

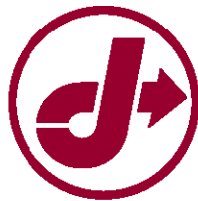
HOFFMAN CAR WASH

AND

HOFFMAN JIFFY LUBE

EMPLOYEE HANDBOOK

Revised July 2010



jiffy lubeSM

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Welcome to Hoffman Car Wash & Hoffman Jiffy Lube

We are a company committed to serving our customers in a timely and productive manner. In order to achieve this objective, we all need to work together as a team.

We have prepared this employee handbook to help you understand our policies, procedures, our culture, and how we all work together. We hope it will answer most of your questions regarding your employment at Hoffman Car Wash and Hoffman Jiffy Lube. From time to time we may revise these policies and procedures or add new ones at our discretion. We encourage you to contact either your manager or the Human Resources Manager if you have questions or comments about anything in this handbook.

We are pleased that you have decided to join our company and wish you every success.

Carole & Tom Hoffman, Sr.
Owners

Tom Hoffman, Jr.
Chief Executive Officer

A BIT OF HISTORY...

Since building their first self service car wash in 1965, the Hoffman family has grown and nurtured a business that not only sets the standard for the region, but is recognized as one of the premier family owned car care companies in the nation. It is a business built on treating customers and employees fairly. When asked about what is the key to the company's success, Tom Hoffman, Sr.'s response is always "People. You have to have good people." Building on this basic premise has made the Hoffman name synonymous with quality and care.

The Company currently operates full service and exterior car wash facilities, as well as providing customers with interior cleaning and express detail services. In addition, self serve, wash sites and Jiffy Lube service centers round out the business – all having the same goal of providing customers with the highest quality in vehicle appearance and express maintenance services.

On the people side, Hoffman Car Wash and Hoffman Jiffy Lube has grown to over 500 employees and provides not only full time career opportunities with a wide range of employee benefits, but also flexible part time employment for both teenagers and adults. We are proud of the employment opportunities that we provide and are equally proud of the contributions our employees make to the community.

OUR MISSION

We are committed to providing our customers with the highest quality in vehicle appearance and express maintenance services, continuously striving to exceed their expectations.

Our employees can expect a safe work environment built on mutual trust and respect, and where individual and team achievements are rewarded.

AT-WILL EMPLOYMENT

Each employee of Hoffman Car Wash and Hoffman Jiffy Lube (hereafter expressed as "the company"), is an at-will employee. This means that you may leave the company at any time, with or without cause, and with or without prior notice. The company does request adequate notice whenever possible. Likewise, the company may discharge you, with or without cause, and with or without prior notice at any time.

No representative of the company, other than the owners, chief executive officer or president, has the authority to enter into an agreement of employment for any specified period of time or make to make any agreement contrary to the foregoing; or to make any verbal promises, commitments, or statements of any kind regarding the company's policies, procedures or any other issues that are legally binding on the company.

This handbook is intended to provide our employees with information and guidelines. It is not a contract of employment between the company and any employee.

The company may alter or eliminate any of the policies, procedures, or work rules, and may add new policies, procedures, or work rules at any time, at its discretion, with or without advance notice, whether they are stated in this handbook or are established through employment practices.

Disciplinary procedures noted in this handbook are advisory and are not binding on the company. Furthermore, they may be adjusted or modified at our sole discretion. A Policy and Procedure Manual can be found at each location and contains detailed explanations of many of these practices. From time to time you may receive updated information concerning changes to policies and this handbook.

If you have any questions regarding this disclaimer or the contents of this handbook, you may discuss them with the Human Resources Manager.

EQUAL OPPORTUNITY EMPLOYER

The company is an equal opportunity employer. It provides employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, marital status, disability, military status, sexual orientation, predisposing genetic characteristics, being a victim of domestic violence, or any other status protected under state or federal law. This policy of equal opportunity applies to all terms and conditions of employment, including but not limited to: hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

All terms and conditions of employment with the company are, and will continue to be, established on the basis of the individual's qualifications and ability to perform the job.

Policies, Practices & Procedures

AMERICANS WITH DISABILITIES ACT (ADA)

Employment opportunities are based on an individual's ability to perform the essential functions of the job. We are committed to treating disabled individuals without discrimination in any area of work, including pre-employment, application, hiring, supervision, and evaluation. It is our goal to make reasonable accommodations in accordance with applicable law when necessary to aid the employment and advancement of disabled workers who are qualified to perform the essential job functions.

Any qualified individual with a disability may submit a request for reasonable accommodation by discussing the need with the Human Resources Manager.

