



# EMPLOYEE HANDBOOK

## Lone Star Protection and Security

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Lone Star Protection &  
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On behalf of me and your fellow employees, we extend to you a sincere welcome to Lone Star Protection and Security.

As an employee, you are the most important part of our Company. Without you and your dedication, Lone Star Protection and Security would not exist. Each employee, directly or indirectly, helps us meet our mission of *“Enhancing Public Safety”* for our Clients, their Customers, Visitors, and Vendors.

We understand that our Clients choose a service provider not for one specific reason, but for a host of reasons. They include staff courtesy, geographic location, variety of services provided, latest technology, cost, and positive recommendations from fellow business owners.

It is important to excel in all these areas. We believe that we will excel if our employees are aware of our goal to improve our Clients’ overall satisfaction. As a result of positive interaction and a pleasant employment environment, we will be able to meet our goal.

Being employed within our Company is an opportunity as well as a great responsibility. How well you carry out your duties vitally affects the quality of services we deliver. Take great pride in your employment, realizing that your performance and service to our Client’s, their Customers, Visitors, and Vendors contributes to our fine reputation as a provider of excellent services.

We are pleased to have you as an employee and anticipate that you will soon enjoy real satisfaction and a sense of accomplishment from your employment.

Sincerely,

President/CEO  
**Kirk Grable**  
**Lone Star Protection and Security**

As an employee of the Company it's important for you to be familiar with our Standard Operating Guidelines, Procedures, and Requirements. This Employee Handbook provides an overview of Company Information. Please use this Employee Handbook as a reference guide during your employment with the Company.

You should know that this Employee Handbook does not constitute a contract or establish any legal rights between the Company and its employees. All employees are employed at-will. This means that either you or the Company may end the employment relationship at any time. Nothing in this Employee Handbook is intended to or should be interpreted to limit this right. No Company Representative, other than the President/CEO, has the authority to modify this at-will employment relationship for any employee and any modification must be in writing and signed by the President/CEO of the Company.

The Company reserves the right to amend, alter, change, or modify any information contained in this Employee Handbook if it is determined to be in the best interest of the Company. This handbook will serve as a guide for the employee for conduct as well as a progressive form of discipline.

### *“Be Perfect”*

It is our belief that the interest of all whom are part of the Company will be best served by maintaining direct working relationships, a belief that we are at our best when working together with our Clients, fellow employees, and with everyone for whom we come in contact with.

We prefer that all employees in the Company interact with each other on a direct personal basis. We understand that each employee is unique and deserves to be treated as an individual.

We are committed to treating all employees fairly and to providing competitive pay and benefits. We welcome suggestions and are dedicated to resolving complaints promptly and fairly. We utilize the chain of command, if at any time there is a problem with the chain of command, Chief Grable has an open door.

To meet the Company's responsibilities in providing quality services, Attendance and Punctuality are essential. If for any reason you cannot report for duty, you are responsible for calling your immediate Supervisor at least 03 hours before your scheduled starting time so other staffing arrangements can be made. This must be accomplished with an actual phone call to the Lead Officer or Supervisor for that shift. Text messaging is not an acceptable form of communication when calling in for a shift.

Below is a more detailed explanation:

1. You are considered absent if you are not present for duty as scheduled, regardless of the reason. If a pattern of frequent absences have been established, more than 02 days in a 06 month period, your immediate Supervisor will counsel you and you will be subject to disciplinary action, up to and including termination.

If you fail to report for duty, without contacting your immediate Supervisor, the Company will consider you to have resigned your position, unless you could not contact the Company for reasons beyond your control.

2. You are considered late if you do not report for duty at the scheduled time. If you expect to be late, you should contact your immediate Supervisor ahead of time. If you do not call in; you must report your tardiness as soon as possible after you arrive for duty. If a pattern of frequent tardiness develops; you will be subject to Verbal and Written Warnings and continued Disciplinary Action up to and including termination.
3. Because the Company continues to function during bad weather, you are expected to make every effort to report for duty regardless of the weather conditions. In severe weather conditions you may be asked to stay on duty for an extra shift during emergency staffing conditions.

### PROBATIONARY ATTENDANCE

Each employee is made a conditional job offer, beginning your employment with a 90 day probationary period. For the duration of that period there are more detailed attendance and punctuality requirements. This Company feels that employment is a privilege, not a right. As such we expect each employee to acknowledge that by attending each assigned shift when scheduled, to be on time and ready to complete their assigned duties. Probationary attendance and punctuality requirements are as follows, failure to meet these standards is subject to disciplinary action, up to and including termination.

1. During the probationary period, no employee will request or be granted specified time off. As a newly hired employee you will not be eligible for vacation time until you have completed your probationary period.
2. Each employee in the probationary status will report for duty in the assigned uniform, adhering to proper hygiene and grooming standards, fully prepared to carry out their assigned duties, no later than the assigned shift start time. Failure to appear for your assigned duties by the scheduled start time, not in proper uniform or not abiding by appropriate hygiene standards, will be considered tardy.
3. If any employee in their probationary status reports for duty or is considered tardy, that employee will be subject to disciplinary action, up to and including termination. Any employee who is considered tardy for 02 or more shifts during their probationary status will be subject to disciplinary action, up to and including termination.
4. Each employee in a probationary status is expected to report for duty for each assigned shift. Any employee who calls in for an assigned shift during their probationary status will be required to produce a doctors release explaining their absence and with a full release to return to their duties. Any employee calling in for more than one shift during their probationary status will be subject to disciplinary action, up to and including termination.

Any employee in their probationary status that fails to report for duty as well as adhering to the before stated Call In policy, will forfeit their position with the company.

The following six principles constitute the basis of the Company's Code of Conduct. Under no circumstances will the Company tolerate any retaliation against an employee for good faith reporting of a suspected violation of these six principles.

