

E. C. Fennell, Inc.



**ENGINEERING  
CONSULTANTS®**

**2026**

# **EMPLOYEE HANDBOOK**





# **Human Resources Policy and Procedure Manual**

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## **Section 1: Welcome**

Congratulations on your employment and welcome to the team at E.C. Fennell, Inc. We are pleased that you have chosen to join our organization and look forward to a productive, professional, and mutually beneficial working relationship.

Our business is focused on delivering exceptional service to our clients in an efficient, cost-effective, and professional manner. You have been selected for employment because we believe you will contribute to maintaining and enhancing these standards of excellence. Your interactions with colleagues, clients, and partners should consistently reflect our commitment to quality, integrity, and superior customer service.

The purpose of this Manual is to introduce you to ECF, provide an overview of our company, and clearly outline the terms, expectations, policies, and procedures that govern your employment. This includes information regarding conduct, performance expectations, and workplace standards. This Manual should be read in conjunction with your Contract of Employment.

This Manual is intended to serve as a general guide and resource; it is not an exhaustive statement of all policies or procedures. As our business evolves, updates may be made at the Company's discretion. Employees will be notified of material changes. Questions regarding this Manual should be directed to Human Resources.

Additionally, this Manual provides guidance and expectations designed to support your success within ECF. It serves as a framework for understanding your responsibilities and the standards required to contribute effectively to the organization.

## **Section 2: Our Company History**

E.C. Fennell, Inc. (ECF) is an engineering and consulting firm specializing in mechanical, electrical, and plumbing (MEP) systems, as well as technical solutions for building services and energy infrastructure.

Our core business supports utility companies, private development projects, and public sector agencies across a wide range of mechanical, electrical, and public systems.

We provide expertise in energy consulting, building systems engineering, design, and construction administration. Our services are tailored to meet evolving industry standards, technological advancements, and—most importantly—the unique needs of our clients and their projects.

ECF employs a team of highly qualified professionals dedicated to delivering reliable, efficient, and innovative solutions. We approach each project with a full lifecycle perspective, incorporating planning, design, risk assessment, and execution strategies aligned with our clients' objectives.

Our experience spans a wide range of project types, including private developments, municipal projects, industrial facilities, and specialized engineering systems. This breadth of experience enables us to consistently deliver practical, value-driven solutions that meet real-world demands.

## **Section 3: What We Do**

ECF delivers comprehensive engineering and consulting services from initial concept through final commissioning. Our professionals are equipped to scope, estimate, design, and execute technical solutions across a wide range of industries.

Our team consists of experienced engineers and professionals skilled in planning, design, and system implementation. We bring practical, real-world experience to every project, providing clients with informed, efficient, and cost-effective solutions.

ECF has extensive experience in Leadership in Energy and Environmental Design (LEED) and sustainable engineering practices. We support clients with consulting, engineering, and turnkey solutions for complex projects from concept through completion.

Our goal is to deliver high-quality, practical solutions that align with industry standards while meeting each client's specific needs.

## Section 4: Our Clients

ECF serves a diverse range of clients across multiple industries. We take pride in building long-term relationships through reliability, performance, and professionalism.

- Florida Power and Light ( FPL )
- NextEra Energy Resources
- Rio Tinto Alcan ( RTA )
- City of Homestead
- Seminole Electric Cooperative, Inc.
- Bahamas Power and Light ( BPL )
- Port of Palm Beach District
- Homestead Public Services ( HPS )
- New York State Electric & Gas ( NYSEG )

### 4.1 Our Mission, Vision & Values

At ECF, financial performance and operational success are essential to sustaining our business and creating opportunities for our employees. We recognize that generating revenue and maintaining strong client relationships are critical responsibilities shared across the organization.

Every employee plays a role in contributing to the company's success. Through teamwork, accountability, and professionalism, we work together to meet daily challenges and achieve long-term goals.

Each employee represents ECF. Your actions, performance, and professionalism directly impact our reputation, client relationships, and future growth. Our clients ultimately determine our success—how we grow, how we operate, and the opportunities we create.

We are committed to delivering consistent value, high-quality service, and maintaining a strong professional reputation.

#### **Mission**

To deliver reliable, high-quality engineering solutions that meet client needs while upholding the highest standards of professionalism and integrity.

#### **Vision**

To be recognized as a trusted leader in engineering and consulting services through innovation, performance, and long-term client partnerships.

**Core Values**

- Integrity and Accountability
- Professional Excellence
- Client Commitment
- Teamwork and Collaboration
- Continuous Improvement

**Important Notice:**

This handbook is intended to provide general guidance regarding company policies, expectations, and procedures. It does not constitute a contract of employment and does not guarantee continued employment

## Section 5: Your Employment

Your employment with ECF is essentially governed by your contract of employment, ECF Policies, in conjunction with this Manual. The following section provides general information regarding your pay, conditions and our expectations of you.

### 5.1 Payroll

ECF operates on a bi-weekly payroll cycle. The pay period runs from Sunday through Saturday over a two-week period.

Payroll is processed at the beginning of the following week. Depending on your financial institution, funds may be available as early as Friday; however, official payroll processing occurs after the close of the pay period.

Employees are responsible for ensuring their payroll information is accurate and up to date.

### 5.2 Timesheet Submission

Accurate and timely submission of timesheets is required for payroll processing.

- Timesheets
- must be submitted no later than **Monday following the end of the pay period.**
- Employees are responsible for notifying their supervisor if they are unable to submit their timesheet on time.
- Failure to submit timesheets may result in delayed payment.

**If an employee is not paid due to late submission:**

1. First occurrence: A warning may be issued, and a manual check may be processed at the Company's discretion.
2. Second occurrence: Payment will be deferred to the next payroll cycle; no manual check will be issued.
3. Repeated occurrences: May result in disciplinary action, up to and including formal write-up.

### 5.3 Changing Pay Details

Employees must update payroll and banking information through the ADP system.

All changes must be submitted in advance of the payroll processing deadline. ECF is not responsible for delays caused by late or incorrect submissions.

### 5.4 Hours of Work

Standard business hours are generally between 7:00 AM and 6:00 PM, Monday through Friday. Work schedules may vary based on project requirements and business needs.

Employees are expected to work a full eight (8) hour day, excluding an unpaid lunch break of 30 to 60 minutes.

Employees may take one (1) paid 15-minute break per workday, subject to supervisor approval and operational needs.

Supervisors will work with employees to establish appropriate schedules. ECF maintains a practical and flexible approach to work hours while ensuring business operations are effectively supported

### 5.5 Overtime and Additional Hours

Overtime is work which is performed at the direction of the manager and which is in excess of your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours you must notify your Manager as soon as possible with the reasons as to why.

### 5.6 Attendance & Overtime Pay Policy

As an employee, you will be treated as a professional, which means that you will be expected to complete your work on time and at the expected level of quality. If extra hours are required to complete your work, upon request, you will be expected to put in those extra hours.

**NOTE: If you work overtime without first getting the authorization and approval from your manager, you may be subject to disciplinary action, up to and including possible termination of employment.**

## 5.7 Absences

Even though you will be treated as a professional and will presumably behave as one, general absence guidelines are nevertheless necessary to ensure that we are able to conduct business in a predictable manner.

