hear your tone of voice over e-mail.
* Never use all caps – that is perceived as “SHOUTING!”
* Avoid belaboring disagreements in e-mail – there is a time for face-to-face meetings.
* Always guide your recipient in responding by stating what you need and when.
* Pay attention to grammar and spelling, both to protect your own reputation and intelligence, and to avoid irritating your recipients who are distracted by careless mistakes.

Procedures

* Procedures for accessing the Voicemail, E-mail and Internet system, as well as the guidelines for how to properly send and retain information, may be obtained by contacting [ insert name ].
* Investigations - The Company is committed to the protection of each individual employee’s rights with regards to equal protection and a work environment free of sexual harassment or illegal conduct. To aid in ensuring the quality of the work environment, we encourage and require our employees to report all suspected violations of this policy. All reports and investigations will remain confidential to the extent feasible.
* Acknowledgment/Consent - Each employee should receive a copy of this policy on the first day of employment or upon its distribution. Employees will be required to read the policy at that time, then sign and date a form acknowledging they have done so. Their signature on the acknowledgement form indicates the employee has received the policy; read and understood it, and is voluntarily consenting to the monitoring and/or review of all electronic communications by the Company.
* The Voicemail/E-mail/Internet policies and procedures should be reviewed by each employee on a semi-annual basis.

Points of Contact

Questions concerning the use of the Voicemail/E-mail/Internet system should be directed to the manager of the [ insert ]. Questions concerning the improper use of the system should be directed to the employee’s immediate supervisor and/or Human Resources.

Violations

Any employee who abuses the privilege of access to the Company’s Voicemail, E-mail or the Internet system will be subject to corrective action, up to and including termination. If necessary, the Company also will also advise law enforcement officials of any illegal conduct.

**SOCIAL MEDIA POLICY**

Galaxy Home Solutions or “the Company” recognizes certain employees have personal accounts on various social networking sites such as Facebook, Linked-In, and Twitter, and may create or contribute to blogs and the like (collectively, “Social Media”). In addition, some employees use Social Media as part of their jobs at the Company.

The Company has developed this policy to permit use of Social Media by employees, while protecting The Company's legitimate business interests. This Policy is not intended to interfere with your expression of opinions or statements regarding any group concerns pertaining to terms and conditions of your employment or those of other Company employees.

**SCOPE OF POLICY**

This policy applies to all Company employees. The policy applies on Company property, at Company worksites, while participating in Company-sponsored events (on or off Company property), while in a Company vehicle or wherever and whenever an employee is performing a function of his or her job. This policy applies whenever an employee is using Company issued equipment or devices (such as cellular smart phones, computers or other electronic devices) or any Company communication systems. This policy also applies to certain off-duty Social Media use by employees.

**POLICY:**

**WORK RELATED SOCIAL MEDIA USE**

Company's Marketing Department has sole responsibility for the management and maintenance of Company-sponsored Social Media. While employees are invited to visit these sites, Company maintains these Social Media sites to promote its products and services. Accordingly, these sites are not to be used for personal comments or communication by employees.

If authorized by a supervisor, Company employees outside the Marketing Department may use Company equipment and systems to access Social Media as part of their job duties. Non-exempt employees are not permitted to engage in work-related use of social media outside their normal work hours, unless the employee's supervisor provides advance written approval. If approved, non-exempt employees must accurately record and timely report all time spent on work-related Social Media use so the employees may be appropriately paid for these activities.

Employees may not use personal Social Media sites to post items as part of their official job duties. Rather, all such items must be directed to the Marketing Department for posting on Social Media sites belonging to the Company. Company Social Media sites are the exclusive property of the Company. If employment ends, an employee must immediately relinquish control of any Company Social Media sites and provide the Company all login and password information associated with these sites.

**PERSONAL SOCIAL MEDIA USE**

Employees may only engage in personal use of Social Media during non-working time (e.g. authorized break times, meal periods and off-duty hours) and only from personally-owned electronic devices. Employees may not use Company computers, smart phone devices or other electronic equipment or systems for personal use of Social Media. Such use must not interfere with the work and productivity of the employee or other employees and must not preempt or disrupt any Company business activities. Employees may not use their corporate e-mail address in connection with personal use of Social Media.

