



Q-Team

Tree Service

**Employee
Handbook**

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INTRODUCTION

Personnel Philosophy

Q-Team strives to provide a safe and productive work environment that encourages open communication and contributes to a successful performance by each employee. In turn, each employee has certain responsibilities that must be met to ensure ongoing success. These responsibilities include, but are not limited to, the following:

- Comply with all company policies, practices, and procedures;
- Comply with instructions and requests from company management;
- Be accountable for your performance;
- Treat customers, coworkers, vendors, and any other visitors on site with respect;
- Have pride in your work and the service you provide to the customers;
- Consistently exceed the customers' expectations;
- Participate in company provided employee development activities and mandatory meetings.

Equal Employment Opportunity

Employment decisions at Q-Team are based on merit, qualifications, and abilities. Q-Team does not discriminate in employment opportunities or practices on the basis of age, race, religion, color, sex, gender, sexual orientation, gender identity and expression, national origin, ancestry, citizenship status, veteran status, familial status, physical or mental disability, genetic information, or any other characteristic protected by law.

Q-Team will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue business hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the General Manager. Employees can raise concerns and make reports without fear of retaliation.

ADA Policy

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of Q-Team to comply with all federal and state laws concerning the employment of persons with disabilities.

It is Q-Team's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment. Q-Team will seek to provide a reasonable accommodation for a person's known disability or in response to a request for accommodation by an employee or applicant with a disability.

Q-Team will reasonably accommodate qualified individuals (as defined below) with a disability unless a reasonable accommodation does not exist, or an accommodation would impose an undue hardship on the

conduct of the business of Q-Team or pose a direct threat to the safety or health of persons. An individual who can be reasonably accommodated for a job without undue hardship to the company or without the direct threat to the safety or health of persons will be given the same consideration for that position as any other applicant.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace—when such threat cannot be eliminated by reasonable accommodation—will not be hired. Current employees who pose a direct threat to the health or safety of the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employee’s immediate employment situation.

The General Manager is responsible for implementing this policy, including the resolution of reasonable accommodation, safety, and undue hardship issues. Any information provided by the employee during this process shall be kept confidential and will be used solely for the purpose of evaluating the request for an accommodation.

Definitions

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy.

“*Disability*” means a physical or mental impairment that substantially limits one or more major life activities of the individual; a record of such an impairment; or being regarded as having such an impairment. Major life activities include the following:

- In general—Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
- Major bodily functions—A major life activity also includes the operation of a major bodily function, including, but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

“*Direct threat*” means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.

“*Qualified individual*” means an individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

“*Reasonable accommodation*” may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

“*Undue hardship*” means an action requiring significant difficulty or expense by the employer. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include, but are not limited to:

- The nature and cost of the accommodation.

- The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation; the number of persons employed at such facility; the effect on expenses and resources or the impact of such accommodation upon the operation of the facility.
- The overall financial resources of the employer; the number, type, and location of facilities.
- The type of operations of the company, including the composition, structure, and functions of the workforce; relationship of the particular facility to the employer.

“*Essential functions of the job*” refers to those job activities that are determined by the employer to be essential or core to performing the job; these functions cannot be modified.

Pregnancy-Related Conditions

Q-Team will not discriminate against any employee who requests leave for medical issues associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws, and such employees shall be reasonably accommodated in the same manner as employees with disabilities.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and childcare, not related to medical issues for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

Q-Team will provide reasonable accommodations to any employee with a pregnancy-related condition, unless such accommodation would impose an undue hardship on the operations of Q-Team. Reasonable accommodations for a pregnancy-related condition may include, but are not limited to, providing more frequent or longer breaks; temporary modification in work schedules, seating or equipment; temporary relief from lifting requirements; and temporary transfer to less strenuous or hazardous work.

At Will Employment

Q-Team’s policies are not intended to be a contract of employment, and the company reserves the right to modify the terms and conditions of employment.

These policies are not intended to guarantee employment for any employee for any specific duration. While it is Q-Team’s goal to develop long-term employment relationships with its employees, either an employee or Q-Team may terminate the employment relationship at any time, for any lawful reason or for no reason, with or without cause or notice.

Q-Team also reserves the right at its sole discretion to terminate or suspend the employment of any employee whenever Q-Team believes such action is in the best interest of the company and/or fellow employees.

Harassment and Sexual Harassment Policies

Q-Team is committed to a workplace free of discrimination and harassment based on age, race, religion, color, sex, gender, sexual orientation, gender identity and expression, national origin, ancestry, citizenship status, veteran status, familial status, physical or mental disability, genetic information, or any other characteristic protected by law. This policy covers vendors, customers, non-employees, or others who enter our workplace, as well as all employees. Offensive or harassing behavior, intentional or unintentional, will not be tolerated against any employee. In an effort to prevent sexual and other forms of

harassment from occurring, this policy against harassment will be communicated to each employee. No employee of Q-Team is exempt from this policy.

Harassment

Harassment is defined as unwelcome conduct and/or behavior that has the purpose or effect of creating an intimidating, hostile, and/or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an employee's work by creating a hostile environment and/or interfering with an employee's ability to perform their duties; or otherwise adversely affects an employee's employment opportunities because of their membership in a protected class.

All employees are expected to treat each other with mutual respect and to behave in ways that promote a positive, productive work environment. Offensive conduct or harassment may be of a sexual nature, or based on age, race, religion, color, sex, gender, sexual orientation, gender identity and expression, national origin, ancestry, citizenship status, veteran status, familial status, physical or mental disability, genetic information, or any other characteristic protected by law. Harassment is illegal and will not be tolerated.

Sexual Harassment

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors or other visual, verbal, or physical conduct of a sexual nature, or conduct of a non-sexual nature based upon an employee's gender, where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual Harassment is illegal and will not be tolerated.

Sexual Harassment may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication (for example, obscene hand or finger gestures or sexually explicit drawings).
- Any type of physical contact when the action is unwelcomed by recipient (for example, brushing up against someone in an offensive manner).
- Expectations, requests, demands or pressure for sexual favors.
- Slurs, jokes, posters, cartoons, and gestures that are offensive.
- Any such offensive conduct will be considered a prohibited form of harassment when any of the following are true:
 - There is a promise or implied promise of preferential treatment or negative consequence regarding employment decisions or status.
 - Such conduct has the effect of creating an intimidating or hostile or offensive work environment, or unreasonably interferes with a person's work performance.
 - A third party is offended by the sexual conduct or communication of others.

Reporting

The purpose of this policy is to encourage you to report acts of harassment. You should not assume that Q-Team is aware of any harassment you may encounter. It is your responsibility to bring your complaints and concerns to Q-Team's attention. We will treat every complaint seriously and confidentially.

Employees who feel they have been subject to harassment or are aware of any violations of the harassment policy are encouraged and expected to report the incident to Aaron Gosselin; 207-595-0032; AaronGosselin@Q-Team.com. Employees who have been subjected to harassment by their Crew Leader/Supervisor are not expected to report the harassing conduct to that person, and, instead, are expected to report the incident to Robert Fogg; 207-650-9494; RobertFogg@Q-Team.com or Ashley Adam; 207-210-0585; aadams@cmacareer.com. Employees may report concerns about suspected harassment and/or discrimination without fear of consequences or retaliation.

Confidentiality

Q-Team understands that these matters can be extremely sensitive and, so far as practical under the circumstances, every effort will be made to keep all information relating to harassment complaints in confidence. However, Q-Team has a responsibility to investigate complaints of harassment and the investigation may include interviewing the individual(s) accused with harassment and/or witnesses.

Investigation

We will treat every complaint seriously. We will investigate appropriately and as confidentially as feasible. **In no** case will the person(s) you allege to have harassed you be responsible for carrying out this investigation. Upon conclusion of the investigation if harassment is established, then it is Q-Team's policy to discipline the harasser with prompt corrective action that may include disciplinary action up to, and including termination of employment.

