



Employment Policies Handbook

At-Will Employment Statement

Employment at Platinum Plumbing is “at-will.” This means you or the company can end the working relationship at any time, with or without notice, and with or without a specific reason. Nothing in this handbook is a contract or a guarantee of continued employment. Policies may change as needed.

Handbook Revision Clause

Platinum Plumbing may update or change any policy in this handbook at any time. If changes are made, employees will be notified. The most recent version of the handbook is the one that applies.

Employment Basics

Employment & Probation

All new plumbing employees start with a 90-day probationary period. This gives the company time to see if the employee is a good fit. During this time, we look at job performance, attendance, customer service, attitude, and how well the employee follows company policies. If performance isn't where it needs to be, the company may extend the probation period or end employment.

Code of Conduct & Professional Behavior

Employees are expected to act professionally at all times. This means showing respect to customers, coworkers, and supervisors, keeping a good attitude, following instructions, and avoiding disruptive behavior. How you act on the job reflects on the company. Unprofessional behavior may lead to disciplinary action.

Attendance & Timekeeping

Attendance & Punctuality

Being on time and showing up consistently is essential in this line of work. Jobs are scheduled based on staffing, and customers expect us when we say we'll be there. Employees must report to work on time and stay for their full shift unless excused.

If an employee misses three days in a row without contacting a supervisor, it will be treated as a voluntary resignation.



Excused vs. Unexcused Absences

An absence is excused only if:

- You give proper notice
- The reason is legitimate
- Your supervisor approves it
- You have available leave

Anything else is unexcused. Reaching sixteen hours of unexcused absences may result in termination.

Notice Requirements

- Absences of 8+ hours: one week's notice
- Vacation: one month's notice
- Absences under 8 hours: two working days' notice
- Emergencies: notify within 10 minutes of your start time

Tardiness

If you're running late, you must notify your supervisor within 30 minutes of your start time. There is a five-minute grace period in the morning and a two-minute grace period after lunch. If you exceed grace periods more than ten times in a year, you lose grace privileges.

Progressive Discipline

- First unexcused absence: verbal warning
- Additional unexcused absences: written warning
- At 16 hours: termination

Pay & Timekeeping Expectations

Employees must record their time accurately. All hours worked must be logged truthfully. Overtime must be approved by a supervisor.

Lunch Breaks

A 30-minute unpaid lunch break is automatically deducted each workday. Employees do not need to clock out or back in for lunch. Employees are expected to take their lunch break unless told otherwise by management.

Falsifying time records is grounds for immediate termination.



ADP Timekeeping & PTO Tracking

Platinum Plumbing uses ADP for all timekeeping and PTO management. Every employee is required to use ADP to clock in, clock out, and review their available sick time and PTO.

Employees are expected to:

- Clock in at the start of the workday
- Clock out at the end of the workday
- Review their own remaining sick days and PTO in the ADP app
- Submit PTO or sick day requests through ADP when possible
- Report any issues with the app to a supervisor immediately

Employees are responsible for making sure their hours are recorded correctly each day. Failure to clock in or out may delay payroll or require a supervisor to correct the time manually.

An email with your ADP login information and setup instructions will be sent to the email address you provided during onboarding. If you do not receive the email or need the instructions sent again, let management know and we will resend it.

Paid Time Off & Benefits

Paid Holidays

After six months of employment, employees are eligible for paid holidays. To receive holiday pay, employees must work the day before and the day after the holiday unless excused. -New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Vacation Days

After one year of employment, employees receive one week of paid vacation. One month's notice is required so scheduling can be arranged. That week is paid only when you take the time off.

Vacation pay isn't an additional paycheck on top of your regular workweek. It replaces your pay for the week you're off. So you can't work a full week and also take a vacation



week at the same time — that would result in two checks for the same period, which isn't allowed under company policy.

Sick Days

Full-time employees receive paid sick days based on years of service:

- 1 year: 3 days
- 2–5 years: 5 days
- 6–10 years: 8 days
- 10+ years: 10 days
- If you are out for three consecutive days, a doctor's note is required.

Bereavement Leave

Platinum Plumbing understands that losing a loved one is difficult, and employees may need time away from work to grieve and take care of personal matters. Bereavement leave is provided to support employees during these times.

After completing 90 days of employment, employees are eligible to receive between one and three paid days of bereavement leave.

Immediate family includes:

- Spouse or domestic partner
- Child or stepchild
- Parent or stepparent
- Sibling or stepsibling
- Grandparent
- Grandchild

Documentation may be requested, such as an obituary, funeral program, memorial announcement, or written confirmation from a funeral home.

Bereavement leave is paid at the employee's regular daily rate.

Health Insurance

Employees become eligible for health insurance after 60 days of employment.

