



Team Member Handbook



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Team Member Handbook

Welcome!

Welcome to Alert Plumbing & Sewer Cleaning Company. We are pleased that you have joined our team. The growth and progress of any company depends on its team members...people with integrity, enthusiasm and a commitment to superior quality service. We hope your association with ALERT PLUMBING & SEWER CLEANING Plumbing & Heating will be a rewarding experience.

We trust that as a member of our team, you will join us in our commitment to bringing a high standard of service to our customers. We are confident that our company vision and goals will be reflected in your attitude toward your job, toward your fellow team members, and toward our customers who depend on us for their safety and comfort.

For those of you who have been with our team for some time now, let us extend our thanks and sincere gratitude for a job well done and for the effort you have made towards helping make our company a success.

This Team Member handbook is designed to familiarize you with your work surroundings, acquaint you with our ways of doing business, and serve as a reference to answer questions that might arise. No handbook can anticipate every circumstance or question about policy. As ALERT PLUMBING & SEWER CLEANING continues to grow, the need may arise, and the company reserves the right to revise, supplement, or rescind any policies or portions of the handbooks it deems appropriate, in its sole and absolute discretion. Employees will of course, be notified of such changes as they occur.

If you have a question about a particular provision, or about the office's policy, please contact either one of us.

Purpose of this Manual

As a member of this team, it is important that you become familiar with the policies and practices that form the working relationship between you and your fellow team members and your relationship with our company.

Whether you are a new employee, or one who has been with our company for some time, your contribution to the success of ALERT PLUMBING & SEWER CLEANING is valued. As appropriate, you will be provided with updated and timely information about the company's policies, work rules, and benefits. This handbook will serve as a source for information that will be important to you.

While it is almost impossible to anticipate the infinite number of situations that can arise during the employment relationship, we believe that, whenever possible, employees should know what they can expect from our company and what in turn is expected of them. However, should this handbook not address a particular question you may have, we encourage you to speak with us. By working together, we will continue to be successful.

This handbook does not constitute an express or implied contract of employment. Nothing contained in this handbook is intended as a promise or guarantee of employment for any fixed duration. A team member may separate from his/her employment at any time and the company reserves the same right to terminate employment.

Team Member Handbook Acknowledgment

Received by: _____

Date: _____

This handbook remains the property of Alert Plumbing & Sewer Cleaning. It must be returned to the company upon separation. The replacement cost of this handbook is twenty-five dollars (\$25.00).

This handbook has been prepared to help each team member understand the policies of the company, and to prevent any misunderstandings.

The acknowledgment page should be signed and dated by the team member, and returned to the Office Manager for filing. By signing, you acknowledge that you have read the manual in its entirety, and have had the opportunity to ask questions.

I understand that this is not an "employment contract," and that policies may be updated from time to time as described herein.

I acknowledge that ALERT PLUMBING & SEWER CLEANING may, without limiting any rights against me, withhold from my final paycheck, any monies owed to ALERT PLUMBING & SEWER CLEANING or the cost of any company owned items that are not returned prior to my last day of employment, in accordance with applicable laws.

Date: _____

Team Member Name: _____

Team Member Signature: _____

06 – Personal Appearance and Demeanor

SUBJECT: PERSONAL APPEARANCE AND Demeanor

Date: July 2004

Revised:

I. PURPOSE

First impressions are part of the way we gain and keep the trust and confidence of our customers. Team Members come in contact with our customers in the normal course of the performance of their duties. Therefore, it is essential that standards of dress, grooming, and personal hygiene be established.

II. POLICY

Discretion in style of dress and behavior is essential to the safe and efficient operation of ALERT PLUMBING & SEWER CLEANING. Team members are, therefore, required to dress in appropriate business casual attire or required uniforms and to behave in a professional, businesslike manner. Technicians are provided with the appropriate uniforms and are required to carry extra uniforms in the vehicles in order to ensure that they are able to maintain a professional image at all times.

In addition, employee identification may be required while in uniform.

Personal hygiene standards must always meet the expectations of our customers. You are a professional and should feel pride in your work. Your standards of personal hygiene will reflect on your professionalism.

Please use good judgment in your choice of work clothes, keeping safety and health in mind at all times. Remember:

- Shoes must provide safe and secure footing, and offer protection from hazards
- Mustaches and beards must be clean, well trimmed and neat and may not be allowed when respirator use is required to provide protection.
- Extreme hairstyles and colors do not represent good taste.
- Long hairstyles should be worn pulled back so as not to present a safety hazard
- Professional appearance is of utmost importance and should be considered at all times
- Always conduct yourself in a way that best represents you as a professional with Alert Plumbing & Sewer Cleaning.

Date Distributed: July 2004

Responsible for Review:

ALERT PLUMBING & SEWER CLEANING