Anyone who believes they have been subjected to unlawful harassment in the workplace has a right to file a complaint directly with the Maine Human Rights Commission. The Commission will conduct an investigation to determine if harassment occurred. An employee may initiate the complaint process with the Commission by calling or by writing to:

The Maine Human Rights Commission
Station 51, State House
19 Union Street, Augusta, ME 04333
PH: (207) 624-6290 Fax: (207) 624-8729 TTY: (888) 577-6690

Immigration Law Compliance (I-9)

In compliance with the Immigration Reform and Control Act of 1986, it is illegal to discriminate against any individual (other than an alien not authorized to work in the U.S.) in hiring, discharging, or recruiting or referring for a fee because of that individual's national origin or citizenship status. It is illegal to discriminate against work-eligible individuals.

Q-Team is committed to employing citizens and non-citizens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

New employees, as a condition of employment, must complete the Employment Eligibility Verification

Form (I-9) and present documentation establishing identity and employment eligibility in accordance with the requirements of the I-9 form within three (3) days of starting work.

Former employees who are re-hired must also complete the form if they have not completed a (I-9) with Q-Team within the past three (3) years, or if their previous (I-9) is no longer retained or valid. Employees may raise questions about immigration law compliance without fear of reprisal. Employees with questions or seeking more information on immigration law issues are encouraged to contact Aaron Gosselin at 207-595-0032.

Whistleblowers' Protection

Q-Team strictly prohibits and does not tolerate unlawful retaliation against any employee. All forms of unlawful retaliation are prohibited. Forms of retaliation may include termination, threats, or discipline, other forms of reprisal, intimidation, or discrimination against an employee due to that person's participation in activities protected by law and including whistleblowing or taking legally protected leave time. We believe that employees should feel free to raise concerns that they may have or problems they see in the workplace. To report an unsafe condition or practice or an inappropriate or illegal act in the workplace, employees should notify their supervisor or Aaron Gosselin. Making such a report will not be held against employee in any way. In fact, it is illegal for the company to fire, threaten or treat an employee differently because an employee in good faith:

- Reports to Q-Team or a public body what the employee reasonably believes is a violation of a law or regulation, if first brought to the attention of a supervisor to allow Q-Team to redress the issue;
- Reports to Q-Team or a public body what the employee reasonably believes is a condition or practice that would put at risk the health or safety of that employee or any other individual;
- Participates in, or is asked to participate in, an investigation, hearing or inquiry held by a public body, or in a court action;
- Supports another employee's internal or administrative complaint of unlawful discrimination (by, for example, testifying or providing an affidavit in support of a co-worker who has filed a discrimination complaint with the EEOC or the Maine Human Rights Commission, or other local body);
- Refuses to carry out a directive to engage in activity that would be a violation of a law or regulation, or that would expose the employee or any individual to a condition that would result in serious injury or death, after having sought and been unable to obtain a correction of the illegal activity or dangerous condition from Q-Team;
- Requests an accommodation under the Americans with Disabilities Act or other Maine or federal laws; or
- Requests or takes leave under the Family and Medical Leave Act.

Employees are always encouraged to bring such concerns to the attention of Q-Team. Any employee that believes they have been the target of retaliation should report that to Q-Team pursuant to the Internal Complaint Procedures set forth above.

YOUR EMPLOYMENT

Probationary Period

All new and re-hired employees work on a probationary basis for the first thirty (30) days after their date of hire. Throughout the probationary period, an employee remains an at-will employee and may be terminated prior to the expiry of the 30-day probationary period.

Employee Classifications

All positions held within Q-Team are classified into one of the following categories:

Probationary Employees: New or re-hired employees' first thirty (30) days of employment at Q-Team are considered to be a probationary period to determine if the position is suitable for the employee. During the probationary period, each employee's direct manager will work closely with them to assess their ability and adaptation.

Full-Time Exempt Employees (Salary): Employees classified by Q-Team as full-time exempt are ineligible for overtime pay and have completed a probationary period of thirty (30) days and other employment conditions as provided for in the Fair Labor Standards Act and applicable state laws. Generally, such employees work a minimum of forty (40) hours per week. Full-time exempt employees, who are in management positions, are eligible to participate in applicable Q-Team benefit programs.

Full-Time Non-Exempt Employees (Hourly): Employees classified by Q-Team as full-time non-exempt are those employees who are paid at an hourly rate for all hours worked and who work for a minimum of thirty (30) hours per week on a continuous basis and have completed a probationary period of thirty (30) days. Overtime pay for work in excess of forty (40) hours in a work week and other provisions of the Fair Labor Standards Act and applicable state laws cover these employees. Full-time non-exempt employees, who are in a management position, are eligible to participate in Q-Team sponsored benefit programs.

Part-Time Non-Exempt Employees (Hourly): Employees classified by Q-Team as part-time non-exempt employees who generally work less than thirty hours per week on a continuous basis and have completed a probationary period of thirty (30) days. Overtime pay for work in excess of forty (40) hours in a work week and other provisions of the Fair Labor Standards Act and applicable state laws cover these employees. Part-time non-exempt employees are not eligible to participate in Q-Team sponsored benefit programs.

Seasonal Employees (Hourly): Employees classified by Q-Team as non-exempt employees who generally work on an as needed basis. Overtime pay for work in excess of forty (40) hours in a work week and other provisions of the Fair Labor Standards Act and applicable state laws cover these employees. Temporary employees are non-exempt employees are not eligible to participate in Q-Team sponsored benefit programs.

Employment Offers

All offers of employment will be extended from Q-Team's Hiring Manager, and are conditional, subject to satisfactory results of a pre-employment physical, a reference check, a background check, and the completion of documents, as required by the Immigration Reform and Control Act. No Q-Team employee, other than the Hiring Manager, may extend or alter an offer of employment.

Employment Applications

We rely upon the accuracy of information contained in the employment application and resume, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, and/or material omissions in any of this information or data may result in Q-Team exclusion of the individual from further consideration for employment; or if hired, termination of employment. Q-Team will review the specific circumstances surrounding the individual and determine appropriate action up to and including termination.

Access to Personnel Files

Q-Team maintains a personnel file on each employee that includes such information as: original employment applications, resumes, personal data such as home addresses and telephone numbers, rates of pay, documentation of performance appraisals, salary increases, and other employment records. Medical records are kept in a separate and secure location with access limited strictly to employees with a need to know the information.

Personnel files are the property of Q-Team and are considered confidential. Access to the information they contain is restricted. Only the management personnel of Q-Team who have a legitimate administrative reason to review specific information in a file are allowed to do so. Additionally, personnel files may be provided to outside parties who have a legitimate reason to review specific information in a file only as required by applicable law and/or regulation or if authorized in writing by the employee. The company may release statistical information about its workforce, but only in a manner which does not identify individual employees. With reasonable advance notice, employees may review their own personnel files in Q-Team offices and in the presence of an individual employed by Q-Team to maintain the files. Those who would like to review their file, or obtain a copy, may arrange to do so through management.

General Hours of Work

The normal business hours, for residential work, are 7:30 a.m. – 4:00 pm Monday through Friday. Utility crews typically work more hours.

From time to time, employees may be asked to modify their schedule and/or work additional hours in order to meet business needs. In general, Q-Team will attempt to notify employees of schedule changes in advance, but employees may be asked to make such changes on short notice when business needs warrant. Employees are given the opportunity for a 30-minute unpaid break period during their workday. Break periods are scheduled by the Crew Leader and are mandatory.

Employees are expected to bring any personal items (lunch, coffee, gloves, extra clothing, etc.) with them each day. Personal stops should only be made within the 30-minute lunch break period and should be within 1 mile of the jobsite or driving route.

Overtime

Non-exempt employees are eligible for overtime for all hours worked in excess of 40 in any workweek. Overtime is paid at the rate of one-and-one-half times (1.5) the regular hourly rate of pay based on the actual hours worked. For this reason, time off for PTO and other paid or unpaid leaves of absence is not counted as hours worked when calculating overtime pay. All overtime must be preapproved by a Project Manager.

Inclement Weather/Emergency Tree Work

In the case of predicted inclement weather, employees are expected to come to work as usual or contact their supervisor directly before 7:00AM to confirm that work will proceed. Employees must make direct contact with their supervisor via phone prior to 7:00AM, or plan to be at the office by 7:30AM. The Crew Leader will determine when it is necessary to suspend or temporarily halt operations in circumstances when inclement weather occurs during the workday. To make up for work missed unexpectedly due to bad weather, employees may be asked to work Saturday.