ANTI-HARASSMENT & DISCRIMINATION

All managers, supervisors and employees are responsible for maintaining a workplace which is free of discrimination and harassment. Each of us has a personal responsibility to respect the rights and beliefs of our co-workers, customers and vendors. This means working in an environment that expressly prohibits any form of unlawful harassment and/or discrimination (including retaliation) based on race, color, religion, sex, marital status, national origin, age, disability, military status, sexual orientation, predisposing genetic characteristics, being a victim of domestic violence, or status in any group protected by federal, state or local law.

Discrimination is defined simply as any action or decision which is taken because of an individual's legally protected characteristic or status which adversely impacts or affects any term or condition of their employment.

Harassment is better understood as any verbal or physical conduct which is insulting or intimidating, has an effect on an individual's work performance or creates an intimidating, hostile, or offensive work environment. Examples prohibited by this policy include, but are not limited to, using racial and ethnic slurs, offensive stereotypes, and making jokes or comments about those characteristics (e.g. age, appearance, race, gender, nationality, etc.)

Sexual harassment can be described as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical acts of a sexual or sex-based nature. Examples of actions include unwelcome physical conduct such as touching, grabbing, blocking, staring, sexual gestures, displaying sexual drawings or photographs, sending sexually explicit text messages, e-mail, voice mail, or posting sexually explicit photos, videos, or audio messages, and unwelcome verbal conduct such as sexual propositions, slurs, insults, jokes, etc. There may be times when this behavior might be demonstrated by a manager or supervisor who uses his/her position to try to obtain sexual favors from an employee in exchange for some tangible job benefit. Another form may also involve favoritism shown to an employee who responds favorably to a manager's propositions and then receives a promotion over another employee.

Reporting a violation

Any employee who believes that they have been subjected to any form of harassment or discrimination OR has direct knowledge of behavior that could be considered harassment or discrimination must report it immediately to any of the following: their manager, district manager or human resources manager. If the employee has concerns, reservations, or is uncomfortable discussing the matter with his/her manager, or if the complaint concerns the manager, then it should be brought to the attention of the Human Resources Manager.

All complaints or reports of harassment will be promptly and thoroughly investigated by the Human Resources Manager. Every effort will be made to keep the complaint and information obtained during the investigation confidential.

Retaliation

The company absolutely forbids retaliation of any kind against any employee, who in good faith, reports an incident of harassment or discrimination, or who cooperates in an investigation of any such complaint or report. Any suspected act of coercion, intimidation, retaliation, interference or discrimination should be reported to the Human Resources Manager.

Penalties

The company will take prompt and remedial action when it determines that in fact an act of harassment, discrimination or retaliation has occurred. The penalty imposed can range from formal counseling to termination of employment based on the severity of the incident. If it is determined that the complaint was frivolous and without any good faith basis, disciplinary action may be taken against the individual bringing the original charge.

ATTENDANCE

Excessive absenteeism or tardiness will result in disciplinary action, up to and including termination. Your manager will review the details of the company attendance policy during your orientation.

All absences from work must be approved in advance by your manager. An unexcused absence occurs when you fail to properly notify your manager at least one hour before the start of your scheduled shift. Family members and friends are not allowed to call in for you. An employee who has an unexcused or unauthorized absence on three consecutive scheduled work days may be subject to termination due to violation of company policy.

BULLETIN BOARDS

The company maintains bulletin boards at each work location to communicate information of importance to employees, including required federal and state posters, insurance certificates, and job postings. You are encouraged to check the board regularly for announcements and updates.

Employees may not post in any way, any form of literature, printed or written materials, photographs, cartoons, or notices of any kind on the company's bulletin boards, on the walls, in time clock areas, or anywhere else on company property. Violation of this policy could be grounds for disciplinary action, up to and including termination.

CODES OF CONDUCT

The company has adopted a set of rules which help to insure a safe and harmonious workplace. It is not possible to list every rule or procedure that must be followed. The following is a list of some of the behavior which is not condoned in the workplace. The Codes of Conduct apply to all employees and will be uniformly administered. Violation of any of these rules may result in disciplinary action up to and including termination.