Behavior Expectations

Customer Property & Jobsite Conduct

Employees must respect customer property at all times. This includes:



- No smoking or vaping on customer property
- No entering areas of the home or business that aren't part of the job
- No using customer restrooms without permission
- No eating or drinking customer food
- Keeping the work area clean and picking up before leaving

Any damage must be reported to management immediately.

Customer Interaction Expectations

How you speak to customers matters. Employees are expected to:

- Arrive on time and ready to work
- Introduce themselves professionally
- Explain the work clearly
- Stay calm and respectful, even if the customer is upset
- Avoid arguments
- Call management if a situation starts to escalate
- Never offer discounts or make promises outside company policy

Social Media & Company Reputation Policy

Employees may not:

- Post photos or videos of customer property
- Discuss customer information
- Make negative comments about the company or coworkers
- Represent the company online without permission

Conflict of Interest Policy

Employees may not:

- Do side plumbing jobs using company tools, materials, or customer information
- Accept gifts or payments from customers
- Refer customers to outside businesses or personal side jobs
- Engage in any work that competes with Platinum Plumbing

Substance Use on the Job



Employees must report to work sober and able to perform their job safely. The following are not allowed:

- Showing up under the influence
- Drinking or using drugs during work hours
- Possessing alcohol or illegal drugs in company vehicles or on jobsites
- Misusing prescription medications

Violations may result in immediate termination.

Equipment & Company Property

Company Property Use (General Policy)

All company property is for work use only. Employees are responsible for keeping it clean, secure, and in good condition. All company property must be returned upon request or when employment ends.

Company Gas Card Policy

- First loss: company may cover replacement
- Additional losses: employee pays \$50
- Negligence: employee pays full replacement cost

For fuel, you will use the “**new-employee gas card**” temporarily. Once your permanent gas card arrives, we will swap it out.

Magnetic Truck Logo Policy

- First loss: company may cover replacement
- Additional losses: employee pays \$150
- Negligence: employee pays full replacement cost

Company Truck Usage Policy

Company trucks are for business use only. Employees must:

- Follow all traffic laws
- Wear seat belts
- Avoid using phones while driving
- Keep the truck clean
- Report any damage or accidents immediately



Company Phones & iPads

These devices are for work use only. Employees may not use them for:

- Inappropriate content
- Personal social media
- Entertainment
- Unauthorized apps
- Sharing customer information

Lost or damaged devices due to negligence may result in financial responsibility.

Safety & Compliance

Drug Screening Policy

Employees may be tested randomly, after an accident, or if there is reasonable suspicion. Refusing a test or tampering with a test will result in immediate termination.

Approved Drug Testing Facility

Oklahoma Drug Alcohol DNA Testing
8920 S Western Ave
Oklahoma City, OK 73139
(405) 517-7224

Post-Accident Drug Testing

Any employee involved in a work-related accident must complete a drug test immediately while receiving medical care.

Accident Reporting Requirements

Employees must report accidents right away. This includes:

- Calling management immediately
- Providing photos of the scene
- Getting a police report if applicable
- Providing witness information

Failure to report properly may result in disciplinary action.

Termination & Acknowledgments

Termination & Resignation Procedures



Employees are encouraged to give written notice if they choose to resign. All company property must be returned. Failure to return property may result in deductions as allowed by law.

Employee Handbook Acknowledgment

By initialing each section below, I confirm that I have received, read, and understand the policies in the Platinum Plumbing Employment Policies Handbook.

I understand that my employment is at-will and that the company may update policies at any time.

Legal Protections Initials: _____

Employment Basics Initials: _____

Attendance & Timekeeping Initials: _____

Paid Time Off & Benefits Initials: _____

Behavior Expectations Initials: _____

Equipment & Company Property Initials: _____

Safety & Compliance Initials: _____

Termination & Acknowledgments Initials: _____

Full Handbook Acknowledgment

I acknowledge that I have received, read, and understand the full handbook.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____



Policy Addendum: Required Notification for Absences and Tardiness

Effective Date: January 23, 2026

Effective immediately, all employees are required to notify **both Jessica and Chad** any time they will be absent, late, or unable to report to work as scheduled. Notification must occur **before** the employee's scheduled start time.

This requirement applies to all absences, including sick days, emergencies, personal matters, and any situation that prevents the employee from reporting to work on time.

Failure to notify **both** required contacts will be treated as a violation of company policy and may result in disciplinary action, including written warnings, suspension, or termination. Repeated failure to follow this communication requirement will be considered insubordination.

This addendum becomes part of the official Attendance & Timekeeping policy that employees have previously signed and acknowledged.

Employee Acknowledgment

I acknowledge that I have received, read, and understand the **Required Notification for Absences and Tardiness** policy addendum. I understand that I am required to notify **both Jessica and Chad** any time I will be absent, late, or unable to report to work as scheduled. I understand that failure to follow this requirement may result in disciplinary action.

By signing below, I agree to comply with this policy as a condition of my employment with Platinum Plumbing.



Employee Name: _____

Employee Signature: _____

Date: _____