

Welcome everyone!

On behalf of your colleagues, I welcome you to Travelers Auto Body, Inc. and wish you every success now and in the future.

We believe that each employee contributes directly to Travelers Auto Body, Inc. growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Travelers Auto Body, Inc.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,
John M. Voccola Jr.

Table of Contents

Page 5	Introductory Statement
Page 6	Nature of Employment
Page 7	Employee Relations
Page 8	Business Ethics and Conduct
Page 9	Towing and Personnel Medical Examinations
Page 9	Immigration Law and Compliance
Page 10	Conflicts of Interest
Page 11	Outside Employment
Page 12	Disability Accommodation
Page 13	Employment Categories
Page 14	Personnel Files
Page 14	Employment Reference Checks
Page 15	Personnel Data Changes
Page 16	Employment Applications
Page 17	Performance Evaluation
Page 18	Vacation Benefits

Page 20	Holidays
Page 21	Workers' Compensation Insurance
Page 21	Sick Leave Benefits ~ Personal Days
Page 22	Jury Duty
Page 23	Benefits Continuation (COBRA)
Page 24	Education Assistance
Page 25	Health Insurance
Page 26	Evacuation Plans and Procedures
Page 27	Timekeeping
Page 28	Paydays
Page 29	Employment Termination
Page 29	Pay Advances
Page 30	Administrative Pay Corrections
Page 30	Pay Deductions and Setoffs
Page 31	Safety
Page 32	Work Schedules
Page 32	Use of Telephones and Cell Phones

Page 33	Overtime
Page 34	Emergency Closings
Page 35	Visitors in the Workplace
Page 36	Drug and Alcohol Use
Page 37	Attendance and Punctually
Page 37	Personal Appearance
Page 38	Return of Property
Page 38	Resignation
Page 39	Problem Resolution
Page 40	Suggestion Program

INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with Travelers Auto Body, Inc. and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Travelers Auto Body, Inc. to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. No employee handbook can anticipate every circumstance or question about policy. As Travelers Auto Body, Inc. continues to grow, the need may arise and Travelers Auto Body, Inc. reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or Travelers Auto Body, Inc. to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

Nature of Employment

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with Travelers Auto Body, Inc.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor Travelers Auto Body, Inc. is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, Travelers Auto Body, Inc. reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the president of Travelers Auto Body, Inc.

Employee Relations

Travelers Auto Body, Inc. believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the Shop Manager.

Our experience has shown that when employees deal openly and directly, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Travelers Auto Body, Inc. amply demonstrates its commitment to employees by responding effectively to employee concerns.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Travelers Auto Body, Inc. will be based on merit, qualifications, and abilities. Travelers Auto Body, Inc. does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Travelers Auto Body, Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Shop Manager or the owner. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Business Ethics and Conduct

The successful business operation and reputation of Travelers Auto Body, Inc. is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Travelers Auto Body, Inc. is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Travelers Auto Body, Inc. and its customers to act in a way that will merit the continued trust and confidence of the public.

Travelers Auto Body, Inc. will comply with all applicable laws and regulations and expects its officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the Shop Manager and, if necessary, with John M. Voccola Jr. for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Travelers Auto Body, Inc. employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Towing Personnel Medical Examinations

To help ensure that commercial driver licensed employees (CDL cardholders) are able to perform their duties safely and legally, medical examinations are required.

Current employees are required to take bi-yearly medical examinations to determine fitness for duty. Such examinations will be scheduled at reasonable times and intervals and performed at Travelers Auto Body, Inc.'s expense. Active health card copies must be kept on file with the office.

Information on an employee's medical condition or history will be known only between doctor and employee in order to maintain confidentiality.

Immigration Law Compliance

Travelers Auto Body, Inc. is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully 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 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Travelers Auto Body, Inc. within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact John M. Voccola Jr. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Travelers Auto Body, Inc. wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact John M. Voccola Jr. for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Travelers Auto Body, Inc.'s business dealings. For the purposes of this policy, 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 related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases or contracts it is imperative that they disclose to an officer of Travelers Auto Body, Inc. as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Travelers Auto Body, Inc. does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Travelers Auto Body, Inc.

Outside Employment

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with Travelers Auto Body, Inc. All employees will be judged by the same performance standards and will be subject to Travelers Auto Body, Inc.'s scheduling demands, regardless of any existing outside work requirements.

If Travelers Auto Body, Inc. determines that an employee's outside work interferes with performance or the ability to meet the requirements of Travelers Auto Body, Inc. as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Travelers Auto Body, Inc.

Outside employment will present a conflict of interest if it has an adverse impact on Travelers Auto Body, Inc.