Although we are not interested in monitoring your comings and goings, we need to know, in advance when possible, when you will be absent from work. Here are those guidelines:

Employees are expected to be at work and to work a full work week, except for authorized absences. Authorized absences include the following:

- Vacation time scheduled in advance
- Sick leave
- Time off for a workers compensation injury
- A death in your family
- Jury duty
- Time off to vote
- Military leave
- Emergency situations beyond your control

## 5.8 Notification Procedure

To obtain an authorized absence, the employee must complete the PTO in VantagePoint. For emergencies, **Notifications should be made as soon as possible, and no later than your regular starting time.**

## 5.9 Attendance And Reliability Policy

### Policy Statement

Regular and reliable attendance is an essential function of all positions at E.C. Fennell, Inc. ("ECF"). Excessive or unplanned absences, tardiness, or failure to follow attendance reporting procedures can disrupt operations, negatively impact project delivery, and place an undue burden on coworkers and clients.

This policy establishes expectations for attendance and outlines when corrective action may occur.

### **1. Consecutive Absences Without Documentation**

Employees who are absent for three (3) consecutive scheduled workdays without providing appropriate medical documentation may be subject to immediate disciplinary action, up to and including termination of employment.

- Medical documentation must substantiate the need for the absence and be provided to Human Resources within a reasonable timeframe.
- Failure to communicate with a supervisor or HR during consecutive absences may be treated as job abandonment, at the Company's discretion.

### **2. Excessive Attendance Issues Within a 30-Day Period**

An employee who incurs three (3) attendance-related issues within a rolling thirty (30) day period may be subject to disciplinary action.

#### **Attendance-related issues include, but are not limited to:**

- Calling out sick
- Unscheduled absences
- Late arrivals or early departures
- Failure to report absences in accordance with Company procedures

Such patterns are considered to impact operational needs, including but not limited to:

- Project delays
- Inability to meet client commitments
- Increased workload on other employees
- Disruption to scheduling, coverage, or safety requirements

Disciplinary action may include verbal counseling, written warnings, suspension, or termination, depending on the severity, frequency, and business impact.

### **3. Reporting Requirements**

- Employees are required to notify their supervisor as soon as practicable when they will be absent or late.
- Failure to properly report an absence or tardiness may result in additional corrective action, independent of the absence itself.

#### **4. Protected Leave and Legal Compliance**

Nothing in this policy is intended to interfere with or restrict employee rights under applicable federal, state, or local laws, including but not limited to:

- The Family and Medical Leave Act (FMLA)
- The Americans with Disabilities Act (ADA)
- State or local sick leave laws, where applicable

Absences that are legally protected or approved as a reasonable accommodation will not be counted toward disciplinary thresholds under this policy.

Employees who believe an absence may qualify for protected leave or accommodation should contact Human Resources as soon as possible.

#### **5. Management Discretion**

ECF reserves the right to evaluate attendance issues on a case-by-case basis, taking into account:

- The employee's overall attendance history
- Documentation provided
- The operational impact of the absence(s)
- Compliance with reporting requirements

Nothing in this policy alters the at-will nature of employment. ECF reserves the right to take corrective action, up to and including termination, at any time for lawful reasons.

#### **6. Employee Responsibility**

Employees are responsible for:

- Maintaining regular attendance
- Communicating promptly regarding absences
- Providing required documentation when requested
- Understanding that attendance is a condition of continued employment

## 5.10 Inclement Weather

During inclement weather, you should call to find out whether to report to work. Also, while the weather may be nice where you are, hazardous weather conditions could exist at or near the workplace. If you know hazardous conditions have been, or are reported in the area, protect yourself and call work first.

## 5.11 Tardiness for Work

Punctuality is an important factor for your success within our organization. We work as a team and this requires that each person is in the right place at the right time. Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as possible (and prior to your normal starting time wherever possible).

If you are unable to do this personally, you are requested to ask someone to telephone on your behalf. Subsequent to this, you must keep your Manager informed of your progress. Wherever possible you should make dental, medical, business or other appointments outside your normal working hours. It is essential that you are ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.

## 5.12 Reimbursement of Expenses

ECF will reimburse employees for approved business expenses incurred while performing their job duties.

### Requirements for Reimbursement

To qualify, employees must:

- Submit itemized receipts as acceptable proof of payment.
- Clearly state the business purpose of each expense.
- Provide documentation in the format required by ECF. Business

### Travel Expenses

For overnight business travel, ECF will reimburse reasonable costs for:

- Meals (alcoholic beverages are prohibited unless preapproved by management)
- Lodging
- Incidentals
- Business-related transportation

Reimbursements will follow the current GSA (General Services Administration) rates for the specific location and travel dates.

- Spending above GSA rates: Employees are responsible for any costs exceeding the GSA limits, unless their supervisor/manager has granted pre-approval for the higher expense.

Examples:

- If the GSA daily meal rate for Orlando, FL is \$59 and an employee spends \$65, ECF will reimburse \$59. The employee will be responsible for any

amount spent above the GSA limit, unless the employee's supervisor/manager pre-approves the higher rate.

- If the GSA lodging rate for a particular city is \$180 per night and the employee books a hotel for \$220 per night, ECF will reimburse \$180. The employee will be responsible for the \$40 difference unless the supervisor/manager pre-approves the higher rate.

Submission Deadline

All expenses must be submitted through ECF's timekeeping system within 60 days of the expense date. Expenses submitted after 60 days will not be reimbursed.

## 5.13 Travel

All travel and per diem must be approved by management/ executive leadership prior to arrangements being made. Reasonable travel expenses that are incurred in the performance of an employee's duties will be reimbursed, provided that all claims are made appropriately in the timekeeping system, approved and supported with the necessary substantiating documentation. The payment of expenses is always subject to prior authorization from management/executive leadership. Employees should arrange travel and accommodation through ECF, prior to departure. Generally, air travel will be economy class, with a carrier chosen by ECF.

## Section 6: Time Away From Work and Other Benefits

### 6.1 Employee Benefits

Our organization has developed a comprehensive set of employee benefit programs. Our benefits represent a hidden value of additional income to our employees. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. The organization reserves the right to modify its benefits every year prior to open enrollment. Notification of any changes will be provided to all employees in advance.

### 6.2 Holidays

Our organization normally observes the following holidays during the year:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving & Black Friday
- Christmas Eve & Christmas Day

If one of the above holidays falls on Saturday or Sunday, it normally is observed on the following Monday. Full-time employees are eligible for paid holidays immediately upon hire.

### 6.3 Client Requests for Work on Company Holidays

At ECF, we are committed to delivering excellence to our clients and meeting their needs with flexibility and professionalism. However, it's important to maintain clear communication with your supervisor to ensure that all work requests are properly managed. If a client requests that you work on a company-recognized holiday, you must check in with your supervisor beforehand for approval. It is essential to note that working on a paid company holiday is not at the employee's discretion, but rather driven by client requirements and business needs. This approval process ensures that schedules are coordinated, any necessary adjustments are made, and you are properly supported for the work being done. We appreciate your dedication to providing top-notch service, and by keeping open lines of communication, we can ensure our clients are taken care of while keeping our internal processes running smoothly.

If a client's need dictates that an employee must work on a holiday, ECF will potentially grant the employee a floating holiday in order to compensate for the time worked. The approval of the floating holiday is dependent on business needs.

