



# Employee Policy Handbook

UPDATED 1/1/2024

Office Phone #: 804-539-4353  
Email: [Service@premierhvacva.com](mailto:Service@premierhvacva.com)

[www.premierhvacva.com](http://www.premierhvacva.com)

## **Employee Policy Handbook Outline**

This Manual is designed to acquaint you with Premier Heating & Cooling Inc. and provide you with information about working conditions, benefits, and policies affecting your employment. The information contained in this Manual applies to all employees of Premier Heating & Cooling Inc. Following the policies described in this Manual is considered a condition of continued employment. The content of this manual is a contract between the Company and any of its employees. The Manual is a summary of our policies, and benefits. You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

1. Clocking in and Out-
  - a. Business hours are 8:00am-5:00pm. You are expected to arrive at the office, job site or first call by 8:00am unless otherwise discussed with your supervisor. You are to clock out as soon as you leave the office, jobsite, or last call.
  - b. You must call, text, or email your time every day to the office staff. If you do not you will not get paid for those hours until the following pay period.
2. Lunch Breaks-
  - a. You must take at least a 30-minute unpaid lunch unless otherwise approved by your supervisor.
3. Over-Time-
  - a. Premier Heating & Cooling Inc. is open for business 40 hours per week. Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the nonexempt 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. In addition, vacation time does not constitute hours worked. All overtime work performed by an hourly employee must receive the supervisor's prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action.
4. On call-
  - a. Each employee will be on call 1 week out of the month (Monday-Sunday). The on-call schedule will rotate each month and you will get your dedicated week in the beginning of each month. During this time, you will need to respond to any calls made after hours/weekends. Calls made after business hours/weekends will be sent to you via text message.
  - b. If you do not respond to a call during your on-call schedule consequences will occur.
  - c. If you cannot work on a week you're scheduled, it is your responsibility to find coverage for that week. Please let the office know so we can update with on-call company.
5. Absenteeism and Tardiness-
  - a. Employees are expected to be at their workplace prepared to work at the scheduled time. Regardless of the reason, absenteeism and tardiness are subject to disciplinary action. Absenteeism is defined as failure to report for work without prior approval of the supervisor or the director. Tardiness is defined as arriving late for work or returning late from breaks/meals, or early departure from work.
  - b. If you call out, you will need to provide a doctor's note upon arriving back to work for an excused absence. If you do not provide a doctor's note it will be an unexcused absence and may result in disciplinary action.

6. Performance-
  - a. You must be able to perform all your job duties. If you are not able to perform you must let your supervisor know ASAP.
7. Company Credit Card Usage-
  - a. It is a privilege to be given a company card to use. You need to follow company guidelines, or your card will be taken away.
  - b. Company cards should only be used for approved material purchases and gas only.
  - c. No personal use should be on the card and if it is it will be deducted from your paycheck.
8. Receipts-
  - a. All receipts need to have your signature and what it was for written on there. Once you do that take a picture and email to Service@[premierhvacva.com](mailto:Service@premierhvacva.com) immediately after a purchase is made daily.
  - b. If you do not email in your receipt after a purchase is made the amount will be deducted from your paycheck.
9. Employee Tool Account-
  - a. Each employee will be issued a \$500.00 limit tool account. \$25 will be withdrawn from employee's check each week until paid in full. If employee should quit or be terminated before tool account is paid in full, it will be deducted from your last check. If your check does not cover it, you will be responsible for the remainder due.
10. Side Work-
  - a. Premier Heating & Cooling Inc. allow employees to do side work/jobs however these jobs should have no association to Premier Heating & Cooling Inc. customers.
  - b. This is a non-compete, binding contract that states you are agreeing to not have any involvement with Premier Heating & Cooling Inc. customers outside of the business. If for any reason we find out that you are doing work for our customers, we consider it to be theft and legal actions will be taken.
11. Professionalism-
  - a. Cussing- There is to be no cussing on jobsites.
  - b. Smoking-There is to be no smoking on jobsites.
  - c. We ask each employee to take pride in their appearances.
  - d. If litter is found on any part of the jobsite, please take a moment to pick it up. Do not leave it for someone else to do. The clean appearance of our work environment is a positive signal to our customers and is a mark of pride in our Company. Please help to prolong the life and usefulness of the property, and its equipment by being careful in the use and movement of items which will be damaged, or which may damage doors, walls, floors, equipment, grounds, etc.
  - e. Avoid gossip, negative comments, and discourtesy. Instead, cultivate an attitude of cheerfulness, helpfulness and a positive outlook toward life and your job.

## 12. Company Property-

- a. iPad and Cell phones- If you break/damage company property you will need to pay for the item to get fixed. If something is wrong with the device, you have you must notify the office immediately. These items should not be used for personal use.
- b. Any company Ipad or cell phone must have location services on. Must share location with Shana (517-795-5210) and Alan (804-539-3139).
- c. Only authorized employees may use Company vehicles. If a Company vehicle incurs any damage while in possession of an employee, that employee will be responsible for reporting the damage immediately to your supervisor and completing a drug test and accident form. Any employee whose duties include the operation of company vehicles who is cited for D.U.I. or D.W.I. or for any other serious moving violation will be considered to have an unacceptable driving record and his or her continued employment will be subject to review. If an employee receives a traffic citation while operating a Company vehicle, the employee will be responsible for paying any fine or penalty.
- d. Company vehicles are only to be driven during work hours to and from jobs- No personal use.
- e. If you drive a company vehicle you must keep always clean and wash it at least once a week on your own time.
- f. All company vehicles will have a GPS tracker.