**CONFIDENTIAL INFORMATION**

When posting comments to Social Media sites, employees must not include any trade secret or other confidential or proprietary information of the Company. By way of example, trade secrets, confidential or proprietary information includes, non-public information about the Company's product or service designs, patents, intellectual property, finances, credit information, financial information, business plans or strategies, bids, proposals, and marketing and advertising plans. Confidential information does not include information about terms and conditions of employment (including wages or benefits) of other employees, unless the employee obtains this information as part of the employee’s job duties or through unauthorized or unlawful access to Company records or private records belonging to others.

**PROHIBITED ACTIVITY**

Employees must not post or discuss:

* statements about the Company, its shareholders, directors, managers, supervisors or employees, which the employee knows to be false or has no basis to believe to be true;
* negative or derogatory information or statements about the Company's products or services;
* negative or derogatory information or statements about the Company's competitors, agents, customers, vendors or other third parties;
* comments about others that are vulgar, obscene, threatening, intimidating, or a violation of the Company’s workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, sexual orientation or any other protected characteristic; or
* any "recommendation" of Company coworkers, vendors, competitors or other Company business associates or customers, without obtaining prior authorization.

**FULL DISCLOSURE**

Authorized employees using Social Media to communicate on behalf of the Company must always disclose their actual name along with their affiliation with the Company. Employees using Social Media in a personal capacity must never represent their views and opinions as those of the Company.

The Federal Trade Commission has imposed special requirements on “publishing promotional content online.” Promotional content is content “designed to endorse, promote, sell, advertise, or otherwise support the Employer and its products and services.” These requirements apply to employees. While an employee may post comments that include promotional content, the employee may do so only if the employee discloses the employee's affiliation with the Company and states the employee’s views and opinions are not necessarily the views and opinions of the Company.

**NO PRIVACY**

The Company monitors Social Media and all other communication conducted on its electronic equipment and systems. This includes, but is not limited to, computers, smart phones, wireless or hard-wired routers and Internet access portals. Accordingly, employees should have no expectation of privacy regarding any information they input or review while using Company equipment or systems. This applies to both work-related and personal use of Social Media and all content and information input or reviewed, including, but not limited to, usernames, passwords, codes or other information that enable access to any Social Media sites.

**VIOLATIONS**

Employees who violate this Social Media policy may be subject to discipline, up to and including termination of employment.

**NON-RECRUIT COVENANT**

As a condition of employment, employee agrees, for a period of [one (1)] year following termination of employment for any reason whatsoever, they will not recruit, directly or indirectly, any of the company’s employees for the purpose of any outside business either during or after employee's tenure of employment with the company. Employee agrees that such effort at recruitment constitutes a violation of the non-solicitation covenant set forth above.

**SECURITY**

Every employee is responsible for helping to make this a secure work environment. Upon leaving work you are required to lock all desks, lockers, and doors protecting valuable or sensitive material in your work area. You are required to report any lost or stolen keys, passes, or other similar devices to your supervisor immediately. You should refrain from discussing with non‑employees specifics regarding company security systems, alarms, passwords, etc.

We also request that you immediately advise your supervisor of any suspicious conduct of employees, customers or guests of the company. Please immediately advise the company of any known security risks such as broken locks, burnt out bulbs, persons loitering, or any other potential security risks in the work environment.

We will not tolerate internal theft. Internal theft will result in immediate disciplinary action, including termination. Internal theft may also result in criminal prosecution and a negative reference. The unauthorized use of company property or proprietary information is considered internal theft. For example, you may not use copy machines, computers, company products, or office supplies for personal use without prior authorization.

We reserve the right to inspect all packages entering or leaving company premises.