Non-Disclosure

The protection of confidential business information is vital to the interests and the success of Travelers Auto Body, Inc. Such confidential information includes, but is not limited to, the following examples:

- * employee compensation information
- * customer lists
- * financial information

Employees who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment, even if they do not actually benefit from the disclosed information.

Disability Accommodation

Travelers Auto Body, Inc. is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

Travelers Auto Body, Inc. is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Travelers Auto Body, Inc. will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Travelers Auto Body, Inc. is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Employment Categories

It is the intent of Travelers Auto Body, Inc. to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Travelers Auto Body, Inc. Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Travelers Auto Body, Inc. management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Travelers Auto Body, Inc.'s full-time schedule. Generally, they are eligible for Travelers Auto Body, Inc.'s benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 40 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of Travelers Auto Body, Inc.'s other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with Travelers Auto Body, Inc. is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

Personnel Files

Travelers Auto Body, Inc. maintains a personnel file on each employee. The personnel file includes such information as the employee's general information, salary increases, and other employment records.

Personnel files are the property of Travelers Auto Body, Inc., and access to the information they contain is restricted. Only John M. Voccola Jr. and the Office Manager of Travelers Auto Body, Inc. who have a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, employees may review their own personnel files in Travelers Auto Body, Inc.'s offices and in the presence of an individual appointed by Travelers Auto Body, Inc. to maintain the files.

Employment Reference Checks

To ensure that individuals who join Travelers Auto Body, Inc. are well qualified and have a strong potential to be productive and successful, it is the policy of Travelers Auto Body, Inc. to check the employment references of all applicants.

John M. Voccola Jr. will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by Travelers Auto Body, Inc.'s records. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Personnel Data Changes

It is the responsibility of each employee to promptly notify Travelers Auto Body, Inc. of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Office Manager.

Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Travelers Auto Body, Inc. uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Travelers Auto Body, Inc. may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within Travelers Auto Body, Inc. must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If Travelers Auto Body, Inc. determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within Travelers Auto Body, Inc., an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and Travelers Auto Body, Inc.'s needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification. During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security.

After becoming regular employees, they may also be eligible for other Travelers Auto Body, Inc. provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within Travelers Auto Body, Inc.

Employment Applications

Travelers Auto Body, Inc. relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Travelers Auto Body, Inc.'s exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Performance Evaluation

Shop Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire. Merit-based pay adjustments are awarded by Travelers Auto Body, Inc. on the **employee anniversary date** in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this performance evaluation process.

Employee Benefits

Eligible employees at Travelers Auto Body, Inc. are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is given to all full time regular employees providing there is no form of double coverage. John M. Voccola Jr. can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- * Health Insurance / check for details
- * Holidays
- * Jury Duty Leave
- * Military Leave
- * Personal Leave
- * Sick Leave Benefits
- * Uniform and Uniform Maintenance
- * Vacation Benefits

Some benefit programs require contributions from employees, but most are fully paid by Travelers Auto Body, Inc. **The benefit package for regular full-time employees represents an additional cost to Travelers Auto Body, Inc. of approximately 25 percent of wages.**

Vacation Benefits

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. **Regular full-time employees** are eligible to earn and use vacation time as described in this policy: The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

- * Upon initial eligibility* the employee is entitled to 5 vacation days each year.
- * After 2 years of eligible service the employee is entitled to 6 vacation days each year.
- * After 3 years of eligible service the employee is entitled to 7 vacation days each year.
- * After 4 years of eligible service the employee is entitled to 8 vacation days each year.
- * After 5 years of eligible service the employee is entitled to 10 vacation days each year.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

*Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. However, before vacation time can be used, a waiting period of 90 calendar days must be completed during the first year. After that time, employees can request use of earned vacation time including that accrued during the waiting period.

Paid vacation time can be used in minimum increments of one day. **The week of July 4th will always be one of the allowed vacation weeks** unless other arrangements are confirmed with John M. Voccola Jr. You will be notified which week will be used for the vacation (before or after the July 4th holiday) ninety days prior to the scheduled vacation. **To take the second allowed week of vacation, employees should request advance approval within 90 days of time off needed.** Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Please remember, advanced approval is required because with a limited number of employees, "first to ask, first to get" guidelines will be followed.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the benefit year, employees will be paid for the unused time bringing the benefit balance to zero. Vacation time accruals will begin again in the next benefit year.

Upon termination of employment or employee's resignation, the employee will not be paid for unused vacation time that has been earned through the last day of work.

Holidays

Travelers Auto Body, Inc. will grant holiday time off to all employees on the holidays listed below:

- * New Year's Day (January 1st)
- * Memorial Day (last Monday in May)
- * Independence Day (July 4th)
- * Labor Day (first Monday in September)
- * Columbus Day (second Monday in October)
- * Thanksgiving (fourth Thursday in November)
- * Day after Thanksgiving
- * Christmas (December 25th)

Travelers Auto Body, Inc. will grant paid holiday time off to all eligible employees who have completed 90 calendar days of service in an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- * Regular full-time employees

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible employee's paid absence (e.g., vacation, sick leave), the employee will be ineligible for holiday pay.