1. **Principle 01 (Legal Compliance)**  
The Company is committed to conducting all of its activities in compliance with applicable laws and regulations. These laws pertain to such areas as security and privacy of Client Information, Employment Discrimination, Self-Referral Prohibitions, Fraud, Abuse, False Claims, Lobbying, Political Activity, Environmental, Anti-Trust, and Tax.
2. **Principle 02 (Business Practices)**  
The Company is committed to the highest standards of business ethics and integrity. Employees must represent our Company and its Clients accurately, honestly, and must not engage in any activity intended to defraud anyone of money, property, or services. Employees must act in good faith and in the best interest of the Company and its Clients.
3. **Principle 03 (Confidentiality)**  
Employees must maintain the Confidentiality of Company and Client Information and protect Confidential and Proprietary Information about Company Employees and the Clients we serve.
4. **Principle 04 (Conflicts of Interest)**  
Employees must not use their positions to profit personally or to assist others in profiting in any way at the expense of the Company. Each employee is expected to conduct their activities and their relationships with others so as to avoid actual or perceived Conflicts of Interest. If they do have conflicts, employees must make full disclosure to their Immediate Supervisor.
5. **Principle 05 (Business Relationships)**  
Business transactions with suppliers, contractors, vendors, and other third parties must be at arm's length. Business dealings must be free from offers or solicitations of gifts or favors that may constitute improper inducements or that give the appearance of impropriety. All conduct by employees must be in the best interest of the Company and its Clients.
6. **Principle 06 (Protection of Assets)**  
Employees must take all reasonable steps to preserve and protect the Company and its Client's Assets by making prudent and effective use of the Company and its Client's Resources and Property.

To report a suspected breach of the Company's Code of Conduct, employees may contact their Immediate Supervisor.

### Personal Conduct

The Company requires you to adhere to the following:

1. If you need to leave your assigned post, you must inform your Immediate Supervisor, unless a specific duty requires your absence.
2. Company or Client Mail Service, Copy Machines, Telephones, E-Mail, Web Access, Supplies, and Equipment are not to be employed for personal use.
3. When answering the telephone, please answer promptly, within two or three rings, identify yourself, and speak courteously. **Example:** ABC Corporation Security, Officer Smith speaking, how may I help you?
4. If you wish to make personal calls, please use your personal cellular phone or pay phones. Also, any calls you receive while on duty shall be related to Company or Client Business. Please discourage friends and relatives from calling while you are on duty unless it is an emergency. No employee should be on his / her phone while on-duty with the company as it will be considered an immediate breach of contract resulting in disciplinary action up to and including termination.
5. You are not to endorse products or services other than those of the Company. If you receive a request to endorse another private security company's products or services, please refer the request to your Immediate Supervisor.
6. You are not to use your position with the Company to gain any information, item, or benefit that would not otherwise be yours. In addition, if you are involved in other employment or consulting, you may not use information or procedures that present a Conflict of Interest or interfere with your duties.
7. You are to be familiar with and comply with the Company's Code of Conduct.
8. At NO time while on duty for Lone Star Protection and Security will you be inside of your vehicle. In the event of extreme environmental conditions your Lead Officer or Supervisor on Duty may find it necessary to allow you to use your vehicle to reduce the effect of the inclement conditions. This decision will be based solely on the discretion of the Lead Officer or Supervisor on Duty.

### **Non-Disclosure of Information**

As an employee of the Company, you are required to respect the privacy and information of all Company, Client, Client Customer, Visitor, and/or Vendor. Information regarding the above is strictly confidential and may be discussed only with those on a need-to-know basis. No employee may release any information to any Member of the Press. Please refer Members of the Press to the Lead Officer or Supervisor on duty.

If you access without authorization or share confidential Company, Client, Client Customer, Visitor, and/or Vendor Information with anyone without a need-to-know-basis, or if you otherwise violate the terms of the Company or Client's Non-Disclosure of Information Procedures, you may be subject to Disciplinary Action, including Termination from the Company.

### **Employee Files and Privacy**

Employee Files will be kept and maintained on all employees. You may review your own Employee File by scheduling an appointment with the Employee Relations Department. Subject to certain limitations, you may also request copies of your Employee File at no charge as an employee. Former employees may request copies of their Employee Files for a \$20.00 fee. Any former employee request for copies of their Employee File must do so in writing, allotting the Company 7 business days to complete the request.

If you disagree with something in your Employee File, you may submit a Written Statement explaining your position to be added to your Employee File. Any Employee Health Information is maintained separate from your Employee File and is treated as confidential. If you have any questions or concerns about your Employee File or Employee Health Information, please contact your Immediate Supervisor.

Certain Company Standard Operating Guidelines, including those related to Employee Benefits and Pay include references to Classification of Employees. For these Standard Operating Guidelines, the following definitions apply to individuals employed on the Company's Payroll:

1. **Full-Time Employee:** You are a Full-Time Hourly-Paid Employee if you are selected to fill a position and are regularly scheduled on duty for an average of 38 hours or more per week. In addition, you are expected to be on duty for 12 months a year, excluding eligible-paid vacation.
2. **Part-Time Employee:** You are a Part-Time Hourly-Paid Employee if you are selected to fill a position and are regularly scheduled on duty for an average of fewer than 38 hours per week. In addition, you are expected to be on duty for 12 months a year and are required to work a minimum of 8 hours per month to maintain your part-time status.

### **Employment Applications**

The Company relies upon the accuracy of information contained in the Employment Application, as well as the accuracy of other data presented throughout the selection process and employment. Any misrepresentation, falsification, or material omission, in any of this information or data, may result in the exclusion of the individual from further consideration for employment, or if the person has been selected, Termination of employment.

### **Immigration Law Compliance**

The Company is committed to selecting only United States Citizens and Aliens who are authorized to work in the United States; however, the Company does not discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form (I-9 Form) and present documentation establishing identity and employment eligibility. Former employees who are reselected must also complete the form if they have not completed an I-9 Form with the Company within the past three years, or if their previous I-9 Form is no longer retained or valid.

Employees with questions or seeking more information on Immigration Laws are encouraged to contact the Employee Relations Department or INS. Employees may raise questions or complaints about Immigration Law Compliance without fear of reprisal.

## **Background Verification Checks**

To ensure applicants selected by the Company are well qualified and have a strong potential to be productive and successful, the Company shall conduct a Criminal History, Past and Previous Employment, and Personal Reference Check on all applicants.

The Employee Relations Department will respond to reference checks in a timely manner. The department will respond only to those reference check inquiries that are submitted in writing with a self-addressed, pre-stamped envelope.