## 6.4 Paid Time Off (PTO)

Full-time employees are eligible for Paid Time Off (PTO). PTO is calculated according to the calendar year. **Human Resource will inform you of the amount of PTO and the date on which you become eligible.**

Submit PTO requests in VantagePoint at least two weeks in advance to your supervisor and Human Resource. When possible, PTO requests are granted, taking into account operating requirements. The length of employment may determine priority in scheduling PTO. **PTO can be used as vacation time, sick time or to take care of personal matters.**

PTO time can be carried over to the following year, up to a maximum of five days. PTO is based on the employee being employed for the entire year. If an employee works a partial year he/she is entitled to the percentage of PTO based on the number of days worked for that year. If the employee leaves ECF before the year is completed he or she will be required to pay ECF back for any PTO taken that exceeds the percentage of the year the employee worked.

The recoupment will take place in the employee's final paycheck.

### **Examples –**

- An employee is allotted 100 hours of PTO for the year and uses all 100 hours by June 30. Since they worked only 50% of the year, they are entitled to 50 hours. Therefore, the excess 50 hours (100 used - 50 earned) will be recouped from the final paycheck.
- An employee is allotted 160 hours of PTO and uses 140 hours before resigning on July 31. At that point, they have completed 7 months, which equals 7/12 of the year (58.3%). Thus, they are entitled to 93.28 hours (58.3% of 160 hours). Since they used 140 hours, the overused amount is 46.72 hours (140 - 93.28), which will be deducted from the final paycheck. Any unused PTO at the time of resignation will be forfeited.

## 6.5 Jury Duty Policy

Employees summoned for jury duty are granted a paid/unpaid (depending on county of residency) leave in order to serve. Exempt employees must provide 3 days notice in advance and may be provided time off with pay when necessary to comply with state and federal wage and hour laws. Make arrangements with your supervisor and Human Resource as soon as you receive your summons. We reserve the right to request proof of jury service issued by the Court upon return. ECF expects you to return to your job if you are excused from jury duty during your regular working hours.

### **1. Witness Leave**

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law. We ask that you notify your supervisor and Human Resource of the need to take witness leave as far in advance as is possible.

## 6.6 Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law. The time off will be unpaid, except where state law dictates otherwise. Military orders should be presented to your supervisor and Human Resource and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the organization unless military necessity makes this impossible. You must notify your supervisor and HR Department of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Employees returning from military leave will be reinstated to their position or a comparable position with the same pay, benefits, and seniority, provided they meet the eligibility requirements under USERRA. Employees must return to work or apply for reemployment within the timeframes specified under USERRA, which vary depending on the length of military service. Employees may elect to continue their health benefits during military leave for up to 24 months, as provided under USERRA. The company may require the employee to pay the full cost of the premium after 30 days.

## 6.7 Parental Leave

Full-time employees, immediately upon hire, may be granted a leave of absence without pay upon the birth or adoption of a child. Such leave must begin within one year of the birth of the child and/or placement of a child for adoption.

A period of parental leave may not exceed six weeks in a 12-month period. Employees will be required to substitute their accrued PTO for all or part of their parental leave.

Employees seeking parental leave must provide a minimum of 30 days' advance notice of their intent to take parental leave and the anticipated date of their return. Employees may not accept other employment or apply for unemployment insurance while on parental leave. Acceptance of other employment while on leave will be treated as a voluntary resignation from employment. To the extent allowed by the insurance contract, we will continue to provide medical insurance, dental insurance, and vision care insurance coverage for employees on authorized leave for the full length of the leave. During this time, you will be responsible for paying your portion of the monthly premium(s).

## 6.8 Bereavement Leave

**Bereavement Leave** An active full-time employee who wishes to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible.

In addition to bereavement leave, an employee may use available PTO for two additional days off in conjunction with bereavement leave, if additional PTO is desired or requested it must be approved by the employee's supervisor.

Employees are required to provide documentation regarding their bereavement leave (documentation consists of death certificate, funeral program etc).

## 6.9 Short-Term Disability Insurance

You may be eligible for short-term disability insurance benefits if you are ill or injured and unable to work. All full-time employees are eligible for the short-term disability insurance program immediately upon hire. This insurance program is designed to provide income for you when you are absent from work for more than seven calendar days due to non-occupational illness, injury or pregnancy-related disability.

The benefits are calculated as a percentage of your salary up to a weekly maximum of \$500, for up to 13 weeks. The cost of this insurance is fully paid by the organization. Please check with the HR Department for additional information concerning this benefit.

## 6.10 Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, please complete an Employee Statement Form and report the incident immediately to your Supervisor/Manager and HR. Consistent with applicable state law, failure to report an injury within 5 business days could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

We take workers' compensation claims and fraud seriously and expect all employees to adhere to the highest standards of integrity when filing claims. Fraudulent claims hurt our business, increase costs, and impact everyone.

Workers' compensation fraud occurs when an individual knowingly provides false information or withholds information to obtain benefits they are not entitled to. This can include:

- Falsifying the extent or nature of an injury
- Claiming an injury happened at work when it did not
- Exaggerating the severity of an injury
- Continuing to receive benefits while working another job.

### How to Report Suspected Fraud

If you suspect someone is committing workers' compensation fraud, it is important to report it as soon as possible. You may report anonymously, and all reports will be handled confidentially. To report suspected fraud:

- Contact Human Resources at 561-420-8623 or [ecfhr@ecfconsultants.com](mailto:ecfhr@ecfconsultants.com)

### Protection Against Retaliation

We understand that reporting suspected fraud can be difficult. Please be assured that no employee will face retaliation for reporting concerns in good faith. Thank you for helping us maintain a safe and fair working environment.

## 6.11 Workplace Accident Response & Investigation Policy

### Purpose

To ensure all workplace accidents are promptly addressed, thoroughly investigated, and documented to maintain a safe working environment and prevent future incidents.

### Immediate Response

- Any employee involved in or witnessing an accident must report it immediately to their supervisor or HR.
- If medical attention is required, emergency services should be contacted, and first aid should be administered if safe to do so.
- The area should be secured to prevent further injury or tampering with evidence.

### Initial Documentation

- The supervisor or HR must complete an Incident Report Form within 24 hours of the accident. **The incident reporting form can be found on the ECF Portal under Waivers & Signed documents under the Human Resources tab.**
- Statements should be collected from the involved employee(s) and any witnesses.
- Photos, videos, and any relevant physical evidence should be documented.

### Investigation Process

- A designated investigator (HR, Safety Officer, or Manager) will conduct a thorough review of the incident within 48 hours of the report.
- The investigation should include:
  - Reviewing workplace conditions and equipment involved.
  - Examining safety procedures and training records.
  - Identifying any policy violations or procedural failures.
  - Determining root causes and contributing factors.

### Corrective Actions

- Based on findings, corrective measures should be implemented, which may include:
  - Additional training for employees.
  - Equipment repairs or replacements.
  - Policy or procedural updates.
  - Disciplinary action if negligence or non-compliance is found.

### Reporting & Compliance

- A final investigation report should be completed within 5 business days and submitted to HR and senior management.
- If required, the incident must be reported to OSHA or other regulatory agencies.
- All records should be retained per company policy and legal requirements.

### Prevention & Follow-Up

- Safety meetings should address lessons learned from the incident.
- Regular audits should be conducted to ensure compliance with safety protocols.
- Employees should be encouraged to report hazards proactively to prevent future accidents.

## 6.12 Medical (Life, Dental, & Vision) Insurance

Eligible full-time employees may enroll immediately upon hire. Eligibility may be defined by state law and/or by the insurance contract.