Emergency CMP Storm Work and Call-In Policy

This Policy is to help assist in the guidelines for employees pay rates during CMP Call-In Storm Events and/or Pre-Planned CMP Storm Events (which could be during and/or following normal hours of operations). Notes: Normal hours of operation are 7:30am-4:00pm. CMP storm rotation runs 17 hours on, and 7 hours off.

Emergency Call-In Policy (if an employee is called in, from home, outside of normal hours of operations, with less than 12 hours' notice)

- The 1st hour of a major storm cycle shall be paid as triple time.
- The following hours will be paid as:
 - Regular rate, for the first 8 hours that fall within normal hours of operation.
 - Time and a half if outside normal hours of operation, or if 8 hours at regular rate have already been accomplished.
 - Time and a half rate will continue through the rest of the storm work unless an employee breaks the storm rotation.
 - If an employee breaks the storm rotation, and then returns, his/her next 8 hours, during normal hours of operation, will reset back to regular rate.
 - **Overtime rates will apply for any hours worked over 40 hours in the workweek.*

Storm Call-In During, or Directly Following Normal Hours of Operation or Pre-Planned with 12 or more hours of notice

- The hours will be paid as:
 - Time and a half if outside normal hours of operation.
 - Regular rate, for the first 8 hours that fall within normal hours of operation.
 - Time and a half if outside normal hours of operation, or if 8 hours at regular rate have already been accomplished.
 - Time and a half rate will continue through the rest of the storm work unless an employee breaks the storm rotation.
 - If an employee breaks the storm rotation, and then returns, his/her next 8 hours, during normal hours of operation, will reset back to regular rate.
 - Once released from storm and the employee returns back to normal working operations they will return to straight time unless they have met their 40 hours.
 - **Overtime rates will apply for any hours worked over 40 hours in a workweek.*

Once the storm work ends, employees will resume their normal pay rates.

Emergency Non-CMP Storm Work and Call in Policy

Same as **CMP Policy** above except that all work during normal hours of operation will be paid at the regular rate, unless over 40 hours.

Paydays

Q-Team's pay week begins on Sunday and ends on Saturday. Each paycheck will include earnings for work performed through the end of the previous payroll period. Generally, employees will be paid on Friday following the weekly period in which the work was performed.

Deductions from each employee's gross pay period earnings are of two types: mandatory and voluntary. Mandatory deductions are those that are required to be made by Q-Team, by law, by court order, or other legally mandated deduction. Such deductions may include state and federal income tax withholding, social security, and wage garnishments.

Voluntary deductions are those requested by employees to be made on their behalf and may include such items as the employee's contribution to benefits. Voluntary deductions will not be made without the employee's authorization.

Paycheck Errors

Q-Team takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error on a paycheck, the affected employee should promptly bring the discrepancy to the attention of the Project Manager.

Performance Appraisal

Q-Team's Performance Appraisal system is an integral part of the employee development process. The Performance Appraisal is the process of measuring and assessing the degree to which an employee accomplishes work requirements within Q-Team's company policies and culture.

The Performance Appraisal system enables management to work with employees in setting goals and objectives as well as developing a career development plan. Q-Team conducts Performance Appraisals periodically to ensure that the employee is meeting expectations during the probationary period. Additionally, a yearly performance appraisal is conducted which provides a means for discussing, planning, and reviewing the performance of each employee.

Regular performance appraisals:

- Clearly define an employee's responsibilities
- Provide criteria by which their performance will be evaluated
- Suggest ways in which employees can improve performance
- Outline how the employee contributes to organizational goals

Re-Hire Policy

Former employees may apply and be considered for re-hire by Q-Team. As is the case with all applicants, decisions will be based on relative skills, knowledge, and the ability to perform the required responsibilities of the vacant position. Q-Team is unable to "hold" positions open or guarantee a future or part-time position for former employees. The Hiring Manager will make the final hiring decision.

If a former employee is re-hired, they will be expected to serve a new thirty (30) day probationary period. In circumstances when an individual is rehired soon after a termination (within six (6) months, for example), Q-Team may waive the probationary period at the discretion of the Management Team. If a previous employee is re-hired at full-time status, accrual of benefits and paid time off will be consistent with the system used for any new employee.

Progressive Discipline/Corrective Action

Progressive discipline is a systematic process for addressing unsatisfactory behavior or performance while offering an employee a chance for improvement and to provide appropriate direction. The purpose of progressive discipline is to actively document and correct unsatisfactory behavior, poor performance, or other work-related issues. Employees will be made aware of policy and/or practice violations when discipline is warranted for policy violation, attendance, quality, safety, poor judgment.

At times, even with communication and training, employees may still need to be disciplined. When an employee has violated a policy and/or practice, progressive discipline will be used where possible. If an offense is serious, the company reserves the right to skip one or more steps of progressive discipline and may terminate an employee after a first offense.

Any or all of the following corrective steps may be taken depending on the severity of the violation:

- Verbal Warning
- Written Warning
- Suspension
- Termination

Any employee who feels that the disciplinary action is not justified can submit a compliant, in writing, to the General Manager, and will be given an opportunity to present the facts.

Nothing in this policy is intended to alter in any way employee rights or Q-Team's right to terminate the employment relationship at any time with or without notice and with or without cause.

EMPLOYEE RESPONSIBILITIES

Conflicts of Interest

Employees have an obligation to conduct business within guidelines that will avoid actual, potential, and/or the appearance of conflicts of interest. Employees are encouraged to contact the General Manager for more information if they have questions about conflicts of interest. Transactions with outside firms must be conducted within the framework established and controlled by the Q-Team Management Team.

Work relationships need to maintain a professional, productive atmosphere free of harassment. An actual and/or potential conflict of interest can occur when an employee is in a position to influence a decision that may result in personal gain for that employee and/or for a relative outside/inside of Q-Team corporate structure. For the purpose of this section, a relative is a parent, grandparent, aunt, uncle, brother, sister, child, in-law relationships, stepchild, grandchild, niece or nephew, and a spouse or cohabitating domestic partner.

If a Q-Team employee supervises a relative, as defined above, and/or has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she discloses to the Q-Team Management Team. Employees are required to report the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Outside Employment

An employee may obtain outside employment with another organization as long as that employee satisfactorily performs all of their job's responsibilities with Q-Team. The outside employment may not be with a Q-Team customer or competing organization, nor may an employee work as an independent contractor for a Q-Team customer or competing organization. All employees will be judged by the same performance standards and will be subject to Q-Team scheduling demands, regardless of any existing outside work requirements.

If Q-Team determines that an employee's outside work interferes with performance or the ability to meet the requirements of Q-Team as they are modified from time to time, the employee may be asked to terminate the outside employment if they wish to remain with Q-Team. Outside employment will present a conflict of interest if it is perceived to have an adverse impact on Q-Team.

Safety

Q-Team strives to provide its employees with a safe workplace. Employees are required to follow common sense (and OSHA) safety practices and should never engage in unsafe ~~condit~~

All employees are responsible to comply with all OSHA standards (federal and state) as well as with the company's safety and health rules, including the following:

- Handling equipment and work processes in accordance with established procedures and documented protocols.
- Reporting any unsafe conditions, deficiencies in equipment, or injuries (no matter how minor) to management immediately.
- Complying with all management instructions for safe conduct.

- Attending accident prevention and safety training and instruction, including practice drills.
- Obtaining permission and training before operating machinery or equipment unless part of the employee's regular duties. Employees must be trained/certified prior to using any powered industrial trucks, such as forklifts.
- Following the company's safe working rules and policies at all times.
- Wearing necessary safety and protective equipment at all times in specified work locations.
- Asking for clarification or assistance if unsure about the safety of a particular task and stopping the work immediately until there is clear guidance to proceed.
- Never participating in horseplay, scuffling, and other acts that endanger the safety or well-being of the work team.
- Not reporting to work under the influence of alcohol and/or drugs or being impaired by fatigue, illness, or other causes that may expose the employee or others to injury or unsafe working conditions.
- Lifting heavy objects using proper lifting techniques to prevent injuries.

Drug and Alcohol Use

It is the policy of Q-Team to provide a safe and healthy workplace for all employees. To enhance our team efforts and promote a working environment free from the influences of alcohol and/or drugs which can affect safety as well as productivity, efficiency, and quality of work, Q-Team has a **zero-tolerance** policy.