# WAGE AND SALARY POLICIES

**COMPENSATION**

It is the policy of Galaxy Home Solutions Inc.'s to pay all regular employees’ wages and salaries that are competitive with other employers in the marketplace that will be motivational, fair, and equitable. Compensation may vary with individual and company performance and in compliance with all applicable statutory requirements. Several factors influence the determination of your rate of pay such as comparable jobs in the marketplace, individual performance, the nature of the scope of work, and internal equity of the company (what Galaxy pays their employees in comparable positions). Galaxy Home Solutions applies the same principals of fairness to all employees, regardless of race, color, religion, sex, national origin, age, veteran/military status, pregnancy, genetic information, disability or any other status protected by federal or state law.

**TIMEKEEPING**

By Law, we are required to keep accurate records of the time worked by employees. Accurately recording hours worked is the responsibility of every employee. Hours worked is considered the time actually spend on the job(s) performing assigned duties. Galaxy Home Solutions does not pay for extended breaks or time spent on personal matters. No one may record hours on another employee’s timesheet. Tampering with a time sheet other than your own is cause for disciplinary action, up to termination.

Each Employee is responsible for turning in their time sheet by the end of the work week. If you fail to turn your time sheet in or if your time sheet is incomplete, it may result in disciplinary action. Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor. Questions regarding the timekeeping system or time cards should be directed to the Office Manager.

**OVERTIME**

Galaxy Home Solutions is open for business 40 hours per week. Overtime compensation is paid to nonexempt employees in accordance with federal and state wage and hour restrictions. Ove11ime is payable for all hours worked over 40 per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime.

All overtime work performed by an hourly employee must receive authorization from the President or General Manager prior to working the overtime hours. Overtime worked without prior authorization may result in disciplinary action.

**PAYDAYS & PAY CYCLE**

All employees are paid weekly, and the paycheck will be distributed on Friday of each week. Paychecks will not be given to anyone other than the employee without written authorization. If an employee is not available on the date that checks are distributed, they may collect it from the bookkeeper when they return to work. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the day prior to that day. Paychecks may also be mailed to the employee's address or deposited directly into an employee's bank account upon request.

**PAYROLL ADVANCES**

In emergency situations and on a case by case basis Galaxy Home Solutions may grant you an advance on your next payroll. This is done at the discretion of The President. Galaxy Home Solutions does not guarantee a Payroll advance to any employees. Please see your manager, supervisor, or crew leader for further information.

**WAGE GARNISHMENTS**

The law requires that Galaxy Home Solutions make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Galaxy Home Solutions also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base."

These deductions will be itemized on your pay stub. The amount of the deductions may depend on your earnings and the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to the Human Resources Department immediately to ensure proper credit for tax purposes. Any other mandatory deductions from your paycheck, such as court ordered garnishments, will be explained whenever Galaxy Home Solutions is ordered to make such deductions.

In addition, pursuant to each employee's signed authorization at time of hire, Galaxy Home Solutions will deduct from their paycheck any amount owed to the Company for uniforms, tools, loans, etc. However, deductions will be capped to the extent that no such deductions will render the employee's paycheck to fall below minimum wage for any hour worked.

**Exempt Employees**
Subject to the exceptions provided be low, a salaried, exempt employee will receive his or her full salary for any workweek in which the employee performs any work without regard to the number of day or hours worked. Thus, for instance, if a salaried, exempt employee is ready, willing, and ab le to work, his or her salary will not be reduced for time when work is unavailable. Additionally, no deductions will be made for absences due to jury duty, attendance as a witness, or temporary military leave, but the Company may offset against salaries amounts an employee receives for jury duty, attendance as a witness, or military leave.

**Complaint Procedure**
Employees who believe their salaries have been improperly reduced should notify a member of the Executive Team as soon as possible. If an investigation reveals a salary wasreduced in error, Galaxy Home Solutions will reimburse the employee for any improper deductions andwill take such measures as may be reasonable and prudent to prevent improper deductions in the future.

