

# E LIGHT ELECTRIC SERVICES, INC.

## EMPLOYEE EXPECTATIONS AND DISCIPLINARY POLICY

### GENERAL EMPLOYEE MINIMUM EXPECTATIONS:

- Know the job assigned to you.
- Know and follow the company policy manual.
- Look and dress appropriately for your position.
- Be dedicated to the trade and to the quality and professional standards set forth by E Light Electric Services.
- Show up on time every day with a desire to work hard and add value to the company.
- Perform all tasks in a manner that reflects E Light Electric's mission to "BE THE BEST".
- Demonstrate an ability to follow instructions laid out by your supervisor.
- Know the company's safety policies and procedures and be constantly diligent to perform work in a safe manner.
- As a representative of E Light Electric, we expect you to treat everyone with respect and in a professional manner.
- Support the company's efforts in removing items from our processes that do not add value to our product and services and participate in the continual improvement of E Light Electric Services.

### OFFICE EMPLOYEE EXPECTATIONS:

- All general employee expectations.
- Perform duties as outlined in your job description.
- Follow the direction of your immediate supervisor.

## DEPARTMENT SPECIFIC EXPECTATIONS:

- Have a working knowledge of job duties and specific requirements needed before hand.
- Plan ahead - have knowledge of monthly schedule for self.
- Display accountability for job function.
- Ability to research problems with necessary government, legal firms, or other related entities.
- Be able to train and take the time to demonstrate the E Light way.
- Be responsible and lead by example.
- Be willing to utilize the continued training that is offered by E Light Electric or by an outside source and complete training that pertains directly to your job per year, as defined in the training plan for your position.
- Thoroughly understand contracts that E Light has executed that pertain to your duties.
- Attendance on the job is critical. For an unplanned absence – call main office and leave message on main voice mail (unless office is already open, then leave with receptionist to log in). Upon return, fill out absence request form and submit to your manager. In addition, email or call your manager with an update, expected time out, any responsibilities that need to be handled in your absence. If items can wait until you get back, explain that in your email. Also leave the best place and time to reach you in the event something comes up at work. As unplanned absences cause a disruption in everyone’s workload, additional documentation may be required regarding the absence. Recurring unscheduled absences are subject to discipline.
- Motivation and Initiative are critical factors during work hours. Employees are expected to stay active while at work. They are expected to perform the tasks assigned to them diligently, according to directions and efficiently and safely as possible.
- Employees must be in their work area ready to work at the start of the shift. Coffee, breakfast or other non-work-related tasks should be completed prior to the start of the shift.
- Hourly employees are expected to take their lunch periods at their scheduled times, leaving their work area and returning to their work area ready to resume work at the scheduled time, not a few minutes before or after.
- Salaried employees are expected to work a minimum of 40 hours.

- Time away from work for personal appointments should be minimized and scheduled ahead of time to minimize work disruption.
- Employees are encouraged to take their PTO and not cash out, as everyone needs to take an extended break at some point in time. PTO should be requested at least two weeks in advance.
- When time off for an appointment or PTO is requested, the employee and manager will need to create a plan for how work will be accomplished during that time and what other resources will be necessary to cover workload.
- Break times in the office are not scheduled and are expected to be kept at a minimum. No more than 10 minutes in the morning and 10 minutes in the afternoon for getting coffee, water, restroom breaks, personal phone calls, smoke breaks etc.
- Employees are expected to follow all company policies and procedures.
- Maintain an organized workspace. Ensure documents are stored electronically and/or paper documents are archived and labeled appropriately per the department archive plan. Determine when archives can be cleaned out and dispose of documents appropriately.
- Maintain company confidentiality for all documents. Utilize shredding service for any questionable documents. Keep confidential documents locked in desk drawers as appropriate. Ensure printed or copied documents are not left at common areas for anyone to see. Do not download confidential information and email or take electronic files outside of office. Do not take work documents home unless preapproved through your manager. Do not take any document home that contains employee confidential information.
- Minimize work interruptions of other employees.
- Manage distractions by setting regular times to read and respond to email or schedule time to meet with others, when needed.
- Stay focused at work and eliminate personal interruptions from cell phones, personal emails, and internet usage.
- Eliminate non-value-added tasks from procedures. Minimize time spent “firefighting”, fixing errors, and handling rush requests outside of normal procedures.
- Set and achieve daily, weekly, monthly goals. Be aware of what is not accomplished and set and communicate a plan of when/how it will get accomplished.
- Establish good listening skills and ability to communicate effectively through verbal and written methods.

- Stay informed on items under your control and keep others informed and updated, as necessary.
- Use company resources effectively. Conserve and save costs as feasible.
- Use sound judgment in performing work tasks and making decisions. Effectively problem solve by gathering and analyzing data to develop alternative solutions.

## OFFICE MANAGERS/SUPERVISORS EXPECTATIONS:

- All general and office employee expectations.
- Be accountable for the actions of the employees you are supervising.
- Monitor employees (direct reports) to be sure they are following policies.
- Be able to enforce direction to others and understand your responsibility to your employees (direct reports).
- Assist in preparation of employees (direct reports) monthly schedules. Ensure everyone is planning ahead. Communicate with others that may be affected outside of department. Set a plan to get tasks done early so that there is time to resolve issues should they arise.
- Create a backup plan for critical procedures and how they will be accomplished if someone is out sick or on vacation. Ensure continued training for employees that will be expected to backup, so they are ready and able to step in when needed.
- Fill out the tardy/absent records for all employee tardiness and absences. Fully document all employee discipline paperwork. Make sure all documentation is sent to Human Resources for processing.
- Ensure direct reports have 100% information, tools, and materials needed to perform their duties.
- Responsible for accuracy and quality of department.
- Responsible for tracking and improving productivity. Maximize department efficiency.
- For matters under the manager's control, the manager is responsible for drawing on tried and tested experience to hold onto what works in our procedures, determine when we need to introduce new thinking and approaches where feasible, and when we need to stop what is not working. Communicate and solicit input from other managers that may be affected or would need to know about changes.

