



13 Non-Negotiable Standards and Important Issues

- 1. HARASSMENT, LYING, CHEATING and/or STEALING. THESE ITEMS ARE NON-NEGOTIABLE COMPANY STANDARDS AND WILL NOT BE TOLERATED!**
2. Gold Eagle Services has a “Zero Tolerance” policy with regard to the use of alcohol, non-prescription type drugs, and prescription-type drugs which warns against the operation of heavy machinery while working or operating a Gold Eagle Services vehicle. If you are injured on the job or are involved in an accident, you will be required to submit to a blood test and/or urinalysis. Gold Eagle Services also performs random urinalysis screening for illegal drugs. Gold Eagle Services has a “Zero Tolerance” policy about the use of illegal drugs. Being convicted of a drug or alcohol offense while not on the job may also lead to termination, being a driver for GES (policy cannot cover someone with suspension of DL risks). See the details below for terms and conditions. Alcohol Consumption: Employees are strictly prohibited from consuming alcohol while operating a company vehicle or during working hours. This includes but is not limited to the consumption of alcohol within the company vehicle, regardless of whether it is in motion or parked.

Restaurant Visits: Employees are prohibited from visiting restaurants or establishments where alcohol is sold while in possession of a company vehicle.

Alcohol Procurement: Employees are prohibited from purchasing alcohol from gas stations, liquor stores, or any other retail establishments while operating a company vehicle or possessing alcohol in any form, including unopened containers, while operating a company vehicle.

Uniforms and Alcohol: Employees are prohibited from possessing or consuming alcohol while wearing company uniforms or representing the company in any capacity, whether on or off duty. These standards are in place to ensure the safety of our employees, protect the company's reputation, and comply with legal regulations regarding alcohol consumption and company vehicles. Violation of these policies may result in disciplinary action, up to and including termination of employment.

3. **SMOKING:** By Texas State law, there is no smoking inside the company building or vehicle. When on a break please find a designated smoking area. Please use the receptacles provided for your cigar and/or cigarette butts!

Note: Smoking in company vehicles is strictly prohibited.

4. **DRESS CODE:** Before you receive your company-issued uniforms, you will wear clean black pants, a clean white crew-neck t-shirt (no v-neck or tank top), a clean collared white shirt, a black belt, and polishable black work boots to work. No advertising on your shirts is allowed. You will be given a Gold Eagle Services hat to wear. As soon as you receive your uniforms, there is a specific dress code to follow, and this is the only acceptable attire. You'll be expected to wear your uniform at all times whenever you're on the job.
5. **WORKPLACE CONDUCT:** GES requires to work as a team at all times. Respect your peers, and work professionally with your team. Appropriate communication is expected, if there is an issue with a team member please contact your service manager or HR personnel. Disagreement discussions in front of a customer, harassment, bullying, discrimination, and retaliation will not be tolerated. Evaluations within the first 90 days will determine any further employee training programs, opportunities for career advancement, personal growth, or demotion. This policy supports collaboration by helping new employees develop the skills to work effectively with all their peers.
6. As per Texas State Law, mobile phones are not to be used while driving without a hands-free device. Personal cell phones should only be used during breaks or for emergencies during work hours. Texting/calling abuse will not be tolerated.
7. **AFTER HOURS CALLS:** We are a full-service company and pride ourselves on being there when our customers need us. That's why we have an after-hour ["On Call"] Technician to respond. There's an On-Call rotation that you will be a part of. This makes it fair to you and your Co-Workers.
8. **PARKING/ COMPANY VEHICLE USE:** When parking your truck at a job site, you are responsible for parking in a safe and legal location. Unauthorized use of a company vehicle is **NOT TOLERATED**.
9. NO refusing calls from Dispatch. You must answer all service-related calls during business hours on the company phone. Do NOT utilize the company phone for personal use.
10. You must follow the Handbooks/Manuals that you are issued and trained on.
11. Late, No-Call or no-show is not tolerated.

12. **TRUCK CLEANLINESS & STOCK CONDITION:** Once you inventory your truck after receiving your keys, you will be responsible for your truck's inventory. You will also be responsible for cleaning the cab, truck exterior, and interior back of the truck weekly. Dashboards of trucks should be kept clean and free from items.

13. Doing side work or any type of solicitation of side work is not permitted and may result in termination. This includes family work without obtaining special permission first.

I acknowledge and agree that a condition of my continued employment is my acceptance of the non-negotiable standards set forth above.

Name _____

Print Signature _____

Date _____