Useful Definitions:

Where used in this policy, "drug" includes any substance which may impair mental or motor function and includes, but is not limited to, illicit drugs, substances controlled under federal and/or state law, synthetics, inhalants, prescription drugs which are not used in accordance with the prescription, or other similar substances.

Where used in this policy, "illicit drug" means any drug which is illegal under either federal or state law.

Where used in this policy, "alcohol" includes any beverage or substance containing alcohol.

Where used in this policy, "impairment" means to be impaired by a substance that prevents an employee from safely performing the duties of their job.

Where used in this policy, "on duty" includes breaks, rest or meal periods taken during the workday as well as time on Q-Team premises preparing for work, waiting to be assigned to work, or time spent after work preparing to leave. "On duty" also includes the time an employee is representing the company.

Where used in this policy, "premises" includes all company property, buildings, furniture, equipment, company vehicles, parking lots, and any location at which Q-Team business is conducted regardless of ownership.

Prohibited

The following acts are strictly prohibited:

- The use and/or possession of alcohol, illicit drugs, medical or state approved recreational marijuana, or other controlled substances while on duty, on Q-Team premises or job sites, at Q-

Team sponsored events unless authorized by the Management Team, or at locations under the Q-Team's control (including parking lots).

- Reporting to work, being on the premises or job site, or working while impaired by alcohol, medical or state approved recreational marijuana, or drugs.
- The manufacture, purchase, sale, distribution, dispensation, or transfer of possession of illicit drugs on Q-Team premises, job sites, at Q-Team sponsored events, or at locations under the Q-Team's control (including parking lots).

Medical and Recreational Marijuana

Medical and recreational marijuana has been legalized in Maine; however, Q-Team strictly prohibits employees from ingesting marijuana in the workplace while on duty, on Q-Team premises or job sites, at Q-Team sponsored events, or at locations under the Q-Team's control (including parking lots).

If an applicant or employee discloses that they use medical marijuana and have been certified for use by a medical provider, the Management Team should be consulted. The employee is asked to keep the nature of the condition for which they are certified for use of medical marijuana confidential. Employees are not required to disclose information other than to advise that they are taking medical marijuana which may impact performance or safety.

Prescription medication

This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effects on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their Supervisor. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist. Q-Team recognizes, however, that while prescription drugs are prescribed under the supervision of a medical provider, they also may result in the same risks as use of illicit drugs.

Accordingly, use of prescription drugs is also covered by this policy. If the prescribed drug in question may impair mental or motor functions such that it could impair the ability of the employee to safely and effectively perform the essential functions of the job, the employee shall notify their Project Manager prior to beginning work.

The employee is asked to keep the nature of the drugs and the condition for which they are prescribed legal drugs confidential. Employees are not required to provide information other than to advise that they are taking prescription drugs which may impact performance or safety.

Fitness for duty

A supervisor may determine that an employee is impaired while on duty. Factors that could be considered when making this assessment are observations about the employee's appearance while on duty, including (1) speech, (2) eyes, (3) appearance, (4) gait, (5) level of agitation, (6) demeanor, (7) odor, (8) clarity of expression, and (9) difficulty performing work tasks.

An employee may be required to submit to a fitness for duty test. Failure to agree to a fitness for duty test will be considered a violation of this policy. Q-Team recognizes that dependency is a serious problem. Reasonable efforts will be made to provide any help requested by an employee. The Management Team, including those charged with administrating this policy will use every effort to maintain strict confidentiality. Q-Team considers adherence to this zero-tolerance policy to be essential and, therefore, a condition of employment.

Notification requirements

Employees must notify a supervisor prior to beginning work if they question their cognitive and/or motor functions which may affect their ability to safely perform their job duties.

Discipline

Employees who violate this policy will be subject to disciplinary action, up to, and including termination of employment.

Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Q-Team expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all types of behavior that are considered unacceptable in the workplace. The following are examples of rules of conduct infractions that may result in disciplinary action, up to, and including termination of employment.

Q-Team Company Rules of Conduct

- Violation of company rules, procedures, and policies.
- Failure to meet performance standards as evaluated by a supervisor.
- Unacceptable quality or quantity of work.
- Conducting excessive non-work-related calls while on the job.
- Engaging in unsafe or offensive conduct.
- Failure to give adequate notification prior to missing work.
- Unexcused absence(s).
- Horseplay or practical jokes that are disruptive or could lead to an unsafe condition.
- Taking excessive breaks.
- Possession, distribution, sale, transfer, or use of alcohol or illicit drugs in the workplace, while on duty, while operating employer-owned vehicles, or equipment.
- Use of tobacco products on Q-Team building or customer property.
- Unauthorized use of company credit cards or petty cash.
- Dishonesty, deception, and/or fraud.
- Falsification of time keeping or other records.
- Littering or leaving trash in trucks or equipment.
- Using company vehicles, equipment or products without permission.
- Failure to maintain a neat appearance or practice reasonable personal hygiene.
- Careless, neglectful, or destructive of company gear or equipment.
- Violation of the company drug/alcohol policy.
- Theft or inappropriate removal of possessions, information, or property.
- Attempting or threatening violence of any kind.
- Intimidation or bullying of other employees.
- Immoral, indecent, and/or socially unacceptable behavior.
- Sleeping during a work shift.
- Conducting personal tasks on company time without permission.
- Leaving jobsite without authorization (using poor judgment).
- Sexual or other unlawful or unwelcome harassment.
- Use of threatening, abusive or inappropriate language.

- Acts of insubordination toward a supervisor.
- Failure to follow specific instructions given by a supervisor.
- Discourteous to customer.
- Failure to follow company safety policy.
- Competing with Q-Team.
- Improper use, distribution, or sharing of confidential customer or company information.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace or customer property.
- Intentional waste of material.
- Other offenses not listed above which may be determined by the company as severe in nature or threaten the safety, security, health or well-being of the company, its employees or customers.

Weapons

Possession of, or use of, dangerous weapons on Q-Team's premises is considered a serious violation of company policy and is strictly forbidden unless authorized by the General Manager. The term "dangerous weapons" includes, but is limited to, firearms, explosives, brass knuckles, pepper spray, knives and other weapons that might be considered dangerous or that could be used to inflict harm. A permit or license to carry a dangerous weapon, or the absence of a legal requirement for a license or permit to carry or conceal a dangerous weapon, does not supersede this policy. The company reserves the right at any time and at its discretion to search all company-owned or leased vehicles, packages, containers, briefcases, storage facilities, workstations, purses, lockers, desks, enclosures, and persons entering the workplace, for the purpose of determining whether any dangerous weapon has been brought into work in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including termination.

If an employee comes to work with a dangerous weapon in their vehicle, the vehicle shall remain locked at all times, the dangerous weapon shall be concealed from view, and the employee, contractor, customer, or vendor shall comply with all applicable laws pertaining to the possession and storage of dangerous weapons in automobiles.

Housekeeping

Employees are expected to maintain their personal work areas. At the end of the day work spaces, including vehicles, should be free of trash and debris and left in an orderly manner, ready for the next day's work.

Every employee has a responsibility to help maintain the cleanliness of communal areas. These areas include, but are not limited to, bathrooms, wash areas, kitchen, etc.

Credit Card and Petty Cash

Q-Team may issue company credit cards or petty cash to certain employees for a specific use in their jobs. Any credit card or petty cash Q-Team issues to an employee must be used for business purposes only and in conjunction with the employee's job duties. Employees shall not use Q-Team credit cards or petty cash for any non-business or non-essential purpose and that includes any personal purchase or transaction that is not authorized. If an employee uses a company credit card or petty cash for an unauthorized transaction in violation of this policy, they will be subject to disciplinary action, up to, and including termination of employment and/or legal action.

Dress Code

Q-Team employees contribute to the corporate culture and reputation in the way they present themselves. A professional appearance is essential to a favorable impression with customers and clients. Good grooming and appropriate dress reflect employee pride and inspire confidence on the part of such persons.

Procedures

Q-Team leadership may exercise reasonable discretion to determine appropriateness in employee dress and appearance. Employees who do not meet a professional standard may be sent home to change, and nonexempt employees will not be paid for that time off.