1. Violation of any company policy.
2. Violation of safety rules, regulations and practices which can result in injury or death.
3. Failing to report work related injuries to your manager and Human Resources.
4. Possession and/or use of firearms or any type of weapon on company property.
5. Participating in any type of criminal or disruptive activity in the workplace including fighting, disorderly conduct, horseplay, or threatening other employees.
6. Use, possession, sale of alcoholic beverages and/or any kind of illegal drugs or controlled substance while on company property. This includes reporting for work under the influence of these products, in an unfit condition to perform job duties, or having alcohol odors.
7. Refusing participate in drug testing.
8. Smoking in non-smoking or non-designated areas.
9. Gambling of any kind.
10. Engaging in physical or verbal conduct which constitutes any form of harassment or discrimination including the sending of sexually explicit text messages, e-mail or voice mail.
11. Sleeping on company premises or in vehicles during work hours.
12. Unauthorized disclosure of company information.
13. Excessive unexcused tardiness or absences.
14. Using or possessing while working, any device such as a cell phone, pager or laptop not issued for use by the company.
15. Visiting with friends or co-workers while on the clock.
16. Speeding or careless driving on company property.
17. Exchanging coupons, re-wash tickets, tokens, employee wash/lube tickets, and detail tickets for cash or other services.
18. Refusing to provide a bona-fide service to a customer, even if after closing or prior to opening.
19. Any outward display of disrespect to any manager or supervisor. This includes refusing to obey the direct requests of a supervisor or manager.
20. Using foul or abusive language in the workplace in the presence of managers, employees or customers. Also, demonstrating rudeness or indifference to customers.

21. Falsifying company records of any kind including: time cards / records, expenses, sales records, and personnel records including applications.
22. Exiting the work location during scheduled hours without authorization and either returning late or not returning for the balance of your shift.
23. Defacing or intentionally damaging company, customer or employee property including buildings, tools, machines, vehicles, etc.
24. Theft or unauthorized possession/ use of property belonging to the company, customer, vendor, or other employee. This also includes theft of tips received from our customers.
25. Posting, distributing or soliciting in violation of the company's non-solicitation policy.
26. Failing to comply with the company's dress code policies.
27. Continued substandard levels of quality, quantity or production.
28. Failing to comply with company policy regarding dating or relationships between employees and supervisors or managers.
29. Failing to provide bona-fide services requested by customers as well as improperly performing services resulting in damage to a customer's vehicle.
30. Performing improper New York State vehicle inspections.

COMPANY ISSUED PROPERTY AND VEHICLES

The company provides some employees with certain equipment and property to assist them in performing their job duties when outside the workplace. Employees who are provided with company owned equipment or property have a responsibility to protect it from being lost, damaged or stolen.

If company property is lost, damaged or stolen due to the employee's negligence or willful disregard, the employee will pay the company an amount equal to the replacement value or repair cost.

Certain employees may be provided with a company vehicle. Use of the vehicle is restricted to official company business. Personal use of any company owned vehicle is prohibited unless authorized in advance by your manager.

Company owned vehicles are assigned only to employees with a valid driver's license. Employees are not allowed to have any other individual drive the vehicle.

Employees driving company vehicles are expected to keep them clean, inside and out. Smoking is prohibited in all vehicles owned or leased by the company. Drivers are expected to comply with state laws concerning cell phone use while driving. The driver must also notify their manager immediately if the vehicle is damaged in any way or is involved in an accident.

When you are assigned a company vehicle for your continuous use, you are responsible for having the vehicle serviced at the required intervals. You are also responsible for ensuring that the vehicle is in a safe and roadworthy condition at all times.

CONFIDENTIALITY

From time to time employees may have access to information such as: customer lists, product and equipment specifications, production techniques, personnel records payroll information, financial data, sales and marketing information, trade secrets and other company proprietary information. You are expected to keep this information confidential and not disclose it to co-workers who do not have a need to know, or to persons outside of the workplace.

Employees may be required to sign a statement agreeing not to disclose confidential information. An employee who violates this policy is subject to disciplinary action, up to and including termination of employment.

DRESS CODE & UNIFORM POLICY SUMMARY

	Full Serve						Exterior					Jiffy Lube						
	Line	Greeter	Cashier	Supv	AM	SM	Line	Greeter	Supv	AM	SM	Tech	Greeter	Cashier	Supv	AM	SM	
SS T-Shirt w/co. logo	x											x						
SS Polo w/ co. logo		x	x	x	x	x	x	x	x	x	x		x			x	x	x
LS Polo w/co. logo		x	x	x	x	x		x	x	x	x		x	x	x	x	x	x
LS Uniform Shirt												x		x	x	x	x	x
SS Cashier Shirt w/co. logo			x											x				
Mock Turtleneck w/co. logo		x	x	x	x	x		x	x	x	x		x	x				
Long Pants – Jeans	x																	
Long Pants – Dark Color	x	x	x	x	x	x	x	x	x	x	x		x					
Long Pants – Navy Blue	x	x		x	x	x	x	x	x	x	x		x					
Long Pants – Khaki	x	x	x	x	x	x	x	x	x	x	x		x					
Uniform Pants												x		x	x	x	x	x
Shorts – Dark Color	x																	
Shorts – Navy Blue	x						x	x	x	x	x							
Shorts – Khaki	x						x	x	x	x	x							
Blue Knit Hat (winter only)	x	x					x	x	x	x	x		x					
Baseball Style Cap w/co. logo	x	x					x	x	x				x					
Fleece Jacket w/ co. logo	x	x	x	x	x	x	x	x	x	x	x							
Jacket w/ zip-out liner & co. logo	x	x	x	x	x	x	x	x	x	x	x		x	x				x
Uniform Jacket												x	x			x	x	x
Shoes-Work Boots w/ non-skid soles	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Shoes-Work Shoes w/ non-skid soles	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Shoes-Sneakers	x	x	x				x	x	x	x	x			w				
Shoes-Dress			x		x	x			x	x	x							