Information on benefits elections may be obtained from Human Resource or the Human Resource portal on the company Intranet. To assist you with the cost of this insurance, our organization pays a percentage of your premium based on the health plan tier you have selected. You are responsible for paying the remainder of the balance through payroll deduction.

Refer to the actual plan document and summary plan description if you have specific questions regarding a benefit plan. Upon discharge, you may be entitled to COBRA benefits in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact Human Resource.

## 6.13 COBRA

You and your covered dependents will have the opportunity to continue medical and/or dental and vision benefits for a period of up to 36 months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group medical and/or dental and vision coverage for you and your covered dependents would otherwise end due to:

- Your employment terminates, for a reason other than gross misconduct.
- Your employment status changes due to a reduction in hours.
- Your child ceases to be a "dependent child" under the terms of the medical and/or dental and vision plan.
- You become divorced or legally separated.
- You become entitled to Medicare.

In the event of divorce, legal separation, or a child's loss of dependent status, you or a family member must notify the plan administrator within 60 days of the occurrence of the event. The plan administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage. For more information regarding COBRA, you may contact Human Resource.

## 6.14 Life Insurance

Eligible full-time employees may enroll in this plan immediately upon hire. The cost of this insurance is fully paid by the organization. You also have the option of purchasing additional insurance through our group plan. Complete details of this plan may be obtained from Human Resource.

## 6.15 401(k) Qualified Retirement Plan

Our organization provides eligible employees with a 401(k) Qualified Retirement plan which is an excellent means of long-term savings for your retirement. The organization's contribution, if any, is determined by the employer on an annual basis. You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from HR, please note that you are allowed to change your 401K investments at any time. Any changes made will be subject to the plan and fund restrictions at the time the change is made. If you have any questions regarding this plan, see the HR Department.

## 6.16 Professional Development

Our organization believes in supporting the individual growth of its employees. To encourage employee development, our organization offers a professional development reimbursement program to eligible employees who attend job-related training and seminars. To participate in this program, you must be a full-time or part-time employee. Approval from upper management must be received prior to registration for the training or seminar.

## 6.17 Tuition Assistance Program

To encourage professional development, our organization offers a tuition assistance program to eligible employees who complete job-related courses with a grade of "B" or better. To participate in this program, you must be a full-time active employee and have completed two years of full-time services before the course begins. Your application for tuition assistance must be made and approval received prior to registration for the course. For additional tuition assistance program eligibility requirements, please contact the HR Department.

## **Section 7: General Leave**

### **7.1 Leave Without Pay Policy**

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

### **7.2 Emergency Services Leave Policy**

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave.

ECF will support such activities wherever possible, as an important community service. ECF may require evidence of these activities at its discretion.

### **7.3 Flexible Working Arrangements**

Employees may request flexible working arrangements based on. Employees are encouraged to put the request in writing. To comply with the Equal Opportunity Act, ECF will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Request are reviewed on a case by case basis. ECF will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.

## **Section 8: Business Environment**

### **8.1 Security**

Entry to the ECF premises during and/or outside of normal business hours will be by way of Alta Open Digital Entry. It is the responsibility of every employee to ensure that their mobile device is kept in safe custody. Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Company insurance. ECF maintains the right to change employee access to the building outside of operational hours.

### **8.2 Confidentiality of Client Matters**

Our professional ethics require that each employee maintains the highest degree of confidentiality when handling client matters. To maintain this professional confidence, no employee shall disclose client information to other clients, friends, or members of one's own family. Questions concerning client confidentiality may be addressed with upper management.

### **8.3 Care of Client Records**

As professionals, we must respect the confidence in which we are entrusted and ensure that client files are handled with care. When possible, obtain all material from client files and then return the materials back to the files. Under no circumstances will outside requests for client material be fulfilled unless prior written permission is received from upper management.

### **8.4 Use of Client Telephones**

When working at a client's office, keep telephone usage to a minimum. Do not disclose the location and telephone number of your client assignment to outsiders. Direct all telephone calls to our organization to ensure the identities of our clients are protected. Messages will then be relayed to staff members working at the client's place of business. Personal calls must be made from outside the client's office. Incoming personal calls or calls from other clients should be kept to a minimum.

### **8.5 Social Security Number Privacy and Protection of Personal Information**

To ensure to the extent practicable the confidentiality of our employees' and applicants' Social Security Numbers (SSNs) and confidential personal information, no employee may acquire, disclose, transfer, or unlawfully use the SSN or personal information of any employee except in accordance with organization policy. The release of employee SSNs, driver's license numbers, or financial account numbers to external parties is prohibited except where required by law. Internal access to employee SSNs, driver's license numbers, or financial account numbers is restricted to employees with a legitimate business need for the information.

Employee SSNs and personal information may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers and personal information will be maintained in accordance with federal and state laws.

Any documents that include employee SSNs or personal information which are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this policy will result in disciplinary action up to and including discharge. Where this organization policy and operating procedures may conflict with state law, the state law shall supersede this policy. For more information about this policy and the organization's operating procedures, please contact Upper Management and/or HR Department.

## 8.6 Access to Personnel Files

Upon written request, you may inspect your own personnel file. Inspections will be held on organization premises in the presence of an organization official. Contact HR Department to arrange a time to view these records. You will be permitted to review records related to your qualification for employment, compensation, and disciplinary action. You are not permitted access to any letter of reference maintained by the organization. If you disagree with the accuracy of any statement in the records and no correction can be agreed upon, you may submit an explanatory statement, which will be attached to the records.

For more information, contact Human Resource.

## 8.7 Computer Software Licensing

The organization purchases or licenses the use of various computer software programs. Neither the organization nor any of the organization's employees have the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a federal offense, punishable by up to a \$250,000 fine and up to five years in jail. The organization does not condone the illegal duplication of software. You must use the software in accordance with the license agreement.

This policy applies not only to individual desktop computers and laptops but to local area networks as well. Employees learning of any misuse of software or related documentation within the organization shall notify a member of management. Employees who reproduce, acquire or use unauthorized copies of computer software will be subject to discipline, up to and including discharge.

## 8.8 Solicitation and Distribution

In the interest of maintaining productivity and a proper business environment, employees may not distribute literature or other materials of any kind or solicit for any cause during the working time of any employee involved.

## 8.9 Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, the number of dependents or changes in next of kin and/or beneficiaries should be given to Human Resource promptly.

## 8.10 Care of Equipment

You are expected to demonstrate proper care when using the organization's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to Upper Management or HR Department at once.

## 8.11 Company Furniture Policy

To maintain a professional and functional workplace, employees are expected to adhere to the following guidelines regarding company furniture:

1. Responsibility for Damage – Normal wear and tear is expected, but any damage beyond reasonable use will be the responsibility of the employee. This includes, but is not limited to, stains, scratches, structural damage, or misuse.
2. Furniture Assignment & Movement – Employees are not permitted to remove, replace, or exchange any assigned furniture in their area without prior approval. Requests for changes must be submitted through the Maintenance Portal for review and authorization.
3. Reporting Damage or Loss – Any damaged, lost, or misplaced furniture must be reported immediately through the Maintenance Portal to ensure proper tracking and resolution.

Failure to comply with this policy may result in corrective action. Your cooperation helps maintain a well-equipped and professional work environment.