Basic guidelines for appropriate attire (Field Employees)

Employees working in the field must wear safety-toe work boots, long pants & company high-visibility safety-green apparel. When on a job site, a hardhat and eye protection must be worn at all times. Chaps & ear protection must also be worn when using a chainsaw on the ground or in a bucket. When tree-climbing, all the above safety gear except chaps (optional) and all additional climbing safety gear must be worn. All exposed body jewelry must be removed during working hours.

Basic guidelines for appropriate attire (Office Employees)

Although it is impossible and undesirable to establish an absolute dress and appearance code, Q-Team will apply a reasonable and professional workplace standard to individuals on a case-by-case basis. An employee unsure of what is appropriate should check with their supervisor. If a supervisor or manager decides that an employee's dress or appearance is not appropriate as outlined in this policy, they may take corrective action and require the employee to leave the work area and make the necessary changes to comply with the policy.

This policy is not intended to discriminate against any employee on the basis of age, race (including traits associated with race, such as hair texture, Afro hairstyles and protective hairstyles such as braids, twists and locks), religion, color, sex, gender, sexual orientation, gender identity and expression, national origin, ancestry, citizenship status, veteran status, familial status, physical or mental disability, genetic information, or any other characteristic protected by law. If an employee has questions or concerns about this policy and its impact with regard to any of these protected categories, please see the Management Team. If an employee believes that they need an accommodation regarding any requirement of this policy because of a protected category, please see your supervisor.

Field/Garage Workers: Boot/Glove/Rain Gear/Eye Glasses Reimbursement Allowance

After 30 days of employment, Q-Team will provide full-time year-round employees, who work in the field or garage, an allowance of \$41.67 per month (\$500 per year) for safety-toe boots and/or gloves and/or rain gear and/or prescription safety glasses as/if needed for work. Qualified employees will be reimbursed, assuming they have built up sufficient funds, when they present a receipt for the purchase of a qualified item(s) to the bookkeeper. These reimbursement accounts will be capped at \$500. Part-time employees will have an adjusted allowance/cap, based on their percentage of average yearly hours worked. **Regarding prescription safety glasses**, if an employee needs prescription safety glasses to do their job safely, Q-Team is willing to pay for the glasses up front, up to a limit of \$300, but any amount above and beyond the employee's reimbursement account balance will be deducted from the employee's paycheck, on a weekly basis, at a minimum of \$25 per week.

Office Workers/Managers: Eyeglasses Reimbursement Allowance

After 30 days of employment, Q-Team will provide employees who work in the office, with an allowance of \$10 per month for prescription glasses, as/if needed for work. Qualified employees will be reimbursed, assuming they have funds available, when they bring a receipt for the glasses purchase to the bookkeeper. This employee reimbursement account will be capped at \$200.

Workers Compensation

To the extent provided by state law, work-related illnesses and accidents are covered by our Workers' Compensation insurance policy at no cost to employees.

Workers' Compensation insurance is provided to ensure that employees receive a part of their income, once a waiting period has been met, and coverage for related medical expenses when an employee is unable to work due to a job-related injury or illness. Q-Team will work with injured workers to bring them back to work as quickly as possible. For those who are unable to return to their regular position, Q-Team will make reasonable efforts to temporarily modify their current position or to re-assign them to a position that is consistent with their skills and meets their work restrictions.

Accident and Incident Reporting

Employee Responsibilities

- If an employee is injured while on the job, he/she must report the injury, by the fastest means possible, to the Crew Leader, the Project Manager and/or the Safety Manager.
- All incidents, accidents, injuries, or illnesses involving Q-Team personnel or visitors must be reported immediately.
- Transportation should be arranged for any injured individual to the nearest medical provider and the individual's emergency contact should be notified.
- When outside medical attention is provided, the injured employee must present documentation from the medical provider to the General Manager verifying work status before returning to work.
- A Q-Team Incident Report must be submitted by the employee or his/her Crew Leader within twenty-four (24) hours of the occurrence.
- Employees should promptly report all incidents, accidents, near misses, injuries, or illnesses immediately to the Safety Manager for evaluation and investigation, when Q-Team personnel or equipment are involved.
- Employees should promptly report incidents to their Supervisor if they witness a fellow employee violate Q-Team safety policies that endanger employee/customer safety and welfare.
- The company Workers Compensation preferred provider is Raymond Redi-Care. Employees will need to provide complete and accurate information to the medical provider and to the Workers Compensation Caseworker.
- Employees must present their return-to-work authorization form(s), from the medical provider, certifying their work status, to the General Manager immediately upon receipt of it.

Driving Company Vehicles

It is the driver's responsibility to operate all vehicles in a safe manner and to drive defensively to prevent injuries and property damage. As such, Q-Team endorses all applicable state motor vehicle regulations relating to driver responsibility. Each driver is expected to drive in a safe and courteous manner pursuant to the following safety rules.

- Drivers must adhere to all state laws, exercise due diligence to drive safely, and maintain the security of the vehicle and its contents.
- All drivers and passengers operating or riding in company vehicles must wear seat belts.
- When driving in residential areas, including narrow and/or private roads, drivers must use extra caution and stay within the posted speed limits.
- When reversing, drivers must either be guided by a party outside the vehicle or must circle the vehicle while parked to assess safety concerns before putting the vehicle in reverse.
- Drivers must have a valid driver's license for the type of vehicle to be operated and keep the license(s) with them at all times while driving.
- The use of handheld devices while driving is prohibited; 2-way radio microphones may be used when appropriate.
- Vehicles and equipment should be refueled at the end of the day if the tank is half full or less.
- All trash must be removed from the vehicle at the end of each day; the Crew Leader will be responsible for enforcing this rule.
- Company vehicles are to be driven by authorized employees ONLY, except in emergencies, or in case of repair testing by a mechanic. Non-authorized employees and family members are not allowed to drive company vehicles.
- Personal use of company vehicles is prohibited unless otherwise approved by the General Manager.
- Employees are required to inform the General Manager of any changes that may affect either their legal or physical ability to drive or their continued insurability.
- All accidents involving Company vehicles, regardless of severity, must be reported to the police and to the General Manager immediately. Failing to stop after an accident and/or failure to report an accident may result in legal or disciplinary action, including dismissal.
- Employees are not permitted, under any circumstances, to operate a Company vehicle when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any Company vehicle while using or consuming alcohol, illegal drugs, medical or recreational marijuana or prescription medications that may affect their ability to drive.
- Report any mechanical difficulties or repair needs to the General Manager immediately.

Personal Vehicle Usage for Company Business

Occasionally management may authorize employees to use their personal vehicles to conduct designated company business. A copy of the employee's personal auto insurance card is to be kept on file at Q-Team. Any employee that is asked to use their own personal vehicle for company purposes will be reimbursed for their travel at the current federal mileage reimbursement rate. A Mileage Reimbursement Form must be completed and submitted to the Crew Leader to ensure that personal usage is captured correctly.

- Employees approved to drive on company business are required to inform the Project Manager of any changes that may affect either their legal or physical ability to drive or their continued insurability.
- Employees who drive a vehicle for company business must adhere to all state laws, exercise due diligence to drive safely, and maintain the security of the vehicle and its contents.
- Employees are responsible for any driving infractions, traffic violations, or parking fines that they incur.
- Employees who operate personal vehicles for company business should obtain auto liability coverage for bodily injury and property damage with a special endorsement for business use, when necessary, as determined by their personal insurance agent.
- Employees must report any accident, theft, or malicious damage involving their vehicle, while conducting company business, to the Crew Leader or Project Manager immediately, regardless of the extent of damage or lack of injuries. Employees are expected to cooperate fully with authorities in the event of an accident.
- Employees are not permitted, under any circumstances, to operate a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any personal vehicle while on company business while using or consuming alcohol, illegal drugs, medical or recreational marijuana or prescription medications that may affect their ability to drive.

Company Vehicle Usage for Personal Business

Employees must have permission from their supervisor before using a company vehicle for personal use. Any employee that uses a company vehicle for personal use accepts the responsibility for any damage to the vehicle, tickets and/or fines assessed.

Employees who use company vehicles for personal use will be charged \$.56 per mile to compensate the company for vehicle wear and tear, as well as fuel; the first 100 miles (annually) of personal use of a company vehicle will be waived. A Mileage Reimbursement Form must be completed and submitted to management to ensure that personal usage is captured correctly.