Responses to such inquiries will confirm only the dates of employment. Faxed or telephone Employee Verification Requests are prohibited. Employee Verification Requests without a Written Authorization and Release signed by the individual who is the subject of the inquiry shall be denied.

## **Licensing and Certification**

If you are selected for a position requiring current Licensing and Certification, you must submit copies of such Licensing and Certification at the time of your application. If you are employed in a position that requires Licensing and Certification, you are required to have an up-to-date License or Certificate on file at all times, as well as carry the pocket card on your person while on duty.

Licensing and Certification will be verified at the time of your application. Your Immediate Supervisor will be responsible for sending updated copies of your Licensing and Certification to be placed in your Employee File on an ongoing basis.

If you are hired with the company without a current Commission with the State of Texas Private Security board, you will be required to obtain that certification within 06 months of your hire date, at your own expense. Failure to do so could result in termination of your employment with the Company.

## **Probationary Period**

All newly selected Full and Part-Time Hourly-Paid Employees will be placed on a 90 Day Probationary Period. The Immediate Supervisor at their discretion may extend the Probationary Period if it is deemed to be in the best interest of the Company. Any employee may be Terminated without notice or recourse while on their Probationary Period.

## **Selection of Relatives**

Any of your relatives are eligible for employment with the Company. However, relatives may not supervise one another. For information purposes, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are married.

## **Other Employment**

Employees may hold Other Employment as long as they meet the performance standards of their position with the Company. All employees will be evaluated by the same performance standards and will be subject to the Company's Scheduling Demands, regardless of any existing outside employment requirements.

If the Company determines that an employee's Other Employment interferes with performance or the ability to meet the requirements of the Company as they are modified from time to time, the employee may be asked to resign from the Other Employment if they choose to remain employed with the Company.

Employment with any competing or similar security agencies or companies constitutes a Conflict of Interest. Allowances for Employment with Other Security agencies or companies may be granted at the President/CEO's discretion. Requests for such an allowance must be made in writing and submitted to Chief Grable for review. Employees may not receive any income or material gain from sources outside the Company for services rendered while performing their duties for the Company.

## **Staff Reduction**

When Company Business necessitates Staff Reduction, it's important to have a plan in place. Staff Reduction Procedures apply to all employees with 90 days or more of service who are released for Company Business Reasons, such as the loss of a Client Site Location, Reduced Coverage or Reorganization.

If the Company must reduce staff, employees ordinarily will be released in order of seniority. Remaining employees will be released, taking into account for performance, skills, experience, training, and years of service. If your position is eliminated you may be reassigned to another Client Site Location rather than be released.

Those employees released due to Staff Reductions, will be given Priority Interviewing Status, in order of seniority if a position(s) become available.

If you are released under this Standard Operating Guideline:

1. Your Accrued Vacation Pay will be included in your Final Paycheck
2. Your Life and Accidental Death/Dismemberment Insurance, if applicable, terminates on your last day of employment.
3. Employee Pay Grades may be increased or decreased, depending if Company Business necessitates this action for those employees that accept a new Client Site Location.

The Company Reserves the Right to Amend, Modify, or Terminate Any Part of these Procedures.

It is the employee's full responsibility to report for duty for their scheduled shift. Employees must contact their Immediate Supervisor via telephone call at least 03 hours prior to their scheduled shift if they are unable to report for duty. Employees will not receive paid time off if they are part-time and only will receive sick time in the event they are full-time employees. Any deviation from this practice will result in progressive form of discipline up to and including termination.

### **No Call/No Show**

In the event an employee does not call off and does not report for duty for a scheduled shift, that employee will be considered a No Call/No Show. It is the employee's full responsibility to report for duty for their scheduled shift. Any schedule changes must be in writing using a Shift Change Request Form signed by the employee(s) and with the approval of their Immediate Supervisor. The requested shift changes must occur in the same pay period.

If personal issues disable the employee from reporting for duty, the employee must contact their Immediate Supervisor at least 03 hours prior to the beginning of their scheduled shift. Failure to follow these procedures will lead to Disciplinary Action.

### **Post and Employment Abandonment**

It is the employee's full responsibility to complete their scheduled shift. If a personal emergency occurs and the employee must attend to personal issues, they must remain on-post and contact their Immediate Supervisor for Early Dismissal Instructions. Employees who leave their post, for any length of time, and return, will be considered to have abandoned their post. Employees abandoning their post and returning could result in criminal charges being filed for theft of service. Employees who leave their post and never return, will be considered to have abandoned employment. Failure to follow these procedures will lead to Disciplinary Action.

### **Termination and Separation Process**

If you plan to resign your position with the Company, you must notify your Immediate Supervisor by writing a Letter of Resignation. Lone Star Protection and Security requires a two week notice of resignation. Failure to complete your two week resignation notice, will render you non-rehire able for future positions. If you terminate from Lone Star Protection and Security before you complete a year of service, whether it is voluntary or involuntary separation, the Commissioning and or any other associated fees, that have been submitted to the State of Texas, on your behalf, by Lone Star Protection and Security, will be drafted from your final check. If you are Involuntarily

Terminated from the Company, you're Immediate Supervisor will complete a Discharge Request Form.

When you leave your position in the Company for any reason, you are requested to be "Cleared". This process shall include:

1. Receiving Benefits Information and Clearance.
2. Returning all Company and/or Client Owned Property.
3. If an employee leaves without giving a two week notice then the employee's last pay will be calculated at a rate of \$7.85 per hours. If the employee continues to serve out his / her two weeks then their pay will remain at their same rate.
4. If an employee leaves prior to his / her 90 ninety day probation period the employee's pay will be dropped to \$7.85 per hour.
5. If an employee is working Weatherford Regional Hospital facility and fails to work for a period of at least six months then he / she will have 16 hours deducted from the employee's pay due to the training invested in the employee.

Exit Interviews shall be conducted by the Employee Relations Department. Failure to comply with any part of the aforementioned section will result in criminal action.