## 13. OSHA-

- a. All employees must wear hard hats while on the jobsite per OSAs regulations. If you choose not to wear your hardhat and OSHA is doing their daily routine visit you, the employee, will be responsible to pay the fine that Premier Heating & Cooling Inc. receives from OSHA.

## 14. Probationary period-

- a. All new hires will need to sign the probationary period agreement.



**ACKNOWLEDGMENT OF PROBATIONARY PERIOD**

To: \_\_\_\_\_  
(New Employee's Name)

I understand that I am on probation for the first ninety (90) days of my employment, which started on \_\_\_\_/\_\_\_\_/\_\_\_\_, for the purpose of the Unemployment Compensation Law. I also understand that if my employer discharges me for unsatisfactory work performance, under the Unemployment Compensation Law, my employer will not have their account charged for any unemployment benefits. I further acknowledge that I signed this form within seven (7) days of my employment.

I also understand I am responsible for the following items: Keeping the Premier Heating & Cooling Inc. van clean, Company Ipad and cell phone. If there is any damage to these items I am responsible to fix or refund payment for anything that needs to be fixed. I further acknowledge I am not eligible for health insurance within the first 60 days of employment.

I have received a copy of this form \_\_\_\_ Yes \_\_\_\_ No

\_\_\_\_\_  
Signature – New Employee

\_\_\_\_\_-\_\_\_\_\_-\_\_\_\_\_  
Social Security Number

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
Date Signed



I, \_\_\_\_\_, recognize and accept as a term of hire a ninety (90) day probationary period as an employee of \_\_\_\_\_. I also understand that if my job performance is unacceptable, I may be terminated during this period.

\_\_\_\_\_  
Signature – New Employee

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
Effective Date of Hire

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
Date Signed

## Pay and Benefits

1. Paid Holidays that are Observed-
  - a. New Year's Day, Labor Day, Memorial Day, 4<sup>th</sup> of July, Thanksgiving and Christmas. If a Holiday falls on a Weekend, you will get that following Monday off paid. You must work the day before and/or after or use vacation time to be paid.
2. Vacation/Time Off Request-
  - a. Time missed from work will automatically use vacation time. If you are off due to no work, it is your choice if you would like to use your vacation time. Once out of vacation time you must get any additional time off approved.
  - b. 1 Week paid vacation after being with the company for 1 year
  - c. 2 Weeks paid vacation after being with the company for 3 years
  - d. 3 Weeks paid vacation after being with the company for 8 years
  - e. Vacation/requested time off will need to be given in at least 2 weeks' notice and must be approved by your supervisor.
  - f. All vacation time needs to be used within that year. Does not roll over
  - g. If you do not want to use your vacation, you can be paid for your vacation. This must be approved by your manager.
3. Pay Increases-
  - a. You will be evaluated after being with the company for 1 year. At that time, you may be eligible for a pay increase.
  - b. Increases will be determined based on performance, adherence to company policies and procedures, and ability to meet or exceed duties and achieve performance goals.
4. Employee Bonuses-
  - a. All employees are eligible to receive bonuses based on the job and performance. Receiving a bonus will be based upon supervisor's discretion
  - b. Christmas bonuses will be rewarded based on performance throughout year
5. Commission-
  - a. All employees that refer work will receive 5-10% job commission bonus if all the criteria guidelines are met
6. Job Call Backs-
  - a. You are responsible to complete the job accurately and efficiently. If you complete a job that receives a callback for poor work, the hours spent on a callback will be deducted from your incentives (raises, commission and/or bonuses). Parts that go bad are not considered callbacks.
  - b. All call-backs are done on your own time.
7. Training-
  - a. Premier Heating & Cooling Inc. will be happy to pay for trainings/technical classes to further your HVAC knowledge. We will pay for the cost of the class if you are employed here. Ask your supervisor for a list of training classes available.

- b. If you attend training in your first 90 days of employment and employment terminates, either by Premier Heating & Cooling Inc. or the employee, you will need to reimburse Premier Heating & Cooling Inc. for the training. This will be taken out of the employee's final paycheck; if the training is more than the check then the employee must reimburse Premier Heating & Cooling Inc. the remaining balance due.
- 8. Healthcare and Dental insurance-
  - a. All full-time employees will be eligible for benefits after 60 days of employment. Please refer to the healthcare package for information and pricing.
  - b. Premier Heating & Cooling Inc. will pay 50% towards employee health coverage. If you add your spouse and/or children to your plan(s) you will be responsible for paying 100% of their coverage.
  - c. Dental coverage is paid 100% by the employee.
  - d. If there are 5 weeks in a month the 5<sup>th</sup> week will not have any deductions for benefits.

If you do not follow the company policies outline above the following steps will occur depending on the incident.

- 1. Verbal Warning
- 2. Written Warning
- 3. Final Written Warning (may consist of demotion, pay decrease or termination)
- 4. Termination

I, \_\_\_\_\_, agree to follow Premier Heating & Cooling Inc. company policies outlined above. If I do not follow the company policies, I understand there are disciplinary steps that will take place.

\_\_\_\_\_  
Employee Signature/Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Owner Signature/Print Name

\_\_\_\_\_  
Date