Use of Company Property

All company property, including file cabinets; lockers, etc. are the property of Q-Team and must be available to management at all times. No company property may be used to house personal files or items without prior approval from the management.

Use of Electronics, Telephone, & Mail Systems

All electronic devices (including computer, telephone, cellular phone, etc.), and all communications and information transmitted by, received from, downloaded, or stored on Q-Team systems are the property of Q-Team. Authorized representatives of Q-Team may monitor the use of electronic and/or telephone communication systems.

Personal use of phones/mobile devices while on the job should be confined to emergency situations and break times only.

Security Systems

Q-Team's facility is monitored by video surveillance; cameras may also be equipped with audio recording capabilities. Video/audio surveillance shall be in accordance with applicable laws pertaining to such use. Q-Team will comply with applicable law related to maintaining video and audio recordings.

Software Usage

Q-Team owns, maintains, and operates computer equipment and networks for conducting company business. The software used is exclusively authorized and limited for official use on the specified personal computer on which it was originally installed. The unauthorized removal of software is strictly forbidden. Additionally, employees are not permitted to install their own copy of any software onto a Q-Team computer. Q-Team employees learning of any misuse or abuse of software or any similar documentation within the company shall immediately notify a member of Senior Management. Q-Team does not condone and specifically forbids the unauthorized duplication of software.

Social Media Policy

Overview

At Q-Team we recognize and support the use of social media for a wide variety of business purposes. Social media provides the opportunity to share ideas and information about Q-Team with our many stakeholders. This policy provides employees with guidelines and expectations for the use of social media when the discussions or content may impact Q-Team and our business.

Scope

This policy applies to all Q-Team employees when engaged in social media or other online electronic communications when the communication relates to Q-Team, its employees, customers, products, and services. The policy applies to all business-related use of social media, and in some instances, it also applies to personal use of social media.

Definition of Social Media

The term Social Media is widely defined in this policy. This includes networks such as Facebook, Twitter, YouTube, Instagram, Snapchat, Pinterest, Tumblr, and LinkedIn. It also includes all means of communicating or posting information or content on the internet, including blogs, websites, bulletin boards and chat rooms, as well as any other form of online activity.

Expectations When at Work or Using Q-Team Systems

We support the use of social media at Q-Team for communicating with co-workers and with the public. Employees are personally responsible for the content of their online communications. When an employee

communicates online when working or on Q-Team's system or equipment, Q-Team policies apply to all content.

On Your Own Time

Q-Team respects the private lives of its employees, and in general what an employee does on their own time on, on their own systems and equipment is their business. However, online and social media activities in or outside of work that affect an employee's job performance, the work environment or Q-Team's business interests, are subject to this policy.

Prohibited Conduct

Communications that are harassing, obscene, sexist, racist, discriminatory, bullying, or threaten violence are unacceptable. These types of communications may result in disciplinary action, whether the communications are related to business or the employee's personal affairs.

Honesty

Employees should be honest in their communications and should not be spreading false information. We expect employees to act in a legal and ethical manner.

Identifying Yourself

If an employee identifies themselves with Q-Team on social media, ensure that the employee's profile and related content is consistent with how an employee wishes to present themselves with colleagues and our customers.

Engagement At Work

Personal social media use should be confined to an employee's personal time. Any personal social media use at work should be very infrequent and should not interfere with performance or productivity or safety.

Official Corporate Communications

Only designated spokespersons of Q-Team are authorized to speak on behalf of the company. Requests for Q-Team's corporate position on social media require prior approval from management.

Reporting Relationships

Managers/supervisors should weigh the advantages and disadvantages of connecting with direct reports on social media sites. Some sites may offer the opportunity for a professional and collaborative exchange with other employees, while other sites may result in the sharing of personal information that make it more difficult to maintain an objective professional relationship with direct reports.

Personal Opinions

If an employee expresses their personal opinions about Q-Team or related-business matters, employees should not represent themselves as a company spokesperson, and be clear and open about the fact that they are an employee and that they do not speak for the company. If an employee posts online endorsements about Q-Team's products or services, the employee must identify themselves as an employee.

Confidential Information

Employees should not reveal Q-Team's confidential business information and trade secrets in social media or other electronic communications. This includes the following:

>Customer Information

Any customer name or other personally identifiable information, including addresses, credit or bank card numbers, bank account numbers and telephone numbers.

>Employee Information

Information that an employee is required by their position to maintain as confidential, personnel files and medical information.

>Corporate Information

Marketing plans, vendor lists, customer files, financial data, sales results, and other similar confidential business information.

Smoking

In keeping with Q-Team’s interest to provide a safe and healthful work environment, Smoking and/or use of **any** tobacco product is prohibited throughout the garage, workshops, vehicles, and at worksites; this includes the use of e-cigarettes and chewing tobacco products. Q-Team employees may utilize the outdoor onsite smoking area; cigarette butts must be deposited in the receptacle provided by Q-Team. Failure to comply with Q-Team’s smoking policy can result in disciplinary action, up to, and including termination from employment.

Personal Information Changes

Employees are responsible to ensure that Q-Team has up-to-date and accurate information, so employees are asked to notify management of any changes in mailing addresses, telephone numbers, number and names of dependents, marital status, individuals to be contacted in the event of an emergency, educational accomplishments, and other related information.

Attendance

Regular attendance is essential to the company’s efficient and productive operation. Therefore, it is vital that employees arrive to work on time and be ready to work by their designated start time. If an employee is late or unable to work for any reason, they must attempt to make direct contact with their supervisor via cell phone prior to 7:00AM. If the supervisor does not answer, employees are required to leave a voice message with a call-back number and must also send a text. Employees agree to make note of their supervisors' cell phone number(s) upon start of employment and maintain access to it/them as long as needed.

Cell phone numbers:

Aaron G: 207-595-0032

Adam G: 207-595-0405

Tom N: 207-595-4946

Mike H: 207-515-3689

Keith: 207-595-3561

Robert: 207-650-9494

Employee attendance and punctuality are important factors for business success. Employees are required to request permission from their supervisor before leaving job sites.

Employees that fail to notify Management of an absence will be considered an unexcused absence. If the absence is related to an injury or illness, employees may be required to provide physician’s documentation. If an absence qualifies as protected leave under the law (e.g., military, disability, or domestic violence leave) it shall not be counted as an absence for disciplinary purposes.

Time Keeping

Federal and state law requires Q-Team to keep an accurate record of time worked, in order to calculate employee pay and benefits. Crew Leaders are responsible for accurately recording time work by all members of their crew. Any, and all, overtime work requires prior approval from management.

Expense Reimbursement

Q-Team will reimburse authorized pre-approved business expenses. In order to be eligible for business expense reimbursements employees must adhere to the following:

- Obtain prior approval from a supervisor.
- Provide detailed receipts or statements.
- Current federal mileage rate or reimbursed the actual cost of the gas with a completed travel log.

Resignation of Employment

Employees who decide to leave Q-Team voluntarily are asked to put their resignation in writing and give a minimum of two weeks' notice by hourly employees and four weeks for salary employees.

Final pay and all applicable paperwork owed to the employee will be mailed to the employee no later than the scheduled payday of the pay period following the employee's last day of employment. Such pay will include pay for all hours worked. If the employee has completed the probationary period, final pay will also include any unused PTO time. It is the employee's responsibility to ensure that Q-Team payroll department has the correct mailing address. If the final paycheck is not received within seven (7) business days of the actual payday, it is the employee's responsibility to contact Q-Team at 207-693-3831 or info@Q-Team.com.

Voluntary Termination

Failure of an employee to appear for work on two consecutive workdays, without their supervisor's notification or consent, will be considered voluntarily termination of their employment at Q-Team.

Two consecutive days of absence without notice will be considered job abandonment. Job abandonment occurs when management is not notified of an impending absence. Upon failure to contact management by the close of business on the second day, the company will consider this act to be a voluntary termination initiated by the employee.

Address Changes After Employment

It is the employee's responsibility to ensure that Q-Team has the correct mailing address to ensure that year-end tax information will reach the employee.