# BENEFITS AND SERVICES

Your paycheck is important, but it does not represent all of the compensation you receive from Galaxy Home Solutions. Not only do you receive your wages each payday, you also receive a substantial number of employee benefits that represent real dollars to you and your family. These benefits include paid vacations, paid holidays, and various types of insurance. We want you to have a full understanding of your employee benefits so we are devoting an entire section to the discuss ion of each one. If you ever have any questions concerning any of your employee benefits, ask your supervisor to help you. Employee benefits are available to full-time employee who have completed their 90-day introductory period. The Company reserves the right to change benefits at any time with or without notice. Additionally, if there are any discrepancies between a policy and a plan document, the plan document prevails.

**HEALTH INSURANCE**

Insurance is one of those subjects that does not seem important until we need to use it. Should the need arise, we want you to know about the insurance coverage you have as an employee of Galaxy Home Solutions.

Each employee who chooses to participate is covered under a group health care insurance policy. It covers your medical and hospitalization. The cost of this insurance for you is paid in part by the company and in part by the employee. The amount of your portion will depend on the plan you choose. If you wish, you can also have your family covered under this program. All premiums will be deducted from your paycheck.

So that you and your family may have a complete understanding and apprec1at10n of the benefits available under our group plan, please read your insurance booklet. The booklet contains a detailed breakdown of the insurance plan.

**COBRA BENEFITS**

The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the company's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or leave of absence, divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Galaxy Home Solutions group rates plus an administration fee. Galaxy Home Solutions provides each eligible employee with a written notice describing rights gran ted under COB RA when the employee becomes eligible for coverage under Galaxy Home Solutions health insurance plan. The notice contains important information about the employee's rights and obligations.

**PAID TIME OFF/ VACATION**

Paid time off (PTO) is available for you to use as vacation, for personal use, or to be used during an illness or the illness of a family member. This benefit is available to regular full-time and regular part- time employees following their first-year anniversary with Galaxy Home Solutions and is provided based on the following calculations:

* During the first year of employment, vacation time will be earned at the monthly accrual rate of 3.34 hours. Total accrual per year is 5 days. Earned vacation can be taken after 1 (one) year continuous employment.
* After the (3) third year of employment, paid vacation time will be earned at the monthly accrual rate of 6.67 hours. Total accrual rate per year is 10 days.
* After the (10) tenth years of employment, vacation time will be earned at the monthly accrual rate of 10.00 hours. The total accrual per year is 15 days.
* All PTO must be scheduled and approved by a supervisor in advance. In the event that you need to use your PTO for an illness or for an unforeseen circumstance, your supervisor or office manager will let you know if your PTO is approved.

**TRAVEL TIME PAY**

Nonexempt employees who are required to travel in the course of conducting their work are paid in the following way:

1. If an employee reports to the workplace and then is required to travel to another site to work for the day, travel time to the assigned work place will be paid.
2. When an employee is required to report to a site other than their regular work site, and goes directly to that site without first going to the regular work place, the company will pay the employee travel time for any time in excess of the employee’s normal commute time to the regular site.
3. Employees required to travel to a distant work place. Example: an employee works eight hours at the corporate office and then goes to the airport, flies to Phoenix, stays at a hotel, works six hours in Phoenix the next day and then returns to San Diego. The employee will be paid for the first eight-hour period. Under the circumstances, travel time begins when he/she leaves the corporate office to go to the airport. It ends when the employee arrives at the hotel in Phoenix. The employee receives his/her regular six-hour pay while in Phoenix. When the employee leaves the Phoenix work site for the airport, travel time begins. It ends when he/she arrives at the San Diego airport to go home.
4. Travel hours are “hours worked” for the purposes of calculating overtime.

The company reserves the right to establish separate rates of pay for travel time. Should this occur, you will receive written notification of your “travel time” pay rate prior to traveling on Company business.

**HOLIDAYS**

Another advantage which you enjoy here is the pleasure of an occasional day off with pay under the Galaxy Home Solutions policy for observing the following holidays:

* New Year's Day - January 1
* Memorial Day - Last Monday in May
* Independence Day - July 4
* Labor Day - First Monday in September
* Thanksgiving - Fourth Thursday in November
* Christmas Day - December 25

If a holiday is observed by the Company on one of your regular scheduled work days and you are not required to work, you will be given 8 hours of holiday pay at your regular rate of pay. If holiday is observed on one of your regular scheduled work days and you are required to work on that day, you will be given time and a half of your normal pay rate for all hours worked.