### **Audio/Video Personal Camera**

The company issues respective officers personal video cameras to record both audio and video of any incident that the officer could or would be involved. The respective officer is responsible for ensuring that the camera is fully charged and operable at the start of his / her shift. All video / audio records are the property of Lone Star Protection and Security, LLC. and are not to be downloaded to any unauthorized or personal computer or other device. The only downloading of the camera will be completed by a designated representative from Chief. Each employee will record all interaction with the general public when there is a reasonable expectation a problem and or an issue may occur. Below are some very basic situations used as examples, but are not limited to the list below.

- In presence of or dealing with a member of the opposite sex
- Agitated persons
- Domestic
- Noise complaints
- Arguments
- Complaints on other officers
- Dealings with management staff / clients
- Any time an officer is in question

If an incident in question occurs the individual officer will contact his immediate supervisor or lead and have the camera picked up for downloading.

Each respective officer is responsible for the camera that he / she is issued. In the event the camera is lost and or broken the replacement value is \$39.99 and will be deducted from the officers check.

Failure to use camera and document an incident will result in disciplinary action leading up to and including dismissal from the company. Each situation will carry its own merit and is at the final discretion of Chief.

## Employee Health & Wellness

We see your Health and Wellness as a priority. In this section we will cover Wellness Programs and Procedures.

### **Drug and Alcohol Screening**

Our Company is committed to providing a safe, efficient, and productive environment for all employees. Using or being under the influence of drugs or alcohol on duty may pose serious safety and health risks. As a condition of employment and to help ensure a safe and healthy employment environment, employees may be asked to provide body substance samples such as urine, blood, hair, saliva, breath, etc. to determine the illicit or illegal use of drugs and alcohol.

Drug and Alcohol Screening Requirements can be from random selection, employment related injuries, or any specific incident. Refusal to submit to Drug and Alcohol Screening may result in Disciplinary Action up to and including Termination from the Company.

If you have any questions regarding the Company's Drug and Alcohol Screening Procedures please contact the Employee Relations Department.

### **Physical Examinations and Medications**

If you have a medical concern, please notify the Employee Relations Department. Certain Client Site Locations may require periodic Physical Examinations and/or Tests, such as Hearing Tests.

An employee undergoing prescribed medical treatment with a prescription drug, who has been advised by a Licensed Health Care Provider and/or Pharmacist, or has knowledge that such a drug may adversely affect their ability to perform assigned duties in a safe and effective manner, must report this information to their Immediate Supervisor who will determine if the employee's duties could be affected. Employees taking prescription drugs must keep those medications in the containers in which they were originally dispensed by the Licensed Health Care Provider and/or Pharmacist.

## **Drug and Alcohol Free Environment**

Our Company is dedicated to providing the highest quality services and to maintain an efficient, safe, and legal environment. Our Drug and Alcohol Free Environment is an important part of meeting these goals by keeping our environment free of illegal drugs and alcohol abuse. For this section Tobacco products will fall into this category as well.

Employees are required to be drug and alcohol free while on duty. While on duty, employees are prohibited from possessing, using, or distributing drugs, having a prohibited amount of drug in their bodies, or being under the influence of alcohol.

Employees are allowed to possess, use, or be under the influence of prescription drugs, as long as the Immediate Supervisor is made aware and they do not interfere with your abilities to carry out your duties.

If you are suspected of violating these procedures, you will be required to submit to a drug and alcohol test while employed with the Company. If you do not cooperate or if you tamper with test results, you will be subject to Disciplinary Action, which may include Termination from the Company.

## **Employee Accidents and Injuries On-Duty**

If you have an accident or are injured on duty, you must report it as soon as possible to your Immediate Supervisor for examination, possible treatment, and documentation of the incident, no matter how minor the incident may be.

If you are unable to perform your duties as a result of an employment related accident, you are required to keep your Immediate Supervisor informed of your recovery progress. When you are able to return to duty, you must submit a Written Release from your Personal Physician to your Immediate Supervisor. If approved, you may be allowed to return to duty

Failure to comply with these procedures may result in Disciplinary Action up to and including, Termination from the Company.

## **Exposure to Blood or Body Fluids**

If you are exposed to Blood or Body Fluids while on duty, you must contact your Immediate Supervisor as soon as possible for examination, possible treatment, and documentation of the incident, no matter how minor the incident may be. Incidences of contact with Blood or Body fluids will be handled on a case by case basis.

Exposure to Blood and Body Fluids include, but are not limited to the following:

1. Being Stuck with a Used Needle.

2. Contact with Mucous Membranes, such as the Eyes or Mouth, by Blood or Body Fluids.
3. Human Bites.
4. Contact of Non-Intact Skin or a Cut or Wound with Blood or Body Fluids.

### **Safety and Accident Prevention**

One of the many Company goals is to provide a safe environment for all employees. To reach this goal, we ask you to strive toward the prevention of accidents and to report all unsafe conditions and accidents to your Immediate Supervisor.

### **Return to Duty Clearances**

If you are absent from duty for 03 or more scheduled days as the result of an illness, injury, surgery, or communicable disease, you are required to bring a Written Release from your Personal Physician that documents clearance to return to full active duty.

### **Smoke Free Environment**

Our Company supports a Smoke Free Environment. Employees are prohibited from smoking while in Lone Star Protection and Security uniform or acting in any capacity for Lone Star Protection and Security. The employee should also ensure that he / she does not have the odor of smoke emitting from their breath and or clothing of a tobacco product while on duty. In the event that the employee has the odor of a tobacco product then a progressive form of disciplinary action will be taken in order to deal with the situation. This progressive form of discipline could include up to termination.

This section explains Employee Compensation for all employees on the Company's Payroll.

### **Salary Administration**

Our Company has developed a Compensation Program to ensure that salaries for all positions are competitive and are administered fairly throughout the Company. As part of this program, employment descriptions are regularly reviewed and updated in an effort to ensure they are accurate. Salary ranges for positions are also reviewed regularly to ensure they are fair and competitive and that they reflect any changes in the industry or the economy in general.

### **Pay Practices**

In certain situations, you may be eligible for pay in addition to your Base Hourly Wage. These situations include:

1. **Overtime Pay:** If you are a Full or Part-Time Hourly-Paid Employee and you are requested or required to perform overtime, you will be paid time and one-half for hours performed in excess of 40 hours per week. You must have permission from your Immediate Supervisor before working overtime.
2. **Shift and/or Weekend Differential Pay:** Full and Part-Time Hourly-Paid Employees may be eligible for Shift and/or Weekend Differential Pay at certain Client Site Locations. The Company does not provide such pay to its employees; this is on an individual Client Site Location basis. Contact your Immediate Supervisor if you have any questions.