## 8.12 Relocation Assistance

From time to time, depending on business needs, our organization may need to transfer and relocate employees to different geographic areas where we may conduct business. The organization will pay for certain relocation expenses. Please contact Upper Management for further details.

## 8.13 Personal Property

The organization is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

## 8.14 Visitors

Visitors must complete the visitor sign-in form and must be accompanied by an authorized employee at all times while in the building. Under no circumstances are visitors permitted in confidential, restricted, or potentially hazardous areas. All visitors are required to follow the same policies and procedures as employees while on the premises.

## 8.15 Personal Telephone Calls

It is important to keep our telephone lines free for client calls. Although the occasional use of the organization's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum. Please be mindful & respectful of others around you when on a personal call.

## 8.16 Acceptable Use of Electronic Communications

This This policy applies to all electronic communications and data created, sent, received, accessed, transmitted, or stored using organization-owned systems or employee-owned devices used for work ("Systems"). Systems include, but are not limited to, email, messaging platforms, voicemail, phones, computers, mobile devices, internet and intranet access, and removable storage media.

### Ownership, Access, and Monitoring

All electronic communications and data on Systems are organization property and/or records. Employees should have no expectation of privacy. The organization may access, monitor, review, record, or disclose Systems and electronic communications at any time, with or without notice. This applies to employee-owned devices used for work purposes.

### Permitted Use

Systems are provided primarily for business use. Limited, incidental personal use is permitted if it does not interfere with job performance, violate policy or law, or conflict with organizational interests. All personal use is subject to this policy.

### **Prohibited Use**

Employees may not use Systems to:

- Violate any organization policy or applicable law.
- Create, access, store, or transmit unlawful, discriminatory, harassing, obscene, threatening, or otherwise inappropriate content.
- Download, install, or access software, media, or internet content without prior authorization.
- Access adult or inappropriate content, post personal opinions, or engage in unauthorized solicitation.
- Gain or attempt to gain unauthorized access to any system, network, or data.
- Infringe intellectual property or misuse confidential or proprietary information.

### **Identity, Security, and Intellectual Property**

Employees may not misrepresent their identity, alter communications without attribution, or use another person's credentials without authorization. Passwords and encryption keys must be accessible to the organization. Unauthorized encryption or security software is prohibited. Intellectual property rights must be respected at all times.

## **Legal Compliance**

Employees must comply with all applicable laws. Violations may result in personal liability. Nothing in this policy restricts rights protected under Section 7 of the National Labor Relations Act.

## **Enforcement**

Violations may result in disciplinary action up to and including termination and may include civil or criminal consequences. The organization will cooperate with lawful investigations and will not retaliate against employees who report concerns or participate in investigations.

## **Questions**

Employees should seek guidance from Upper Management if unsure whether a use is permitted.

## **8.17 Contact with the Media**

All media inquiries regarding the organization and its operations must be referred to Upper Management. Only Upper Management is authorized to make or approve public statements on behalf of the organization. No employees, unless specifically designated by Upper Management, are authorized to make statements on behalf of or as a representative of the organization.

## **8.18 Laptop Security**

Each employee provided with a laptop by ECF is responsible for the physical security of the laptop. All laptops acquired for or on behalf of ECF are deemed to be company property. All employees must take the following actions to ensure the physical security of ECF laptops:

- When not in use, the laptop must be locked with a password and caution taken when entering any company passwords on the laptop.
- Store the laptop in a locked cabinet or desk when not in use.
- Do not leave your laptop in your vehicle. If it is necessary to leave the laptop in your vehicle for a very short period of time, the laptop must be locked in the trunk of the vehicle.
- When using the laptop in public areas, do not leave the laptop unattended for any length of time.

During travel:

- Do not pack your laptop in checked luggage.
- Attach a name tag or business card to your laptop to easily identify it during security checks or if lost.
- Store the laptop in a hotel room safe or locked suitcase when you are not in the room.

All work created or performed on the laptop is organization property. The laptop is subject to inspection by the organization at any time without further advance notice. The laptop must be used in a manner that complies with all organization policies including the Acceptable Use of Electronic Communications, Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Confidentiality of Client Matters, Care of Client Records, Protecting Organization Information, and Solicitation and Distribution.

Violation of this policy may be grounds for disciplinary action up to and including termination of employment. A laptop user must notify Upper Management immediately if the laptop is lost, stolen, misplaced, or damaged. If an employee's laptop is lost/stolen due to negligence or not returned immediately upon request of the organization, the employee will be responsible for the cost of replacing the laptop.

## 8.19 Recycling and Waste Prevention

The organization is committed to the environment and its future. Therefore, recycling containers are located throughout the building for the collection of recyclable materials.

## 8.20 Reference Checks

Our organization will not honor any oral requests for references. All requests must be in writing and on company letterhead. Generally, we will only confirm our employees' dates of employment, salary history, and job title. Under no circumstances should an employee provide another individual with information regarding current or former employees of our organization. If you receive a request for reference information, please forward it to Human Resource.

## 8.21 Conflict of Interest/Code of Ethics

Employees must act honestly, ethically, and in the best interests of the organization at all times.

Employees may not use their position, authority, or access to organizational or client information for personal gain or to benefit themselves, family members, or any other individual or entity.

Employees must avoid actual or perceived conflicts of interest and conduct personal affairs in a manner that does not interfere with job duties or compromise the organization's integrity, reputation, or legal compliance.

All employees are expected to comply with applicable laws and uphold high ethical standards in all business activities.

## 8.22 Supply Purchases

All office and work-related supplies must be purchased through the Office Receptionist to ensure cost efficiency and standardization. Unauthorized purchases may not be eligible for reimbursement. Please consult the Office Receptionist with any questions regarding this policy.

## 8.23 Work Areas

To maintain a professional and efficient workplace, employees must keep workstations clean and orderly. Work areas should be cleared up and tidied at the end of each workday, with items properly stored. Hard-copy files should be kept to a minimum and electronic files saved to the appropriate shared drive. Laptops must be shut down at the end of the day and not left running.

## 8.24 Break Room

A break room is available for your use. Although the organization provides general custodial care, you are expected to clean up after eating. This room should be kept clean for the next person's use.

## 8.25 Fitness Room

E.C. Fennell, Inc. strives to provide a safe and comfortable environment for all members. As such attire that may present health or safety hazards or damage equipment, is not allowed. For example,

- Open-toed shoes or sandals pose a safety hazard for members working out;
- Jeans or pants with prominent grommets may damage equipment
- Water bottles/jugs of all sizes (including gallon sizes) are allowed, so long as they have a screw-on top. Press-on tops such as those found on certain gallon jugs are not allowed, as these present a spill hazard.
- All personal belongings must be kept in your possession.
- Athletic footwear and appropriate clothing must be worn at all times.
- Gym attire must only be worn in designated gym/locker room areas.

**Gym attire is not permitted in any other part of the building.**

Prior to entering the fitness room, you and all accompanying guest must sign the Fitness Waiver.

Please respect the personal space of others, keep the equipment in its designated area, and if you're resting between sets, allow other members to use the equipment.

It is unauthorized to remove the gym equipment from the Fitness Room. Gym equipment is only permitted in the Fitness room, no equipment, company owned or personal is permitted into the workspaces or any other part of the building. After you have finished your workout, we ask that you please be courteous and wipe down all equipment used, and return any weights or other accessories to the designated storage areas.

## 8.26 Meeting rooms

Please tidy up after meetings, take away your dirty cups, files, papers etc. Place chairs back in position and clean all work away.