When the holiday falls on Sunday, the following Monday will be observed as a holiday. Generally, when the holiday falls on Saturday, the Friday preceding will be observed as a holiday Galaxy Home Solutions respectfully allows you to observe your other religious holidays. If available, you may opt to use your vacation time, if it is available. In the event that there is no vacation time available to you, Galaxy Home Solutions will not pay for any holidays other than the holidays mentioned above. Please make sure you schedule this time off with your manager, supervisor, or crew leader.

**JURY DUTY/MILITARY LEAVE**

Non Exempt Employees will be granted time off to serve on a jury or military leave without pay. Exempt employees will be paid, consistent with FLSA regulations. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

**LEAVE OF ABSENCES**

***FAMILY AND MEDICAL LEAVE ACT POLICY***

The Company makes available various types of unpaid, job protected leave in accordance with the requirements of the Family and Medical Leave Act of 1993 (FMLA).

**Basic Leave**

* For eligible employees, up to 12 weeks of unpaid leave, in a 12-month period, is available for one or more of the following purposes:
* For the birth and care of a newborn child of the employee;
* For the care and/or placement of a child for adoption or foster care;
* To care for a spouse, child, or parent who has a serious health condition; a child, for purposes of this policy, includes an individual who is either (1) under the age of 18 or (2) older than 18 but incapable of self-care because of a physical or mental disability;
* For your own serious health condition.

**Qualifying Exigency Leave**

For eligible employees, up to 12 weeks of unpaid leave, in a 12-month period, is available for an eligible employee where the employee's spouse, son, daughter or parent is on "covered active duty" and leave is needed for a "qualifying exigency." Covered Active Duty includes: (1) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and (2) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty.

A "qualifying exigency" is:

1. Short notice deployment;
2. Military events and related activities;
3. Childcare and school activities;
4. For the purpose of making financial and legal arrangements;
5. Rest and recuperation;
6. Post-deployment activities;
7. Certain activities related to the care of the military member's parent who is incapable of self-care; and/or,
8. Additional qualifying activities.

The "rolling backward" method used for measuring "Basic Leave" is also used to measure the 12-month period for "Qualifying Exigency Leave."

**Covered Service member Care Leave**
Leave is available for an eligible employee to care for a spouse, child, parent or next-of-kin who is a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, National Guard or Reserves who is on the temporary disability list, and who has a "serious injury or illness" incurred in the line of duty on active duty (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) for which he or she is undergoing medical treatment, recuperation, or therapy; or, otherwise in outpatient status; or, otherwise on the temporary disability retired list. Covered Service member Care leave is also available for an eligible employee to care for a spouse, child, parent or next-of-kin who is a veteran who is undergoing medical treatment, recuperation, or therapy, for a "serious injury or ill ness" and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes the medical treatment, recuperation, or therapy.

In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), the term "serious injury or ill ness" means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed at the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that render the member medically unfit to perform the duties of the member's office, grade, rank, or rating. In the case of veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the five year period mentioned in the preceding paragraph, the term "serious injury or illness" means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed at the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

Next-of-kin of a covered service member is the nearest blood relative other than the covered service member's spouse, son, or daughter, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes military caregiver leave under the FMLA. For Covered Service member Care leave only, an employee is entitled to 26 workweeks of leave during any single 12-month period measured on a "rolling forward" basis. Service member Care leave measured on a rolling forward basis will be measured using the 12-month period forward from the date of the employee's first instance of Service member Care leave.

**Intermittent Leave**
You may take leave intermittently, as blocks of time off or in the form of reducing your normal weekly or daily schedule. Intermittent leave may only be taken for the birth of a child or placement of a child for adoption or foster care upon the approval of management and Human Resources.

If you need leave intermittently or on a reduced-leave schedule for planned medical treatment, it is your obligation to schedule the treatment so as not to unduly disrupt the Company's operations. Further, intermittent leave or leave on a reduced-leave schedule must be medically necessary due to a serious health condition or a serious injury or illness, except in the case of intermittent leave for a Qualifying Exigency.