Personal Appearance

Employees are expected to maintain the highest standards personal cleanliness and present a neat, professional appearance at all times. A properly attired employee helps to create a favorable image of the company to our customers, vendors, visitors and the public in general. The basic guidelines require grooming and attire that are considered to be conservative and neat.

Specific uniform requirements for each position are explained in the company Policy and Procedures Manual.

Clothing / Uniforms

Shirts

Only company issued shirts or Jiffy Lube uniform shirts may be worn while working, and must be cleaned and pressed, with the company logo always visible on the outermost layer. Shirts must be tucked in at all times while you are on company property. Short sleeves may not be rolled up and long sleeved shirts may not be worn under short sleeved shirts. Halter tops, short t-shirts, and shirts with visible commercial logos are never permitted.

Pants and shorts

Long pants must fit properly and be worn at the waist. Shorts are authorized for wear only by line attendants in the Full Serve wash locations and Exterior Wash location staff. They must be of reasonable length. Short-shorts, spandex and athletic shorts are not permitted. All pants must be clean and free of rips, tears, patches and ragged or overly long hems.

Hats and caps

Only company issued hats and caps are permitted to be worn by line attendants, lube techs and greeters. Line attendants may purchase their own blue knit cap, without any logo, for use during the winter season.

Footwear

Employees are encouraged to wear work boots/shoes that are slip resistant due to wet or oily surfaces. Suitable footwear is available for purchase through payroll deduction. Sneakers are never permitted in any Jiffy Lube and sandals and similar open-toed shoes are never permitted.

Uniforms

When uniforms are issued to employees it is with the understanding that they are Company property and, with the exception of Jiffy Lube uniforms, employees are responsible for their upkeep.

Appearance Guidelines

- Hair must be clean and neatly combed. Long hair must be fastened at the base of the neck and hair color should appear to be a color that naturally occurs. This means no purple or green hair. Outrageous or unusual hairstyles like Mohawks, etc. are not permitted
- Beards and mustaches are permitted provided they are clean and neatly trimmed.
- Employees may wear one pair of small stud earrings while working. All other jewelry worn on the face, in the mouth, or on any other visible body part must be removed before starting work.
- Nails should be kept at normal length and color.
- Tattoos that may be considered offensive or of questionable taste must be covered.
- Employees should not wear any scarves or loose fitting clothing around their neck.

- Visible necklaces, bracelets, large rings, belt buckles and wrist watches may scratch a vehicle's surface and are not permitted to be worn while working in either the wash or lube.

Unless issued by the company, cell phones and pagers are not permitted to be worn, carried or used during work.

DRUG-FREE WORKPLACE

Employees may not possess, be under the influence of, or use any alcohol, intoxicant, narcotic, or any other controlled substance on the way to work, on the job, or on company property (including parking areas, adjacent parking areas, or surrounding buildings). The unlawful transfer, manufacture, distribution, sale, possession, or use of a controlled substance is prohibited in the workplace and on any company property.

The company requires a drug test in situations involving reasonable cause, driving company vehicles, and newly hired/promoted managers. An employee who violates this policy or refuses to submit to a substance abuse test when requested will be subject to disciplinary action up to and including termination.

Employees may contact Human resources to schedule a confidential meeting to discuss this policy.

ELECTRONIC AND WIRE COMMUNICATION

Company computers, telephones, e-mail, voice mail, internet (including wireless internet) systems are to be used only for business purposes. The contents of any communications transmitted through or stored within these systems constitute company property and are subject to review by and disclosure to the company. In some situations such as litigation involving the company, these communications may be subject to disclosure to a third party outside the company.