### **Time and Attendance**

Employees are required to sign in/out the hours worked per shift on an Employee Time Sheet at each Client Site Location. Certain Client Site Locations may also utilize their own Time Sheets, Time Clocks, or other Record Keeping Systems. Employees are expected to follow any and all Time Recording Procedures at their Client Site Locations. Contact your Immediate Supervisor if you have any questions.

If an employee fails to record their attendance times, the employee must inform their Immediate Supervisor on the day the error occurs. If an employee is to be paid Benefit Time, such as Vacation, the employee must inform their Immediate Supervisor for proper documentation and approval. Recording time for another employee or falsifying time records are reasons for Termination.

Any deviation of this policy will result in a progressive form of discipline up to and including termination.

### **Paycheck Distribution**

The pay period is one week long, beginning on Monday and ending on Sunday. Paychecks are generally distributed on the Monday following the end of the pay period, unless that day is a Recognized Federal Bank Holiday, then payday will be the following business day.

### **Paycheck Advances**

The Company does not provide Paycheck Advances on earned or unearned wages to employees.

### **Paycheck Shortages**

If an employee's paycheck is incorrect due to an error on the part of the Company, that employee's paycheck shall be corrected within 48 hours, excluding weekends and holidays. If an employee's paycheck is incorrect due to an error on the part of the employee, that employee's paycheck shall be corrected and paid on the following payday.

### **Payroll Deductions**

As required by law, Federal, State, and Local Payroll Taxes are deducted from employee paychecks. With a Written Authorization, Court Order, or Law other deductions may be taken from an employee's paycheck.

### **Garnishments and Child Support**

When State Law dictates, the Company is required to honor all Legal Wage Demands and/or Child Support Orders received.

### **Termination Paychecks**

Paychecks for Terminated Employees will be disbursed according to State Law. Please contact the Employee Relations Department if you have any questions.

Employee Benefits are an important part of your Total Compensation. Here is an overview of Company Benefits.

### **Paid Vacation**

All Full-Time Hourly Paid Employees are entitled to Paid Vacation if scheduled at least 40 hours per week. If you are on an Unpaid Leave of Absence, you will not earn Paid Vacation during the leave. The amount of Paid Vacation you earn depends on your years of service.

1. One year equals one week (40 hours).
2. Five years equals two weeks (80 hours).

You must inform your Immediate Supervisor at least 30 calendar days if you wish to take Paid Vacation. Approval is at the discretion of your Immediate Supervisor or where duty requirements permit. Paid Vacation does not roll-over into the next year. Paid Vacation must be used within the same 12 month period. You may not request your vacation time to be cashed out, without taking any time off. You may however, use your vacation time to supplement your weekly time to ensure your 40hrs should it be necessary. If you wish to do so, a written request must be submitted by the Monday, following the Sunday ending the week you wish to use your vacation time for, no later than 1300 hours

### **Funeral Leave**

In the event of a death in the immediate family of a Full or Part-Time Hourly Paid Employee, the Company, upon the employee's request to their Immediate Supervisor, will excuse the employee up to 03 days un-paid of their consecutive regularly scheduled duties. Proof of the funeral and/or attendance at the funeral is required.

Immediate family includes relatives by blood, marriage, or adoption of the employee or the employee's spouse and includes legal spouse, children, stepchildren, adopted children, mother, mother-in-law, stepmother, father, father-in-law, stepfather, sisters, sisters-in-law, stepsisters, brothers, brothers-in-law, stepbrothers, grandparents, or grandchildren.

### **Jury Duty**

If you are summoned for Jury Duty, you should immediately give a copy of your subpoena to your Immediate Supervisor so alternate shift coverage can be arranged. The Company will not intervene to have employees excused

from Jury Duty unless an employee's absence from duty would cause a severe hardship on the Company's Operations.

## **Paid Holidays**

The Company recognizes the following Paid Holidays:

- ☑ **Memorial Day**
- ☑ **Independence Day**
- ☑ **Thanksgiving Day**
- ☑ **Christmas Day**

Full and Part-Time Hourly Paid Employee are entitled to be paid one and one half times their hourly rate when scheduled to be on duty for any of the above listed holidays. To receive Holiday Pay, you must be on duty on your scheduled days before and after the Paid Holiday. If you are on a Leave of Absence, you are not eligible to receive Holiday Pay. The Holiday Pay will be paid for on-duty crews working the hours from 07:00 to 22:00 on the respective Holiday.

Certain Client Site Locations may also include other Paid Holidays. This is on a specific Client Site Location basis. If you have any questions please contact your Immediate Supervisor.

## **Leaves of Absence**

All Full-Time Hourly Employees may take authorized, Unpaid Time Off for Health or Personal Reasons as long as they are regularly scheduled 40 or more hours per week.

To request a Leave of Absence, contact your Immediate Supervisor. Leaves may be approved based on the reason for the leave and duty demands at the Client Site Location.

There are several types of Leaves of Absence:

1. **Illness Leave:** If you are not covered by FMLA, you may still be eligible for Illness Leave. You are eligible to apply for an Unpaid Illness Leave of Absence if you are regularly scheduled for 40 or more hours per week and have completed 12 months of continued service.

To request an Illness Leave, you must complete an Employee Request Form and submit it to your Immediate Supervisor at least 30 calendar days in advance, if possible.

If your Immediate Supervisor approves your Illness Leave Request, it will be sent to the Employee Relations Department for final approval based on documentation provided by your Personal Physician. This documentation must include an explanation of your illness and the estimated time of absence.

You also may be asked to have an examination by another Licensed Physician selected by the Company.

The maximum length of leave approved for an illness is 06 months.

2. **Personal Leave:** If you are a Full-Time Hourly Paid Employee regularly scheduled 40 or more hours per week and have completed 12 months of continued service, you may be eligible to request a Personal Leave of Absence.

To request a Personal Leave, you must complete an Employee Request Form and submit it to your Immediate Supervisor at least 30 days in advance, if possible.