**Giving Notice of the Need for Leave**
Absent extenuating circumstances, an employee must provide the Company with at least 30 days' advance written notice before FMLA leave is to begin. Your failure to do so may cause delay or denial of leave. If the need for leave is unforeseeable, then you must provide notice to the Company as soon as practicable under the facts and circumstances of your particular situation. For unforeseen leave, you must follow the normal procedure for contacting your supervisor to report an absence.

**Eligibility**
The Company will generally notify you within 5 business days of receipt of your request for FMLA leave of your eligibility to take Family and Medical Leave. If you are not eligible, the Company will tell you why. Employees are eligible for unpaid FMLA leave if they: (I) have a cumulative (not necessarily continuous) 12 months of prior service; (2) have worked at least 1250 hours during the 12 months immediately preceding the date on which the FMLA leave would commence; and, (3) work at a location where at least 50 employees are employed within as 75-mile radius.

**Providing Evidence of Need for Leave**
In most cases, the Company will request that the employee provide additional information regarding certification of the leave by providing the employee with a Certification form, specific to the type of leave the employee is requesting, to be completed and returned to the Company. Certification forms and any other requested documentation must be returned to the Company within 15 days of the Company's request for Certification (absent extenuating circumstances).

**Designation of Leave**
Within five (5) business days after the employee has submitted the appropriate Certification form and/or the Company has sufficient information to determine whether the leave requested is FMLA covered, Human Resources will complete and provide the employee with a written response to the employee's request for FMLA leave.

**Intent to Return to Work from FMLA Leave**
Consistent with the manner in which the Company addresses other types of medical and personal leave, the Company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

**Pay During Leave**
If you have available Paid Time Off (PTO), the Company requires you to use your PTO while taking FMLA leave. In other words, on commencing FMLA leave, you are required to simultaneously take any paid leave for which you are eligible, including vacation time. Once paid leave is exhausted, you will go on unpaid leave. Both paid and unpaid leave count towards the 12 or 26-week (in the case of Covered Service member Care Leave) limit.

**Benefits During Leave**
Health care benefits will be maintained during leave. However, you must continue to pay your share of any premiums. Should you fall more than thirty (30) days behind in doing so, your coverage may be canceled. In addition, should you fail to return to work at the expiration of your leave, under certain conditions, the Company is entitled to recover any premiums it paid on your behalf in order to maintain your coverage.

**Return from Leave**
Upon your being released to return to work, you will be restored to your same or equivalent position, unless you would not otherwise have been employed at the time of reinstatement (e.g., due to an intervening reduction in force or discharge for mi conduct or poor performance). The Company reserves the right not to rehire a "key" employee if rehire would cause substantial economic harm to our business. Key employees are generally those in the top 10% of compensation.

**Return from Leave: Fitness-For-Duty Certification**
Any employee who takes leave for the employee's own serious health condition will be required, as a condition of restoration, to obtain and provide certification that the employee is able to resume work and is able to perform the essential functions of his or her job. The cost of the Fitness-for-Duty Certification is paid by the employee. The Company may delay or deny restoration to employment if a Fitness-for-Duty Certification is not provided. The Company will request a Fitness-for-Duty Certification for leave taken on an intermittent or reduced-leave schedule basis, if reasonable safety concerns exist regarding the employee's ability to perform his or her duties based on the serious health condition for which the employee took leave.

**Taking More than the Allowed Leave**
The Company is unable to keep jobs open indefinitely. If an employee fails to return to work at the end of an approved leave of absence, including any extension of the leave, the employee will be considered to have voluntarily terminated employment.

**Employee Rights and Responsibilities**
The Department of Labor has prepared a summary of an Employee's Rights and Responsibilities under the FMLA. This summary has been attached to this policy for your review and reference. (Attach DOL Notice - Employee Rights and Responsibilities).