## 8.27 Printing

To reduce printing expenses, use double-sided printing whenever possible. Promptly collect your documents from the printer and ensure paper trays remain stocked. Please limit color printing to essential business needs only.

## 8.28 Shredding

Paperwork with any sensitive or confidential ECF information needs to be disposed of by either being shredded or placed into the locked security disposal bin. Company shredding bins are reserved for documents containing intellectual property or sensitive business information. Do not use these bins for personal papers or general, non-sensitive documents.

## 8.29 Recording Devices in the Workplace

Florida is a two-party (all-party) consent state. In compliance with state law, employees may not record conversations without the consent of all parties involved.

To ensure adherence to this requirement, recording devices must not be used on company property unless prior written authorization has been granted by management for legitimate business purposes. Any unauthorized recording may result in disciplinary action, up to and including termination.

## 8.30 If You Must Leave Us

Should you decide to leave your employment with us, we ask that supervisors provide at least one month's advance notice to the organization. All other employees are asked to E. C. Fennell, Inc. provide at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the organization. Employees, who are rehired following a break in service in excess of six months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits. Generally, we will confirm upon request our employees' dates of employment, salary history, and job title. Additionally, all resigning employees should complete a brief exit interview prior to leaving. All organization property, must be returned upon discharge. Otherwise, the organization may take action to recoup any replacement costs and/or seek the return of organization property through appropriate legal recourse. You should notify the organization if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address

## Section 9: Employee Relocation Notification

Employees who relocate their primary residence must notify Human Resources in advance of the relocation or as soon as reasonably practicable following the move. Timely notification is necessary to ensure the Company maintains accurate employment, payroll, tax, and equipment records.

### 9.1 Payroll and Tax Compliance

Employee relocation may create payroll and tax implications depending on the new state or jurisdiction of residence. Employees are required to inform Human Resources of any change in primary residence so that the Company can:

can only be achieved through teamwork at our organization. Each employee, supervisor, and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

- Update payroll tax withholding and reporting requirements.
- Ensure compliance with applicable state and local employment laws.
- Assess any business registration or tax obligations associated with the employee's new work location.

A violation of safety precautions is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

### 9.2 Information Technology & Equipment Tracking

Employees issued company equipment must notify Human Resources and Information Technology (IT) of any relocation so that equipment records can be updated accordingly. Accurate location information assists the Company in:

- Maintaining proper inventory and asset tracking of company-issued equipment
- Monitoring system access and login locations for security purposes
- Ensuring accurate shipping and support coordination for company devices

Employees remain responsible for safeguarding company-issued equipment and ensuring the Company has accurate location information for all devices.

### 9.3 Approval Requirements for Remote or Out-of-State Relocation

Employees may not relocate to a different state or jurisdiction without prior approval from management and Human Resources. Certain locations may create legal, tax, or operational constraints that could impact the employee's work arrangement.

Relocation approval may be subject to business needs, regulatory considerations, and the Company's ability to support employment in the new location.

## 9.4 Failure to Notify

Failure to notify the Company of a relocation or change in primary residence may result in administrative action, including review of the employee's work arrangement or remote work eligibility.

## 9.5 . Questions and Exceptions

Employees with questions regarding relocation requirements should contact Human Resources prior to moving. Exceptions to this policy require approval from Human Resources and management.

## Section 10: Code of Conduct Policy

E. C. Fennell, Inc. (ECF) is committed to maintaining a professional, ethical, and respectful workplace. All employees are expected to uphold high standards of conduct and performance. Failure to do so may result in disciplinary action, up to and including suspension or termination, at ECF's discretion.

### Standards of Conduct

Employees are expected to:

- Follow all company policies, procedures, and lawful directives.
- Maintain regular attendance and accurately record time worked. Falsification of any company record, including timesheets or employment documents, may result in immediate termination.
- Perform assigned duties responsibly, safely, and competently.
- Protect confidential and proprietary information.
- Treat coworkers, clients, contractors, and visitors with professionalism, courtesy, and respect.
- Refrain from disruptive behavior, violence, harassment, or discrimination.
- Use company equipment, systems, and communications for business purposes; limit personal use.
- Avoid conflicts of interest and never offer or accept money or improper gifts.
- Comply with all building policies and safety requirements.
- Maintain required licenses or certifications for their position.

### Prohibited Conduct

The following may result in immediate disciplinary action, up to and including termination:

- Theft, misuse, or destruction of company or personal property.
- Possession of weapons, explosives, or illegal drugs on company property.
- Working under the influence of controlled substances.
- Unauthorized recording of meetings or conversations.
- Illegal conduct that adversely affects job performance or ECF's reputation.

Employees must take a 30-minute lunch break. Standard business hours are 8:00 AM – 5:00 PM. Flexible schedules require prior approval.

### Reporting & Compliance

This Code applies to all employees and does not replace applicable laws, which take precedence where conflicts exist. Employees who report concerns in good faith will not face retaliation. Reports will be handled promptly and confidentially.

Employees with questions regarding this policy should contact the Director of Operations. ECF reserves the right to review and update this policy as needed.

## 10.1 Dress Code Policy

ECF maintains a professional, business casual work environment. All employees are expected to dress in a neat, well-presented manner appropriate for the office and client interactions.

Regardless of role, employees represent the organization through their appearance and conduct. Attire should reflect professionalism and support the trust and confidence of our clients and the public.

## 10.2 Personal Hygiene

Maintaining a professional, business-like appearance is very important to the success of our organization. Part of the impression you make on others depends on your choice of dress, personal hygiene, and courteous behavior.

A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

# Section 11: IT, Internet, Email & Social Media Policies

## 11.1 Internet Use

The internet is provided by ECF primarily for business purposes. Limited personal use is permitted, provided that it does not interfere with job performance or productivity.

Employees must not access inappropriate or prohibited content, including but not limited to pornographic material, gambling sites, or non-work-related social media platforms.

ECF reserves the right to monitor and review internet usage to ensure compliance with this policy. Excessive or inappropriate use may result in corrective action.

Failure to adhere to this policy will be subject to investigation and may lead to disciplinary action. Serious or repeated violations may result in termination of employment. Employees should also be aware that certain types of internet activity may violate the law and could result in criminal prosecution.

## 11.2 Email Use

Email at ECF is intended for business communication. Employees must use email professionally and protect confidential or sensitive information. Important emails should be properly saved and stored according to company procedures.

Limited personal use is allowed as long as it does not interfere with work. ECF reserves the right to monitor email usage to ensure compliance. Employees should regularly delete non-essential messages to maintain system efficiency, and all outgoing emails must include the approved company disclaimer.

Employees must not send emails that are inappropriate, offensive, defamatory, discriminatory, or that breach confidentiality or copyright laws. Messages that could harm ECF's reputation or workplace environment are strictly prohibited.

Accessing another person's email account without authorization is not permitted. Employees must not impersonate others or use another person's account or device without permission.

Excessive personal use, including unnecessary mass emails or "reply all" messages unrelated to work, is not allowed. Violations of this policy may result in disciplinary action, up to and including termination.

This policy also applies to work-related communication conducted through social media, blogs, forums, or other online platforms.

This policy is a guideline and does not form part of any employment or service contract.