3. **Military Leave:** Leave of absence for required Military Reserve Duty will be granted to any Full or Part-Time Hourly Paid Employee. To request a Military Leave, complete an Employee Request Form, attach your Military Orders showing the length of service, and submit it to your Immediate Supervisor.

While you are on a Leave of Absence, the Company normally will hold your position open for at least 06 weeks unless you've already exhausted this time previously under Leave of Absence Time. After 06 weeks, or if a Staff Reduction or Restructuring occurs, re-installment will be dependant with your assignment to an available open position for which you are qualified.

The Company recognizes the importance of training and encourages every employee to participate, whenever possible, in elective Training Programs.

### **Company Training Programs**

Our Company believes training is and has always been the best form of protection. Employees who feel confident in their abilities to carry out their assignments lead to lower turnover, higher morale, and increased effectiveness. Applicants receive our Company Training Programs regardless if they already possess the same and/or similar Training Programs from another employer and/or training school.

This enables us to maintain consistency in our Training Programs and creates a team oriented atmosphere by having our employees train and practice together. Each applicant must complete our Free, Un-Paid, Professional Development Series prior to being placed at any Client Site Location.

Clients may also request employees to participate in Specialized Training Programs at specific Client Site Locations. These Specialized Training Programs shall be Free to employees and Paid. These additional Client requested Specialized Training Programs shall be at the expense of the Client. The Employee Relations Department should have informed you of which Training Programs are mandatory for your Client Site Location at the time of your interview.

After completion of these Training Programs, employees will receive Paid On-Site Training for as many hours as specified in the Client/Company Service Agreement. This Paid On-Site Training shall also apply to employees who transfer to another Client Site Location.

Please be aware that certain Training Programs may require Re-Certification on an Annual or Bi-Annual Basis. This is to ensure all employees are up to date and current with industry standards and techniques. If you have any questions, please contact your Immediate Supervisor.

If an employee is terminated or leaves the company any training that he/she has received from the company will be subject to being held financially responsible for such training and will be deducted from the employees final check. For the purposes of this section training can be defined as anything that is any specialized education / certification within a one year time frame from the date of the class.

This section outlines the Company's stance on Equal Employment, Employee Harassment, Performance Management, and the Process for Resolving Complaints.

### **Equal Opportunity Employer**

Our Company is an Equal Opportunity Employer and is committed to fair employment practices in all aspects of selection and ongoing employment. Employment and selection practice decisions will be made without regard to race, color, religion, gender, sexual orientation, disability, age, national origin, ancestry, citizenship, marital status, military service, or unfavorable military discharge.

If you have any questions about our Equal Opportunity Employer Practices, please contact the Employee Relations Department. If you feel that you are being subject to discrimination, you should report it to your Immediate Supervisor.

### **Learning Culture**

It is the goal of the Company to promote and foster an environment where safety is a priority. An important part of safety is developing a Learning Culture, where errors are reported so that they can be assessed and analyzed and lessons learned from those errors are communicated throughout the Company.

A Learning Culture is fostered through open and accurate reporting of errors. Employees reporting errors should know that they will be treated with fairness, in a confidential manner, and their insights on what led to the error will be respected and valued.

If it becomes clear that the root cause for a pattern of errors is employee competency, every reasonable effort will be made to ensure employees can reliably deliver safe services. If it appears that an employee cannot practice in a reliably safe manner, in spite of counseling and education, then the concern will be addressed through appropriate Company Procedures.

Employee Harassment based on race, color, religion, gender, sexual orientation, disability, age, national origin, ancestry, citizenship, marital status, military service, or unfavorable military discharge will not be tolerated in any form. There are three basic criteria you should use in determining whether an action is considered Employee Harassment:

1. If submitting to the harassment is either an explicit or implicit condition of employment.
2. If accepting or rejecting harassment is used as a basis for an employment decision affecting the employee being harassed.
3. If the action is intended to or does harass, disrupt, or interfere with an employee's duty performance or creates an intimidating, hostile, or offensive employment environment.

Examples of harassment include, but are not limited to the following:

1. Gestures or physical actions of a sexual or offensive nature; deliberate and repeated name calling; or comments about an employee have protected status.
2. Demands or subtle pressure for sexual favors or sexual activity.
3. Taking, recommending, or refusing to take any personal action related to an employee because of that person's;
  - a) Protected Status; or
  - b) Refusal to perform Sexual Favors or rejection of Sexual Advances or Demands.

If you feel you are being or have been harassed, you should talk with your Immediate Supervisor. All complaints will be handled in a confidential manner. The Employee Relations Department will Investigate your complaint, will take Corrective Action, if it is determined that a violation has occurred. Corrective Action may include Disciplinary Action up to and including Termination from the Company for the employee(s) found to have engaged in such conduct.

If you file an Employee Harassment Complaint, the Company will inform you of the Investigation's findings and any Corrective Action taken. If an employee who files a complaint or an employee who is Investigated for Employee Harassment disagrees with the results of the Investigation, that employee may file a Formal or Informal Grievance.

Any form of retaliation or discrimination against an employee(s) making a complaint or participating in an Investigation is prohibited.

The Company strongly maintains a Zero Tolerance for any and all forms of Employee Violence.

Any form of violent behavior is to be dealt with immediately. Some examples of violent behavior may include, but are not necessarily limited to the following:

1. Verbal Threats to Others or Themselves, Actual or Implied.
2. Intimidation.

The employee(s) involved in the violent behavior should immediately be placed on Suspension pending an Investigation. The employee's Immediate Supervisor should take the following steps:

1. Advise the employee(s) of the Suspension and Pending Investigation.
2. If necessary, escort the employee(s) off the Client Site Property.
3. Document the incident immediately, and review it with the Employee Relations Department.

If the Investigation determines that the employee(s) behaved in a violent manner, the employee(s) is to be Terminated immediately. If the Investigation reveals that the employee(s) did not behave in a violent manner, the employee(s) will be restored to their position with back-pay for normally scheduled time spent on Suspension.

For verbal threats or other intimidation, the employee(s) should be immediately advised that an Investigation is to be conducted and Disciplinary Action may be administered. The Immediate Supervisor may Suspend the employee(s) if circumstances warrant, in collaboration with the Employee Relations Department.