***PREGNANCY LEAVE***

The Pregnancy Discrimination Act (PDA) amended Title VII to provide that discrimination on the basis of pregnancy, childbirth, or related medical conditions is a form of prohibited sex discrimination. Pregnant employees are allowed to take disability leaves of absence for pregnancy that are commensurate with leaves available to other employees for other medical conditions. In essence, employers cannot treat pregnancy leave less favorably than they treat other types of leave for similar conditions.

**ACCOMODATION FOR LACTATING MOTHERS**

For up to one year after the child’s birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her baby. Galaxy Home Solutions has designated the room located [insert location] for this purpose. A small refrigerator reserved for the specific storage of breast milk is available. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering. Nursing mothers wishing to use this room must request/reserve the room by contacting [insert name and phone number]. Additional rules for use of the room and refrigerator storage are posted in the room. Employees who work offsite or in other locations will be accommodated with a private area as necessary.

Breaks of more than 20 minutes in length will be unpaid, and the employee should indicate this break period on her time record.

**BEREAVEMENT**

In the event of a death of a spouse or relative, Galaxy Home Solutions will allow up to (3) three workingdays, without pay, upon employee's request to make arrangements and attend funeral services of theemployee's spouse, child, parent, parent in law, grandparent, grandchild, daughter in Jaw, son in law, stepparent, domestic partner, bother, sister, brother in law, sister in law, and any relative living in thehousehold of the employee's domestic partner.

With your manager's, supervisor's or crew leader's approval, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, you may use accrued vacation for this purpose. If the date falls on the same date as a paid holiday, you will NOT receive holiday pay in addition to vacation pay.

**EDUCATIONAL ASSISTANCE**

Galaxy Home Solutions feels strongly that an individual who possesses a desire to continue their education, in addition to performing a full-time job, shows a commitment to improving themselves and their position with the company. To encourage and reward these individuals, Galaxy Home Solutions offers an Educational Assistance benefit.

Full-time employees may continue their education in a related field and Galaxy Home Solutions may reimburse all or part of your registration and tuition up to $1,000.00 per year. All courses must be preapproved by the General Manager. Once the course is completed, submit a certified transcript of grades and receipts for expenses. Galaxy Home Solutions will reimburse you for the courses that were preapproved. In order to qualify for this benefit, the course must be pre-approved by a manager and must be job-related and offered by an approved educational institution.

**TRAINING AND PROFESSIONAL DEVELOPMENT**

Galaxy Home Solutions recognizes the value of professional development and personal growth for employees. Therefore, Galaxy Home Solutions encourages its employees who are interested in continuing education and job specific training to research these further and get approval before signing up for the seminars or courses.

**WORKERS' COMPENSATION**

All employees are entitled to Workers' Compensation benefits. This coverage protects you in the event of an on the job injury. An "on the job" injury is defined as an accidental injury suffered in the course of your work, or an illness which directly resulted from you performing your assigned job duties. If you cannot work due to a job related injury or illness, Workers' Compensation Insurance may pay your medical expenses and may provide a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment MUST be reported to your manager, supervisor, or crew leader immediately and then to the personnel office for the claim to be filed. Prompt reporting is key to prompt benefits. A drug screening is required within 24 hours of an injury. It is important that you let Workers' Compensation Insurance direct you in proper procedures on handling the injury, instead of trying to handle the matter on your own, so that you can insure that you

# EMPLOYEE COMMUNICATIONS

**STAFF MEETINGS**

Staff meetings will be held at the discretion of the President and General Manger. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition, and typically held during regular working hours. They may also be used to discuss issues that may arise in the company.

**BULLETIN BOARDS**

Bulletin boards are placed in designated areas to provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

**SUGGESTIONS**

Galaxy Home Solutions encourages employees who have suggestions that they do not want to offer orally or in person to write them down and leave them with the Office Manager. If this is done anonymously, every care will be taken to preserve the employee's privacy. A member of the Executive Staff will review them on a regular basis.

**PROCEDURE FOR HANDLING COMPLAINTS**

In most situations, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee is unable to discuss the issue with their immediate supervisor, or if the employee and the supervisor are unable to resolve the issue, Galaxy Home Solutions encourages employees to contact any member of the Executive Team.