## 11.3 Professional Use of Social Media

ECF expects employees, contractors, and subcontractors to maintain professional and respectful behavior when using social media, whether for work or personal purposes. This includes managing company-related profiles, posting on behalf of ECF, contributing to blogs or forums, and engaging in any online communication where the company may be represented.

Employees should understand that online activity, even on personal time and devices, may impact the workplace. Inappropriate or unprofessional conduct may result in disciplinary action, up to and including termination.

When using social media, employees must make it clear that any personal opinions are their own and not those of ECF. Confidential or proprietary information must never be shared, including details about the company, coworkers, clients, or business partners. Company logos, branding, or identifying information may not be used without authorization.

Employees are expected to be respectful at all times. Harassing, discriminatory, offensive, or inappropriate content is strictly prohibited, even if the company is not directly mentioned. Photos or information about coworkers should not be shared without their consent.

Use of social media must not interfere with job responsibilities. Employees should also be mindful that their online presence may reflect on both themselves and ECF, and are expected to uphold the company's standards in all communications.

Nothing in this policy is intended to restrict rights protected under applicable labor laws.

## Section 12: Intellectual Property & Security

All intellectual property developed by employees during their employment with ECF, including discoveries or inventions made in the performance of their duties related in any way to the business of ECF, will remain the property of ECF. Employees may be given access to confidential information, data, business property, keys to premises or any other business-related property/information in the performance of their duties. This must be protected and used only in the interests of ECF.

Employees must not, during or after their employment, without the employer's written consent (unless required by law):

Employees must not:

- Disclose or use any confidential information except as necessary to perform their duties in the best interests of ECF.
- Authorize, assist in, or be involved in the improper use or disclosure of confidential information.

Confidential Information includes any information in any form relating to ECF and related bodies, clients or businesses, which is not in the public domain. Employees must act in good faith towards ECF and must prevent (or if impractical, report) the unauthorized disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and ECF may also pursue monetary damages or other remedies.

## **Section 13: Recruitment, Training, and Development**

### **13.1 Recruitment & Selection**

ECF is committed to a professional and effective recruitment and selection process to attract individuals with the skills and qualities needed to support our business goals. All hiring decisions are based on merit and made in compliance with applicable federal and state laws, as well as this policy and related procedures.

ECF recruits through a variety of methods, including internal opportunities, external postings, and employee referrals.

ECF is also committed to fair and transparent subcontracting practices in accordance with county requirements. Subcontracting opportunities are shared internally and, when appropriate, with local vendor networks to ensure broad access for qualified businesses. Interested subcontractors may submit qualifications and pricing for consideration.

All subcontractor proposals are evaluated objectively based on capability, pricing, past performance, and safety record. Contracts are awarded to those that best meet project requirements and align with ECF's standards for quality and safety. ECF maintains accurate records of subcontractor payments to ensure accountability and compliance with all reporting requirements.

### **13.2 Training & Development**

ECF is committed to providing employees with the training necessary to perform their jobs safely and effectively. Training is a shared responsibility, and employees are encouraged to actively participate and identify any gaps in their skills or knowledge.

Training may include on-the-job instruction, standard operating procedures, coaching, and external courses or conferences. Safety training is always a priority.

ECF will cover the cost of approved training courses or conferences. Employees are expected to attend the full duration of any sponsored training and must provide proof of attendance or certification upon completion. Failure to attend as required may result in the employee being responsible for associated costs.

### **13.3 Probation**

The initial three (3) month probationary period is intended to provide both the employee and ECF with an opportunity to evaluate overall suitability, performance, and alignment with the requirements and expectations of the role. During this time, employees are expected to demonstrate the skills, competencies, conduct, and reliability necessary to successfully perform their duties.

Throughout the probationary period, ECF will monitor and assess the employee's performance, including their ability to meet job responsibilities, adhere to company policies and procedures, and integrate effectively within the team and workplace environment.

At the conclusion of the probationary period, a formal review will be conducted to determine whether the employee has met the required standards. Successful completion of this period may result in confirmation of ongoing employment. ECF reserves the right to extend the probationary period or terminate employment during or at the end of this period if performance or conduct does not meet expectations.

## Section 14: Equal Employment Opportunity (EEO) & Anti-Bullying

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by ECF. It also applies to all recruitment, selection and promotion decisions. The objective of ECF's Equal Opportunity Policy is to improve business success by:

- Attracting and retaining the best possible employees.
- Providing a safe, respectful and flexible work environment.
- Delivering our services in a safe, respectful and reasonably flexible way.

### 14.1 Workplace Harassment Policy

ECF is committed to maintaining a workplace free from harassment, discrimination, and inappropriate conduct. Harassment of any kind—whether sexual or otherwise—is strictly prohibited and will not be tolerated. This policy applies to all employees, as well as any visitors, vendors, or representatives, and covers conduct both in the workplace and at work-related events or off-site assignments.

All employees share responsibility for maintaining a respectful and professional work environment. Conduct that may be considered offensive will be evaluated from multiple perspectives, not solely based on an individual's intent. ECF will make every effort to protect the rights of all individuals involved in any complaint and ensure fair and appropriate handling of all concerns.

Workplace Harassment includes any verbal, physical, written, or electronic conduct that creates an intimidating, hostile, or offensive work environment, interferes with job performance, or negatively impacts employment opportunities. This may include offensive remarks, slurs, threats, or inappropriate materials related to protected characteristics such as race, gender, religion, age, disability, or other legally protected statuses. Retaliation against any individual who reports harassment is strictly prohibited.

Sexual Harassment includes unwelcome conduct of a sexual nature that affects employment decisions or creates a hostile work environment. This may involve requests for sexual favors, inappropriate comments or jokes, unwanted physical contact, explicit materials, or any behavior that is sexual in nature and unwelcome.

Discrimination occurs when employment decisions or treatment are based on factors unrelated to job performance, such as an individual's protected status. This includes unequal treatment in hiring, promotion, pay, job assignments, or other terms of employment.

Any employee who experiences or witnesses harassment, discrimination, or inappropriate conduct is encouraged to report it promptly. Violations of this policy will be investigated and may result in disciplinary action, up to and including termination.

## 14.2 Procedure: Reporting A Complaint

ECF encourages employees to report any concerns of harassment, discrimination, or inappropriate conduct promptly. Employees should report concerns directly to Human Resources (HR).

If you believe you have experienced or witnessed inappropriate behavior, you should:

- Report the concern as soon as possible to Human Resources.
- If HR is unavailable, or if you feel more comfortable, you may report the matter to your supervisor or another member of management, who will promptly escalate the concern to HR.
- Provide as much detail as possible, including dates, times, individuals involved, and any supporting documentation. Keeping a personal record of incidents is encouraged.

All complaints will be taken seriously and handled promptly, fairly, and as confidentially as possible. Information will only be shared on a need-to-know basis to allow for a thorough investigation.

ECF strictly prohibits retaliation against any employee who raises a concern or participates in an investigation. Any employee found to have engaged in retaliation will be subject to disciplinary action, up to and including termination.

## 14.3 Procedure: To Receive A Complaint

Managers who receive or become aware of a complaint must take it seriously and act promptly. All concerns should be handled respectfully and kept as confidential as possible.

Managers should listen carefully, gather all relevant details, and document the information accurately using the employee's own words where possible. The manager should confirm the accuracy of the information and explain the next steps.

All complaints must be reported to Human Resources for review and guidance. Managers should not attempt to resolve serious matters independently.