Return of Company Property

Terminated employees are responsible for immediately returning items issued to them by Q-Team or in their possession or control, such as the following:

- Equipment – computers, computer accessories, phones, etc.
- Keys
- Office key card
- Written and/or printed materials
- Client/vendor contact information
- Any other company related items

BENEFITS

Overview of Benefits

A number of benefit programs (such as Social Security, Workers' Compensation, State Disability, and Unemployment Insurance) apply to all employees in the manner prescribed by law.

Medical, dental and vision insurance benefits are offered to full-time, year-round employees designated as permanent members of the management team. Qualified employees must complete the thirty (30) day probationary period to be eligible to enroll.

Detailed information on all benefit plans, contributions, and coverage levels are available for employee access through the bookkeeper. Q-Team reserves the right to modify or terminate any employee benefit plan at any time. Upon eligibility, employees may complete enrollment forms provided by the bookkeeper.

If an employee does not wish to enroll at the time of eligibility and later decides to request enrollment, the employee will have to wait for the next open enrollment period, unless a qualifying event occurs.

Regarding health insurance for non-eligible employees (non-management, part-time and seasonal employees): Q-Team is now offering to assist non-eligible employees in acquiring individual health insurance, and maximize subsidies, through the marketplace. Q-Team is also offering to withhold from payroll and direct deposit funds into a special bank account set up to autopay the balance of the premiums (after subsidies).

**Note: The following information on Q-Team's sponsored benefits is provided as a general overview. For specific information please consult the plan itself. Should there be any inconsistencies between the information provided in this handbook and the actual plans, the plans themselves should be considered accurate.*

Retirement Account

At 30 days of employment, employees will be enrolled in a 401(k) retirement plan. Once signed up, the company will contribute an amount equivalent to 2% of the employee's gross pay. The employee may also choose to contribute, if they wish, pre-tax or ROTH, up to a set limit. Some restrictions apply. Please see the Bookkeeper for more information.

Employee Stock Ownership Plan

Robert Fogg established Q-Team Tree Service in 1985. In 2018, Robert sold the company to an Employee Stock Ownership Plan (ESOP) Trust, making Q-Team an "employee-owned company." As a result of this change, Robert now owns a minority share of the company, and qualified employees now own a majority share.

Employees averaging more than 10 hours per week become an "employee co-owner" after 90 days of employment. Vesting begins 3 years from the date of eligibility (90 days of employment); employees who do not meet the eligibility requirement prior to termination of their employment are ineligible for this benefit.

As an employee co-owner, the benefit received at retirement will be dependent on factors such as rate of pay and years of service, in addition to Q-Team's company debt, profit, and growth. For more information, please speak with management.

Paid Time Off (PTO) - Maine Earned Paid Leave (“MEPL”)

Full-Time, Part-Time, and Seasonal employees are eligible for Paid Time Off (PTO). PTO-MEPL hours may be used for vacation time, sick time, personal emergencies, or personal leave. PTO accrual is based on a calendar year. Beginning on day 1 of employment, employees will earn 1 hour of PTO per 40 hours worked, to accumulate up to a maximum of 120 hours of PTO per year for full-time employees (prorated for part-time and seasonal employees). The first 40 hours of PTO are considered Maine Earned Paid Leave (“MEPL”). Please note that PTO does not count as "time worked" regarding overtime pay calculations.

Hours Earned Per Hours Worked	Max Hours Earned Per Year
1 hour for every 40 hours worked	120

Requesting Paid Time Off

A supervisor must approve all requested PTO; Q-Team will attempt to honor specific dates requested, but the company reserves the right to deny or cancel requests for specific dates based on business conditions. Employees must submit a Time Off-Request Form to their supervisor at least 2 weeks in advance of any requested time off. This includes planned late arrivals or early releases. Time-Off Request Forms are located in the rack in the office hallway.

Employees that wish to retroactively utilize PTO pay for the previous calendar week must submit a PTO Request Form to their supervisor no later than 9:00AM on the following Monday morning. PTO Request Forms will be made readily available to employees.

Unused paid PTO (per calendar year)

PTO time will roll over, year after year, up to a limit of 100 hours. Any hours accumulated above the 100-hour limit will be paid out to the employee following the January 1st rollover date.

Holidays

Full-time employees are eligible for holiday compensation once they have completed their 30-day probationary period. Holiday pay will be calculated based on base pay rates as of the date of the holiday, for 8 hours, and will be considered “time worked” for the purposes of overtime pay calculations. Observed holidays are:

New Year's Day	Labor Day	Christmas Day
Memorial Day	Thanksgiving Day	
Independence Day	Day after Thanksgiving	

If a holiday should fall on a Saturday or Sunday, the Friday before or the Monday following the holiday will be considered time off for that holiday and will be at the discretion of management.

Religious Accommodation

Q-Team recognizes religious beliefs and practices among employees will naturally vary and may result in different individual needs. Q-Team has a long-held value of recognizing that each employee is unique and strives to address individual needs when possible. Therefore, it is Q-Team’s policy to accommodate the religious beliefs and practices of its employees and prospective employees to the extent it is reasonably possible. It is the responsibility of the employee or prospective employee to notify Q-Team of the need for a religious accommodation. Q-Team will not be able to accommodate a request for religious

accommodation if it results in an undue hardship on the conduct of Q-Team's business. Factors to consider in making this decision include the financial cost of the accommodation, any impact on safety, any loss of production or business, and the availability of temporary or substitute workers.

Employment Leave for Victims of Violence

Q-Team will grant reasonable and necessary leave from work, with or without pay, for an employee to:

- Prepare for and attend court proceedings;
- Receive medical treatment or attend to medical treatment for a victim who is the employee's immediate family member.
- Obtain necessary services to remedy a crisis caused by sexual assault, and/or stalking.

The leave must be needed because the employee or the employee's immediate family member is a victim of violence, assault, sexual assaults, stalking and/or any act that would support an order for protection. Immediate family member is defined as: Spouse, brother, sister, parent, child, mother-in-law, father-in-law, grandparent, grandchildren, stepchildren, son or daughter-in-law, and cohabitating domestic partner.

Q-Team may require an employee to provide reasonable documentation of the family relationship, which may include a statement from the employee, a birth certificate, a court document, or similar documents.

Q-Team will not punish or retaliate against an employee or deprive them of pay or benefits for requesting this leave. This leave is unpaid but an employee may use accrued PTO/MEPL.

This leave may be denied, however, if:

- a) Q-Team would sustain undue hardship from an employee's absence;
- b) The request for leave is not communicated to Q-Team within a reasonable time under the circumstances; or
- c) The requested leave is impractical, unreasonable or unnecessary based on the facts made known to Q-Team.

Bereavement Leave

All full-time employees will be eligible for leave of up to three (3) consecutive days for actual time lost from work to make arrangements for and to attend funeral services in the event of the death of an immediate family member.

For purposes of this section an immediate family member means: spouse, brother, sister, parent, child, mother-in-law, father-in-law, grandparent, grandchildren, stepchildren, son or daughter-in-law, and cohabitating domestic partner. In unusual circumstances, additional time off may be granted, with or without pay, at the discretion of Q-Team.

Military Leave

Members of the National Guard or Military Reserves who are required to perform annual Active-Duty Training will be eligible for Military Leave in accordance with the law. In addition to these provisions, any employee, required to serve in any branch of the Armed Forces of the United States, will be granted a military leave of absence (as required by the Uniformed Services Employment and Re-employment Rights Act of 1994 (USERRA) and any applicable state laws).

In addition, pursuant to Maine law, any employee returning from a period of military service will not be required to report back to work after completion of service prior to the following periods: 24 hours if the service was 3 days or less, 48 hours if the service was 4-15 days, 72 hours if the service was 16-30 days, 14 days if the service was 31-180 days, and 90 days if the service was longer than 180 days.

Family Military Leave [Required of Maine Employers of 15 or more total]

Under Maine law, eligible employees may receive up to 15 days of unpaid family military leave, upon notice and request, in connection with a covered deployment of certain family members. Please note that depending upon the number of employees employed by Q-Team at any given time, this law may not apply to Q-Team.

To be eligible, an employee must be employed by Q-Team for at least 12 months and for at least 1250 hours of service during the 12 months immediately preceding the leave.