If the Investigation reveals the employee(s) is guilty of the threat or intimidation, they will not receive pay for the Suspension Period, and they will be subject to Disciplinary Action up to and including Termination. The police and emergency medical services shall be contacted via 911 immediately for any employee(s) threatening violence to themselves or others.

While we hope that Complaints or Problems in the Company can be avoided, we recognize that they are a fact-of-life. That is why the Company has established a Grievance Procedure to help resolve Complaints or Duty-Related Problems. The procedure provides for review and Investigation of any Complaint or Problem and resolution of the situation within a reasonable amount of time.

You are encouraged to use the procedure if you have a Complaint or Problem and you should know that you will not be the subject of any Disciplinary Action or Harassment by the Company as a result of filing a Formal or Informal Complaint.

A Complaint or Problem is defined as an employee's claim of an Improper Interpretation, Application, or Violation of Standard Operating Guidelines, Rules, or Regulations.

If you have a Complaint or Problem, please contact your Immediate Supervisor to file an Informal Complaint or contact the Employee Relations Department to file a Formal Complaint. If you file a Complaint, rest assured that all information related to your Complaint will be kept confidential to the extent possible.

### **Performance Problems and Corrective Action**

The Company reserves the right to Discipline or Terminate employees for any reason it deems appropriate in its sole discretion. Generally, however, if Performance Problems arise, the Company will attempt to use Progressive Discipline. Initially, your Immediate Supervisor should counsel you to correct any Performance Problems.

This includes explaining the nature of your Performance Problems, Violations of any Standard Operating Guidelines, and possible Consequences if your Performance does not improve. Further Disciplinary Action may include Verbal Warnings, Written Warnings, Suspensions, and Termination from the Company.

Employees who accrue 03 major infractions, whether they relate to the same incident or not, will result in Suspension or Termination from the Company. In some situations, however, you may be Suspended or Terminated immediately, without prior Counseling or Disciplinary Action.

Because the Company considers many factors in determining appropriate Disciplinary Action, including your Employee File and the harm caused by the infraction, it is not possible to specify in advance what Disciplinary Action will result from specific actions.

**Purpose:** The purpose of this General Order is to establish a performance evaluation program for Lone Star Protection & Security, LLC. in order to provide feedback to employees concerning their job performance and to enable Lone Star Protection & Security, LLC. to adjust its training programs according to needs identified through the performance evaluation program.

**Background:** Evaluating performance of subordinate officers is a critical element of the role of a supervisor. Supervisors will evaluate their subordinates' performance whether or not a formal system exists. The intent of Lone Star Protection & Security, LLC. is to provide a mechanism whereby supervisors will periodically conduct formal evaluations of their subordinates in a systematic manner that provides appropriate feedback to those subordinates regarding their work performance, as well as to enhance Lone Star Protection & Security, LLC. in-service training program.

**Policy:** It is the policy of Lone Star Protection & Security, LLC. to conduct a formal evaluation of all officers below the rank of Lieutenant, and of all non uniformed members, a minimum of once a year. Evaluations will be conducted by each employee's immediate supervisor. Each supervisor/rater will use the appropriate criteria/guidelines for the employee being evaluated, e.g., criteria/guidelines for security officer will be used to evaluate security officers, etc. Completed evaluations will be maintained by the CEO. The objective of the performance evaluation program is to improve overall company performance through the objective and fair evaluation of employees in a manner designed to encourage employees to perform at their highest level and, to grow in their jobs.

**Procedure:**

- A. An annual evaluation will be submitted on every employee with the rank of Lieutenant or below. The annual evaluation will cover the time period from the employees yearly anniversary.
  1. The evaluation of an employee is a continuous process.
    - a) Supervisors/raters will schedule time with each subordinate being evaluated to allow for counseling by the supervisor/rater, and a discussion of the evaluation between the supervisor/rater and subordinate.
    - b) It is the responsibility of supervisors/rater to inform and counsel their subordinates at the beginning of the rating period of the following:
      - i. Tasks of the employee's position, and
      - ii. Performance expectations of the supervisor/rater, and the evaluation criteria to be applied.
    - c) This counseling should be directed at providing each employee with the information needed to fully understand the specific

duties and responsibilities assigned to them during the rating period, in order to maintain appropriate behavior and eliminate inappropriate behavior.

2. Upon completion of the evaluation/counseling meeting between the supervisor/rater and employee the employee must sign his or her evaluation form. The signature does not indicate agreement or disagreement with the evaluation. The signature indicates only that the supervisor/rater and employee have discussed the evaluation. A copy of the evaluation report will be provided to any employee who requests it.
3. Disputed evaluations: If an employee disagrees with his or her evaluation, the employee can submit an IOC to the supervisor's/rater's immediate supervisor within five (5) days of the evaluation/counseling meeting. The IOC will specify the category and reason for the disagreement. The supervisor will investigate the circumstances of the disagreement and notify the employee and supervisor of his or her decision, in writing, when possible within five (5) days of receipt of the IOC from the employee.
4. The Chief or designated executive officer may direct the evaluation of an individual member more than once a year.
5. Each supervisor/rater must read paragraph V of this order, Guidelines for Performance Evaluations, prior to evaluating employees. It discusses the evaluation process, including rating errors that can affect the performance evaluation.
6. Completed evaluations will be forwarded by the supervisor/rater conducting the evaluation to the Chief or the designated executive officer who will review the evaluations to ensure the uniform application of the criteria by supervisors/raters, to check for the possibility of the influence of rating errors, to assist in the Chief or designated executive officer's evaluation of subordinate supervisors, and to identify training needs. Upon review of the evaluations the Chief or designated executive officer will sign each evaluation and forward recommendations for future training to the Board of Directors.
  - a) The Chief will review the designated Executive Officers.
7. Supervisors/raters are encouraged to include explanatory comments in their evaluations, describing specific performance or behavior considered above standard. When an employee receives a below standard evaluation, supervisors/raters must include such comments, as well as documenting actions or goals suggested or agreed upon to improve performance.