If further action or investigation is required, HR and/or senior management will determine the appropriate course of action. Managers must cooperate fully and ensure the employee is informed of outcomes where appropriate.

## 14.4 Possible Outcomes

If an investigation determines that a complaint is substantiated, ECF will take appropriate corrective action. Outcomes will be determined by management in consultation with Human Resources and, where appropriate, discussed with the complainant.

Possible outcomes may include disciplinary action (such as counseling, written warnings, or termination), additional training for the individual involved or staff as a whole.

ECF will take all reasonable steps to address the issue and prevent recurrence.

## Section 15: Performance Management

The purpose of performance management is to support and improve employee performance through ongoing communication, coaching, and regular review. It is a continuous, two-way process that encourages open dialogue, allowing both employees and managers to share feedback and expectations.

All employees will participate in a formal performance review conducted annually on their employment anniversary date. This review provides an opportunity to reflect on performance, discuss progress, address challenges, and plan for future development.

### Procedure

- The manager and employee will schedule the performance review meeting in advance to allow adequate time for preparation.
- The manager and employee will meet to openly and constructively discuss performance over the review period.
- The review will include a focus on communication, coaching, and feedback to support ongoing development.
- The manager and employee will agree on goals, objectives, and expected outcomes for the upcoming period.
- Training and development opportunities will be discussed as part of the process.
- Notes will be taken during the meeting, and copies will be retained for reference.
- Outside of the formal review process, employees are encouraged to raise questions, concerns, or feedback at any time.

## Section 16: Performance Improvement

E.C. Fennell, Inc. utilizes a structured **progressive coaching process** to address performance or behavioral concerns. This process is designed to support employee success through clear communication, documented expectations, and accountability, while ensuring fairness, consistency, and legal compliance.

Performance concerns are addressed as early as possible through coaching and feedback. When necessary, formal corrective action will be initiated through a **Performance Coaching Report (PCR)** or **Performance Improvement Plan (PIP)**.

All corrective actions must be documented, reviewed with Human Resources, and maintained in the employee's personnel file.

### Policy Overview

- Employees are expected to meet established performance and conduct standards as outlined in their job responsibilities and company policies.
- When performance gaps are identified, employees will be given clear expectations, support, and a reasonable opportunity to improve.
- The process emphasizes communication, coaching, and development before escalating to formal disciplinary action.
- Depending on the severity of the issue, ECF reserves the right to initiate corrective action at any stage, up to and including termination

### Performance Coaching and Improvement Process

#### 1. Issue Identification

Supervisors document performance or behavioral concerns, including specific examples, dates, and business impact. HR must be consulted prior to initiating a PCR or PIP.

#### 2. Initial Coaching Discussion

The supervisor meets with the employee to discuss concerns, clarify expectations, and provide immediate coaching. This conversation should occur promptly and be documented.

#### 3. PCR or PIP Issuance

If improvement is needed beyond initial coaching, a formal PCR or PIP will be issued. The document will include:

- Clear description of performance concerns
- Specific observations and prior discussions
- Defined improvement goals and expectations
- Timeline for improvement (typically 30, 60, or 90 days)
- Resources, training, and support provided

#### **4. Employee Acknowledgment**

The employee will review and sign the PCR/PIP to acknowledge receipt and understanding. Refusal to sign will be documented with a witness.

#### **5. Progress Monitoring**

Supervisors will conduct scheduled follow-ups (e.g., 30-, 60-, or 90-day reviews) to evaluate progress, provide coaching, and document outcomes.

#### **6. Support and Development**

ECF will provide appropriate support, which may include training, mentoring, or additional resources to help the employee meet expectations.

#### **7. Conclusion and Outcome**

- **Successful improvement:** Employee returns to regular performance monitoring.
- **Insufficient improvement:** Additional corrective action may be taken, up to and including termination of employment.

#### **Employee Rights and Expectations**

- Employees will be informed of performance concerns and given the opportunity to respond.
- Employees may have a support person present during formal meetings, where appropriate.
- Employees are expected to actively participate in the improvement process and meet outlined expectations.

## **16. 1 Serious Misconduct**

Certain behaviors may warrant immediate corrective action, up to and including termination, without prior coaching. These include, but are not limited to:

- Violations of safety, policy, or legal requirements
- Insubordination or refusal to follow instructions
- Workplace violence, harassment, or misconduct
- Falsification of company records
- Conduct that disrupts operations or creates risk to others

All allegations of serious misconduct will be thoroughly investigated, documented, and reviewed with HR prior to final action.

### **Recordkeeping**

All PCRs, PIPs, supporting documentation, and follow-up records will be maintained in the employee's personnel file in accordance with company policy.

## **Section 17: Grievance Complaints**

E.C. Fennell, Inc. supports the right of every employee to raise a grievance if they believe a decision, action, or behavior affecting their employment is unfair, inappropriate, or inconsistent with company policy. This includes concerns related to performance management actions, including PCRs or PIPs.

ECF is committed to resolving grievances promptly, fairly, and as close to the source as possible. The Company encourages open communication and will make every effort to address concerns in a respectful, objective, and timely manner.

## Section 18: Conflict of Interest

At E.C. Fennell, Inc., employees are expected to act in the best interest of the Company at all times. A conflict of interest occurs when personal, financial, or outside business interests interfere—or appear to interfere—with that responsibility.

Employees must avoid situations that could create a conflict between their interests and those of ECF, including relationships, outside employment, or business activities involving friends, family, or competitors.

If a conflict—actual, potential, or perceived—exists, it must be disclosed to a manager or HR immediately. When disclosed, ECF will review the situation and determine appropriate steps to resolve it.

### Expectations

- Disclose any conflicts upon hire and as they arise
- Do not engage in outside work or business that competes with ECF
- Do not use company time, resources, or information for personal gain
- Ensure outside activities do not impact performance, attendance, or judgment

Failure to disclose or appropriately manage a conflict of interest may result in corrective action, up to and including termination.

## Section 19: ECF- Policies and Declaration

You must read all the policies contained in this document and listed below. Company policies are a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of E. C. Fennell, Inc. The organization reserves the right to revise, delete and add to the provisions of this employee handbook at any time without further notice.

Please read each of the policies listed below and initial where shown to indicate you are aware of the rules and responsibilities you have while employed by E. C. Fennell, Inc.

1. What We Do \_\_\_\_\_
2. Our Clients/Our Mission, Vision & Values \_\_\_\_\_
3. Your Employment \_\_\_\_\_
4. Time Away From Work and Other Benefits \_\_\_\_\_
5. General Leave \_\_\_\_\_
6. Business Environment \_\_\_\_\_
7. Safety in the Workplace \_\_\_\_\_
8. Code of Conduct Policy \_\_\_\_\_
9. Environment Best Practice \_\_\_\_\_
10. IT, Internet, Email, & Social Media Policies \_\_\_\_\_
11. Intellectual Property & Security \_\_\_\_\_
12. Recruitment/Training/Probation \_\_\_\_\_
13. Equal Employment Opportunity & Anti-Bullying \_\_\_\_\_
14. Performance Management \_\_\_\_\_
15. Performance Improvement \_\_\_\_\_
16. Grievance Complaints \_\_\_\_\_
17. Conflict of Interest \_\_\_\_\_

This Personnel policy manual is not an employment contract. This manual is intended to provide you with information about E. C. Fennell, Inc. policies and practices that are currently enforced.

### **Employee Declaration:**

I have read and understood the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_