You must be the spouse, domestic partner (see FMLA policy for definition of domestic partner), or parent of a person who is a resident of the State and is deployed for military service for a period lasting longer than 180 days.

The leave must be used during the 15 days immediately preceding or immediately following the deployment, or some combination of both (e.g. 8 days before, 7 days after deployment). Employee benefits may continue, at the current employee rate, during the leave, and employment (or equivalent employment) will be restored after the leave, unless Q-Team proves that the employee was not restored to such employment because of conditions unrelated to the employees' exercise of family military leave rights.

An employee who uses or seeks to use a family military leave, is free from retaliation. The employee must give at least 14 days' notice of the intended date upon which the family military leave will commence if leave will consist of 5 or more consecutive workdays, and, if not, as soon as is practicable.

Q-Team may require certification from the proper military authority to verify eligibility for Family Military Leave. This will generally be in the form of, but is not limited to, military orders provided to the service member, or other written certification.

Employees may use vacation and sick time during a family military leave.

Maine Family Medical Leave Law (Unpaid)

In accordance with Maine's Family Medical Leave law, Q-Team will grant unpaid leave to employees who have been employed for 12 consecutive months with up to 10 work weeks of family medical leave in any two years. During the leave, the employee may, at their own expense, continue any benefits such as health insurance for which the employee is eligible. After the leave, Q-Team will restore the employee to their prior or an equivalent position.

Eligibility Requirements

To qualify for Maine FML, employees must (1) have worked for Q-Team for at least 12 consecutive months; (2) not be eligible for federal FMLA, (3) be employed at a business that has 15 or more employees.

Eligible employees may take up to 10 weeks of unpaid family or medical leave within a 2-year period.

Maine FML law permits family and medical leave to be taken for the following reasons:

- Serious health condition of the employee;
- The birth of the employee's child or the employee's domestic partner's child;
- The placement of a child 16 years of age or less with the employee or with the employee's domestic partner in connection with the adoption of the child by the employee or the employee's domestic partner;
- A child, domestic partner's child, parent, domestic partner, sibling or spouse with a serious health condition;
- The donation of an organ of that employee for a human organ transplant; or
- The death or serious health condition of the employee's spouse, domestic partner, parent, sibling, or child if the spouse, domestic partner, parent, sibling or child as a member of the state military forces, as defined in Title 37-B, section 102, or the United States Armed Forces, including the National Guard and Reserves, dies or incurs a serious health condition while on active duty.

Procedures

An eligible employee may request up to a maximum of 10 weeks of Maine FMLA leave within any 24-month period. Any combination of Maine FMLA leave may not exceed this maximum limit. If this initial period of leave is exhausted by the employee, and the employee is disabled and unable to return to work, such employee may make a written request for a further non-statutory leave. Q-Team may deny a request for a non-statutory leave or may grant a request for a non-statutory leave on specified terms and conditions if Q-Team determines that it is a reasonable accommodation to provide an additional leave of absence for a disability, provided the leave does not create an undue hardship for Q-Team.

While you are on FMLA leave, Q-Team will maintain your group health insurance coverage at the same level and under the same circumstances as when you were actively working. On returning from approved FMLA leave, you have the right to be restored to the same job or an equivalent position, subject to the terms, limitations, and exceptions provided by law.

Eligible employees must do the following:

- You must give at least 30 days' notice of the intended date upon which family medical leave will commence and terminate, unless prevented by medical emergency from giving that notice;
- If requested by Q-Team, you must provide certification from a physician to verify the amount of leave requested, except in certain circumstances where alternative treatments do not allow for certification see 26 M.R.S. § 844(1)(B). Certification must include:
 - The date the serious health condition began;
 - The possible duration of the condition;
 - The appropriate medical facts regarding the condition;
 - If the leave is based on the care of a spouse, child or parent, a statement that the employee is needed to provide the care and an estimate of the amount of time that need will continue;

- If the leave is based on the employee's own serious health condition, a statement that the employee is unable to perform the functions of their job;
- In the case of intermittent leave or leave on a reduced hours basis for planned medical treatment, the date and duration of the treatment should be specified; and
- In the case of intermittent leave or leave on a reduced hours basis for medical conditions that do not necessarily involve planned medical treatment, an estimate as to the anticipated frequency and timing of the absences should be given.
- If applicable, you must continue paying your share of any health plan premium, and if the premium is more than 15 days late, Q-Team may notify you of the cancellation of your health plan at least 15 days before coverage ceases.

For purposes of this policy, a serious health condition means an illness, injury, impairment or physical or mental condition that involves:

- any period of incapacity or treatment in connection with or consequent to in-patient care in a hospital; hospice or residential medical care facility;
- any period of incapacity requiring absence from work or other regular daily activities for more than three (3) calendar days that also involves continuous treatment by or under the supervision of a healthcare provider; or
- continuous treatment by or under the supervision of a healthcare provider for a chronic long-term health condition that is incurable or so serious that if not treated would result in a period of incapacity of more than three (3) calendar days; or
- prenatal care.

In the case of unpaid FML leave for serious health conditions, the leave may be taken intermittently or on a reduced hours basis only if such leave is medically necessary. Where an employee requests intermittent leave or leave on a reduced hours basis due to a family member's or the employee's own serious health condition, Q-Team has the option, in its sole discretion, to require the employee to transfer to a temporary alternative job for which the employee is qualified and which better accommodates the intermittent leave or reduced hours leave than the employee's regular job. The temporary position will have equivalent pay and benefits as the employee's regular job.

In the case of FML leave due to reasons other than the employee's own serious health condition, the employee must use available PTO during the FML leave time. The remainder of the FML leave will be unpaid.

Family Sick Leave Act [Required of Maine Employers of 25 or more total]

Under Maine's Family Sick Leave Act, employees are allowed to use up to 40 hours of their accrued and unused paid leave as provided in this handbook for the care of an "immediate family member" who is ill. This leave is available regardless of how long an employee has worked for Q-Team. This kind of leave is available only if the employee has paid leave that they have in fact accrued. (For example, if an employee only has five days of accrued paid leave, they can take only five days of Family Sick Leave Act leave.) Paid leave is defined as earned personal time benefits or other compensated time. Paid leave does not include paid short-term or long-term disability. An immediate family member is defined as a child, a spouse, a domestic partner, or a parent.

If an employee needs to take leave under this provision to provide care for an immediate family member who is ill, they must notify Q-Team as soon as they are aware of the need for such time off. Q-Team

employees must also use the same procedure as if calling in sick. If an employee needs to be absent for more than 3 consecutive days, a physician's statement may be required to verify the illness and its beginning and expected ending dates.

This provision does not provide more leave but permits employees to use accrued paid time to care for an immediate family member who is ill.

Jury Duty

Employees who are required to serve on a jury or subpoenaed as a witness will be granted time with partial pay. Fifteen days advance notice must be given, if possible. Employees are expected to return to their job if they are excused from jury duty during their regular working hours. Q-Team will require documentation from the court affirming the employee's jury duty service.

Volunteer Absence for Emergency Response

An Employee who serves as a volunteer firefighter is entitled to unpaid leave when late for work in order to respond to an emergency while acting in the capacity of a volunteer firefighter. To be eligible for such leave the Employee must report for work as soon as reasonably possible after being released from the emergency. If reasonably possible, when an Employee is called to respond to an emergency, the Employee or the fire department supervisor shall notify Q-Team that the Employee will not report to work at the scheduled time. An Employee who is absent due to such an emergency must submit to the Employee's Supervisor, a statement from the chief of the volunteer fire department stating the Employee was responding to an emergency call and the time of release from the call.

Closing Statement

This handbook can be accessed online at any time via QTTree.info.

Employee Acknowledgment Form

I acknowledge that I have accessed and read the Q-Team employee handbook and acknowledge:

- The handbook is designed solely to communicate the personnel policies, benefits, and procedures of the company and that Q-Team reserves the right to expand, change, or withdraw any of the policies and matters contained in the handbook at any time and at their sole discretion, without notice.
- My employment at Q-Team is on an at-will basis, meaning either the company or I may terminate the employment relationship at any time, for any reason or no reason, with or without cause or notice.
- This handbook in no way creates a contract on the part of the company concerning my employment, its longevity, or any of the matters contained in the handbook.
- I have received the handbook and I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

Signed: _____ Date: _____