If eligible regular nonexempt employees work on a recognized holiday, they will receive time plus one half for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Workers' Compensation Insurance

Travelers Auto Body, Inc. provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform the Shop Manager or office immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Travelers Auto Body, Inc. nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Travelers Auto Body, Inc.

Sick Leave Benefits ~ Personal Days

Employees who are unable to report to work due to illness or injury **MUST** notify the Shop Manager or Office Manager before the scheduled start of their workday if possible. The office must also be contacted on each additional day of absence. Sick leave benefits are intended to provide income protection in the event of illness or injury, but may be used as **personal days** also. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

Jury Duty

Travelers Auto Body, Inc. encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees who have completed a minimum of 90 calendar days of service in an eligible classification may request up to the full amount of un-used vacation and sick leave time as compensation.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence.

Employee classifications that qualify for paid jury duty leave are:

* Regular full-time employees

If employees are required to serve jury duty, they may use any available paid time off (vacation benefits or sick leave) towards their weekly compensation or may request an unpaid jury duty leave of absence.

Employees must show the jury duty summons to the shop foreman as soon as possible so that arrangements to accommodate their absence can be made. Of course, employees are expected to report for work whenever the court schedule permits.

Either Travelers Auto Body, Inc. or the employee may request an excuse from jury duty if, in Travelers Auto Body, Inc.'s judgment, the employee's absence would create serious operational difficulties.

Travelers Auto Body, Inc. will continue to provide health insurance benefits of the jury duty absence for a period of 60 days.

Vacation, sick leave, and holiday benefits will continue to accrue during unpaid jury duty leave.

Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Travelers Auto Body, Inc.'s health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Travelers Auto Body, Inc.'s group rates plus an administration fee. Travelers Auto Body, Inc. provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Travelers Auto Body, Inc.'s health insurance plan. The notice contains important information about the employee's rights and obligations.

Educational Assistance

Travelers Auto Body, Inc. recognizes that the skills and knowledge of its employees are critical to the success of the organization. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within Travelers Auto Body, Inc.

Travelers Auto Body, Inc. will provide educational assistance to all eligible employees who have completed 90 calendar days of service in an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Employees in the following employee classification(s) are eligible for educational assistance:

- * Regular full-time employees

Individual courses or courses that are part of a degree, licensing, or certification program must be related to the employee's current job duties or a foreseeable-future position in the organization in order to be eligible for educational assistance. Travelers Auto Body, Inc. has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable-future position. Employees should contact John M. Voccola Jr. for more information or questions about educational assistance.

While educational assistance is expected to enhance employees performance and professional abilities, Travelers Auto Body, Inc. cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

Travelers Auto Body, Inc. invests in educational assistance to employees with the expectation that the investment be returned through enhanced job performance. However, if an employee voluntarily separates from Travelers Auto Body, Inc.'s employment within one year of the last educational assistance payment, the amount of the payment will be considered only a loan. Accordingly, the employee will be required to repay 100 percent of the original educational assistance payment.

Health Insurance

Travelers Auto Body, Inc.'s health insurance plan provides employees access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- * Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Travelers Auto Body, Inc. and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Office Manager for more information about health insurance benefits.

Evacuation Plans and Procedures

~ Emergency Action Plan For ~

Travelers Auto Body, Inc. ~ 299 Allens Avenue ~ Providence, RI 02905

In the event of an emergency, employees are alerted by:

Sounding of an alarm ~ in case of fire.

Verbal Announcement ~ verbal alert will be signaled by "All employees evacuate building"

In the event of fire or any other emergency:

ALL employees shall evacuate immediately.

Employees shall evacuate by means of the nearest available marked exit.

Employees are only authorized to use portable fire extinguishers if, in their opinion, the fire is small enough in nature that the use of the extinguisher will properly subdue the fire completely with absolutely no chance of any harm being done to them or anyone else.

Critical operation shutdown procedures are not required because no employees are authorized to delay evacuation for this purpose.

No employees are assigned to perform medical or rescue duties during emergency evacuation procedures.

After an emergency evacuation, employees are to exit to the Sayles Street side of the building.

John Voccola or David Cavanaugh is responsible for roll call to account for all employees.

For further assistance with emergency evacuation procedures, the following individuals may be contacted:

John Voccola 401.461.9200 cell 401.595.4726

Jan Voccola cell 401.595.4727

Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require Travelers Auto Body, Inc. to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than 12 minutes prior to their scheduled starting time nor stay more than 12 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

If corrections or modifications are made to the time record, the Shop Manager must verify the accuracy of the changes by initialing the time record.