## **Guidelines for Performance Evaluations**

The competence of the raters and the effort and time they expend in observing and recording evidence in regard to an employee's performance establishes the climate and credibility for the entire system. Accordingly, it becomes an absolute necessity to train the raters to ensure (1) uniform understanding of the system and (2) a consistent application in the actual evaluation. It is important that everyone realize that no matter what evaluation system is used, total objectivity is unobtainable; the human element is ever present and must be dealt with. The success and acceptance of any performance evaluation system depend on the quality of the rater. If properly used, the evaluation procedure becomes an effective managerial tool as well as an employee motivator. If used improperly, the performance evaluation breeds contempt, lowers morale and decreases the total effectiveness of the entire organization.

The first line supervisor, usually the sergeant for the security officer and dispatcher, is the key figure in the rating system since his/her job most closely involves the effectiveness and traits of the assigned employee. He or she should however, seek input from other sergeants and superior officers. In order to accomplish this task, the sergeant must continuously collect and record information concerning the quality and quantity of service being rendered. This can be a facet of the job that supervisors do not seem to do willingly and it must continuously be monitored if the program is to be effective. Monitoring will be conducted by supervisors - at all levels.

Performance evaluation of subordinates, if it is to be objective and accurate, is a time-consuming task requiring a constant effort from the supervisor: It is not only the most time consuming task for a supervisor, it is the most important one. The time and effort expended, however, will benefit the supervisor, the employee and Lone Star Protection & Security, LLC.

### **Common faults of individual raters**

In order to have a truly accurate performance evaluation, the individual who is doing the evaluation must have certain attributes. The rater is the key person with the Lone Star Protection & Security, LLC. Performance Evaluation System. The burden for the success or failure rests entirely on the rater and how well he or she is able to objectively and fairly evaluate the personnel who work for him/her.

The rater must first recognize that one of the most important factors leading to a successful completion of an evaluation on an individual is time. The rater must use the time between each interview of his/her personnel and the actual preparation of the final evaluation for documentation. In effect what this does is to ensure that the evaluation of the employee is a continuing process which begins on the first day of the new rating period and continues through preparation of the evaluation.

There can be no greater task than for a supervisor to have to prepare an evaluation on several of his/her subordinates as the deadline approaches for its submission and the rater has failed to properly evaluate and document their performance throughout the year. This is a common problem and it is

not only unfair to the employee being evaluated, but it is equally unfair to Lone Star Protection & Security, LLC..

Evaluation of subordinates is a difficult task at best; however, the rewards for an objective and fair rater outweigh the problems he or she encounters. In order to obtain the highest degree of objectivity the individual evaluating his/her subordinates must be aware of forces acting upon him/her as an individual which might preclude him/her from being fair and objective in this task.

The following problem areas have been identified as significant in that they are most common in rating or evaluating personnel. The first step in correcting any one of the errors listed is for the rater to first recognize that he or she has a problem in a given area and then he or she must take steps to deal with it.

**1. Halo Effect**

This commonly occurs when the person being rated is viewed in regards to a single element such as personal appearance. If a person is outstanding in personal appearance, the halo effect comes into play when the rater carries the other categories with the rating system as equally outstanding. In other words, one category overshadows all of the others. This tendency also occurs in the reverse when a person is rated poor in a single category.

Remedy - Rate each category separately from all others; all members are rated at the same time in one specific category.

**2. Constant Error**

Some raters rate their personnel high even though they do not actually deserve the rating. Conversely other raters consistently rate their personnel below what the employee actually deserves.

Remedy - Each employee is to be rated based upon his/her performance in relationship to his/her peers, his/her experience and his/her capabilities.

**3. The Error of Recency or over weighing**

This occurs when too much weight is placed on an employee's behavior immediately prior to a rating deadline.

Remedy - Recency Error can only be countered by supervisor/raters keeping adequate records throughout the rating period.

**4. The Error of Central Tendency**

This error is common where the rater is risk oriented and refuses even when appropriate to use the extreme ends of the scale.

Remedy - The rater must be able to recognize superior performance and unsatisfactory performance. There is no excuse for everyone in the middle and in fact your documentation and records will support this.

**5. Leniency**

There is a strong tendency for all supervisor/raters to be overly lenient especially with poor or marginal employees. This might work for a time but eventually the message becomes clear that it only takes minimal effort to succeed. This is unfair to the consistent hard workers and the marginal worker himself/herself.

Remedy - The rater must be willing to rate an individual on the basis of what that person actually does. The rater should constantly be mindful of the need for justification of an evaluation called for either by a supervisor or by the person being rated.

#### **6. Indifference**

The rater has no regard for the evaluation system and therefore rates passively and the subordinates suffer since all are usually lumped together.

Remedy - Rate according to actual work produced with input from other supervisors. Realization of the fact that an employee's career could very well be determined by the evaluation he or she receives can help correct this common error.

#### **7. Bias**

The rater possesses an inherent dislike for the individual, his/her mannerisms, etc.

Remedy - The rater must first recognize his/her bias and then be willing to put it aside for the betterment of all concerned. The rater must objectively view the individual with assistance from other supervisors. Conference evaluations tend to eliminate individual bias.

#### **8. Carbon Copying**

A common error with raters in other organizations where an evaluation system has been in place - raters tend to copy ratings from the prior evaluation.

Remedy - The rater must first recognize that this shortcut method not only is not objective but it can hurt the employee, Lone Star Protection & Security, LLC. and the rater himself/herself. The rater's supervisor will ensure that this practice does not occur and any evidence thereof will be documented and reflect on the rater's own performance evaluation.

#### **9. False Development**

An error whereby raters feel that if they raise their employee's evaluation a little each year, it indicates that the supervisor/rater is properly "developing" their personnel

Remedy - The rater must first recognize that this is erroneous and unacceptable and as in "carbon copying" the results can reflect poorly on the employee, Lone Star Protection & Security, LLC. and the rater. The rater's supervisor will ensure that this practice does not occur and any evidence thereof will be documented and reflect on the rater's own performance evaluation.

## **Chain of Communication**

If you become aware of a critical safety issue involving an employee, the issue should be discussed as soon as possible with your Immediate Supervisor. If you believe that your Immediate Supervisor has not addressed the safety issue or your Immediate Supervisor is not available, you should notify the Employee Relations Department. You will not face retaliation for any good faith effort to notify the Employee Relations Department of a critical safety issue.

## **Legal Notice / Disclaimer**