- Document and develop policies and procedures. Keep these up to date if/when changes occur.
- Delegate to direct reports providing them the information they need to successfully accomplish the tasks. Find methods to ensure tasks are completed accurately and on time through a high level of supervision.
- Monitor workload of department. Identify growth plan and identify at what points additional help will be needed to accomplish the work. Communicate plans often with next level manager so resources can be added when appropriate on a predetermined basis to avoid crisis.
- For accounting related managers, ensure each role maintains the appropriate separation of duties. Do not ask any employees to handle something that could jeopardize the separation or increase the company's risk of fraud.
- Identify change management steps appropriate to integrate changes smoothly and quickly in department.

## EXPECTATIONS OF A JOURNEYMAN:

All general employee expectations, all apprentice requirements level 1-4 plus:

- Maintain an active journeyman license.
- Have a working knowledge of job layout and specific project requirements.
- Have knowledge of assigned project and three-week look a-head schedule.
- Should display accountability as a journeyman.
- Must have current National Electric Code on the project and readily accessible for reference.
- Monitor the apprentices to be sure they are following policies.
- Be able to train the apprentices and take the time to demonstrate the E Light way.
- Be able to enforce direction to others and understand responsibility to apprentices.
- Be responsible and lead by example.
- Be willing to utilize the continual training that is offered by E Light Electric or by an outside source and complete at least 8 hours of code training per year and 24 hours of additional training that pertains directly to your job per year.

## EXPECTATIONS OF A JOURNEYMAN LEAD:

All previous employee expectations plus:

- Be accountable for the actions of the crew you are supervising.
- Assist in preparation of the 3-week look-ahead schedule.
- Assist in layout and development of Rapid Installation Procedure (RIP).
- Complete all “Competent Person” training.
- Complete E Light Electric “Leadership” training series.
- Complete “Forklift” certification.
- Complete “First-Aid / CPR / Blood Born Pathogens” training.
- Complete a minimum of (3) Three Safety Training Modules.
- Have completed an OSHA 10-hour course.
- Wear tools and be a productive installing member of your crew.
- Assist foreman and supervisors in supervision on the project.

## EXPECTATIONS OF A FOREMAN:

All previous employee expectations plus:

- Fill out the tardy/absent records for all employee tardiness and absences.
- Ensure the crew has 100% Tools, Information, and Materials (TIM) to perform their tasks for each day.
- Fully document all employee discipline paperwork.
- Make sure all documentation is sent to Human Resources for processing.
- Be accountable for the actions of the journeyman lead you are supervising.

- Fill out and maintain thorough daily logs.
- Thoroughly understand E Light Electric contracts and sub-contracts for project.
- Fill out and keep up to date 3 week look-ahead schedule.
- Ensure journeyman are training apprentices in “hands on” techniques and safe practices.
- Must have completed OSHA 30 hour.
- Complete a minimum of (3) Three E University Training Modules.
- Depending on size of project, you may be required to be a production foreman and wear tools.

## EXPECTATIONS OF A SUPERINTENDENT:

All previous employee expectations plus:

- Monitor production and scheduling of sub-contractors.
- Be accountable for the actions of your foremen and the crew's that you are supervising.
- Responsible for accuracy of quality of entire installation.
- Responsible for tracking and improving productivity.
- Responsible for pre-planning installation.
- Responsible for developing prefabrication for project.
- Responsible for the actions of project crew members.
- Manage project based on contract and sub-contracts.
- Complete a minimum of (5) five E University Training Modules.

## EMPLOYEES FAILING TO MEET EXPECTATIONS MAY BE SUBJECT TO DISCIPLINARY ACTION

E Light will follow a basic guideline for disciplinary action as follows:

1. A verbal counseling and training when appropriate.
2. A written employee observation statement for repeated offenses which may include suspension without pay at the manager's discretion.
3. Termination of employment for further violations at the manager's discretion.

The preceding is a general guideline. Violations of company policy that are deemed serious by the Director or Executive, suspension and termination may be implemented for a single violation.

### **Job Abandonment**

Employees who are absent from work without contacting their supervisor for four or more days will be considered to have abandoned their job. E Light will treat the job abandonment as a resignation and will issue the final check on the next regular payday or as required by state law.

## **WORK RULES AND CORRECTIVE ACTION**

An employee's conduct is a major factor affecting the health and growth of the Company. It is also an important aspect of the Company's image within the community.

When management finds an employee's performance is unsatisfactory or an employee's conduct is unacceptable, disciplinary action may be taken. The discipline may range from informal discussion with the employee to immediate discharge. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

### **Job Related Problems**

Employees who disagree or are dissatisfied with a Company practice should promptly discuss the matter with their immediate supervisor, where appropriate. Normally, this discussion should be held within three to five days of the incident, or in a timely manner. Discussions held in a timely manner will enhance our ability to resolve concerns while it's fresh in everyone's mind. The majority of misunderstandings can be resolved at this level.