Paydays

All employees are paid weekly every Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a request is submitted at least 3 days prior to departing for vacation.

Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.
- * Layoff - involuntary employment termination initiated by the organization for no disciplinary reasons.
- * Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Since employment with Travelers Auto Body, Inc. is based on mutual consent, both the employee and Travelers Auto Body, Inc. have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay on the upcoming pay day period only after all company tools, uniforms or other equipment are returned to Travelers Auto Body, Inc. or with permission for other arrangements.

Employee benefits cease after leaving the employ unless other arrangements are agreed upon.

Pay Advances

Travelers Auto Body, Inc. does not provide pay advances on unearned wages to employees.

Administrative Pay Corrections

Travelers Auto Body, Inc. takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Office Manager so that corrections can be made as quickly as possible.

Pay Deductions and Setoffs

The law requires that Travelers Auto Body, Inc. make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Travelers Auto Body, Inc. also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." Travelers Auto Body, Inc. matches the amount of Social Security taxes paid by each employee.

Pay setoffs are pay deductions taken by Travelers Auto Body, Inc., usually to help pay off a debt or obligation to Travelers Auto Body, Inc. or others.

If you have questions concerning why deductions were made from your pay check or how they were calculated, the Office Manager can assist in having your questions answered.

Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Travelers Auto Body, Inc. has established a workplace safety program. This program is a top priority for Travelers Auto Body, Inc. The Shop Manager has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to voice their opinion. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Shop Manager, Office Manager or John M. Voccola Jr. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Work Schedules

The normal work schedule for all regular full-time employees is 8 hours a day, 5 days a week. The work day starts at 7:30 am and ends at 4:00 pm. There is a 20 minute morning coffee break with a lunch period from noon until 12:30 pm.

The normal work schedule for all part-time employees (night towing crew) is determined by the amount of towing requests received. The work schedule will be worked out by the towing personnel themselves, as long as they make certain the shifts are covered.

Use of Telephones and Cell Phones

Personal telephone, cell calls and texting is not permitted during working hours unless it's an emergency. Employees may use the telephone or cell on their own time as long as it is not a frequent abuse. Please remember, the shop telephone is a business line for business use.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the Shop Managers prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Use of Equipment & Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Seat belts must be worn when driving or riding in any company or customer vehicle.

Please notify the Shop Manager if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Shop Manager can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request any available "paid leave time", such as unused vacation benefits and / or sick benefit to help offset their lost wages.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive their regular pay plus a bonus.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities at Travelers Auto Body, Inc., only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter Travelers Auto Body, Inc. at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If any unauthorized individual is observed on Travelers Auto Body, Inc.'s premises, employees should immediately direct the individual to the reception area.

Drug & Alcohol Use

It is Travelers Auto Body, Inc.'s desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Travelers Auto Body, Inc. premises and while conducting business-related activities off Travelers Auto Body, Inc. premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all Travelers Auto Body, Inc. policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause Travelers Auto Body, Inc. any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with John M. Voccola Jr. without fear of reprisal.

Attendance & Punctuality

To maintain a safe and productive work environment, Travelers Auto Body, Inc. expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Travelers Auto Body, Inc. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify the Shop Manager as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Travelers Auto Body, Inc. presents to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions.

The uniforms supplied should be worn in full in order to fulfill this requirement.

Return of Property

Employees are responsible for all Travelers Auto Body, Inc. property and materials issued to them or in their possession or control. Employees must return all Travelers Auto Body, Inc. property immediately upon request or upon termination of employment. Where permitted by applicable laws, Travelers Auto Body, Inc. may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Travelers Auto Body, Inc. may also take all action deemed appropriate to recover or protect its property.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Travelers Auto Body, Inc. Although advance notice is not required, Travelers Auto Body, Inc. requests at least 2 weeks' resignation notice from all employees.

Problem Resolution

Travelers Auto Body, Inc. is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Travelers Auto Body, Inc. manager or owner.

Travelers Auto Body, Inc. strives to ensure fair and honest treatment of all employees. All are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Travelers Auto Body, Inc. in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to Shop Manager within 3 calendar days, after incident occurs. If the Shop Manager is unavailable or employee believes it would be inappropriate to contact that person, employee may present the problem to John M. Voccola Jr.
2. Shop Manager tries to rectify the problem with employee. If this action fails, the problem is then directed to John M. Voccola Jr. if not all ready done so previously.
3. John M. Voccola Jr. counsels and advises employee, visits with employee's manager or other person involved if necessary, and then hopefully directs employee to a final resolution.

John M. Voccola Jr. has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

Suggestion Program

As employees of Travelers Auto Body, Inc., you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit Travelers Auto Body, Inc. by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Travelers Auto Body, Inc. a better or safer place to work.