In order to assure that the systems are being used properly and in compliance with this policy, the company, without notice, may periodically access, display, copy, or listen to any messages or communication sent, received, created, or stored through or in its systems.

As with the company's phone system, these systems should be used only for company business unless circumstances require otherwise. Any employee communicating personal messages should do so with the understanding that his or her messages are subject to being heard or read by the company. Employees should not expect that any of these messages are confidential or private.

These systems should not be used to transmit material likely to embarrass, harass, or offend other persons. The company strictly forbids the use of its systems to communicate sexually offensive material or comments on anything that might offend or disparage another because of his or her sex, race, disability, sexual orientation, age, national origin, religion, or political belief. Consistent with existing company policies, employees are not to use the systems for solicitation of any kind.

No employee shall use passwords or codes of another employee in order to gain access to that employee's e-mail or voicemail communications unless authorized to do so by the employee or his or her manager. All passwords and codes used in connection with these systems are company property. No employee shall use a password that is not first disclosed to the company.

Regarding blogging, persons who broadcast information regarding the company or its employees, customers, or competitors must state clearly that the views expressed in the blog are theirs alone and do not represent the views of the company. In blogging, as in any other communication, employees must respect the company's confidentiality and proprietary information. Employees engaged in blogging are expected to treat the company and its employees and customers with respect. From time to time the company may ask that certain topics not be disclosed for confidentiality or legal compliance reasons, and employees are expected to honor those requests. At no time shall employees utilize company property in the form of computers or internet access for their personal blogging activities.

Employees are expected to familiarize themselves with the company policies dealing with confidentiality and, internal and external communication.

EMERGENCY / INCLEMENT WEATHER CLOSING

Occasionally the company may have to close down locations because of bad weather or any other reason. Only the Chief Executive Officer, company president, or persons designated by them, have the authority to order a store to close. The store manager will notify those employees already on site, and those scheduled to work later in the day. You should contact your manager if you have not been called or are in doubt about reporting for work.

In the event of a closing, exempt employees will receive their normal pay. Non-exempt employees who have already reported for work may be offered alternate duties for their shift or up to four hours.

Employees who miss work because of severe weather may use accrued paid time off during the time away from work.

EMPLOYEE DISCOUNTS

Employees receive one or two car wash tickets each week depending on part-time or full-time work status. In addition, employees receive discounted express detail and Jiffy Lube service coupons each quarter.

Discounted tickets are intended solely for use by the employee or immediate family.

An employee's ticket(s) may be revoked at the discretion of senior management based on their performance and/or behavior.

EMPLOYEE RECORDS

The company establishes your personnel file when you begin employment. This information helps us determine emergency contacts and administer payroll and benefits.

Your personnel file includes items such as: your employment application, performance reviews, counseling forms, memos or letters of commendation, and any other information concerning the employee-employer relationship.

It is important that you report to your manager any changes, to your name, address, telephone number, marital status, dependents, and whom to notify in the event of an emergency.

You may ask the Human Resources Department for an opportunity to view your personnel records. A time will be arranged for you to view your records during normal business hours and in the presence of a Human Resources representative. No part of the file may be removed or copied. Employment references and recommendations written for an employee, and information regarding criminal investigations of any employee are not available.

Only persons with a need or right to know are given access to personnel files. Contact the Human Resources Manager if you have any questions.

EMPLOYMENT OF MINORS

Hoffman Car Wash and Hoffman Jiffy Lube offer employment opportunities for minors who are 16 and 17 years of age. Minors under the age of 16 are generally not offered employment.

Employment of minors is governed by applicable Federal and New York State labor laws. The proper employment certificate or permit is required for employees under 18 years of age. A minor is not permitted to start work without the proper certificate. The company strictly follows all regulations and procedures concerning the employment of minors including wages, scheduling, hours and days available for work, the type of work allowable and restrictions. Your manager will review all of these with you during your orientation. Workers' compensation is payable when a minor is injured in an on-the-job accident.

EMPLOYMENT REFERENCES AND VERIFICATION

Only the Human Resources Department is authorized to respond to outside requests for information on current or former employees. Employees must refer all such inquiries to Human Resources.

FAMILY MEDICAL LEAVE ACT (FMLA)

The company provides eligible employees up to 12 weeks of unpaid leave per year for certain family and medical reasons and/or emergencies:

- Birth of, or to take care of a new born child;
- Placement of a child from foster care/adoption to an employee;
- Care of an employee's spouse, child, or parent who has a serious health condition;
- Serious health condition that makes the employee unable to perform the functions of his/her job.
- Special military leave entitlements.

The company has a separate, detailed FMLA policy which covers a number of matters related to this form of leave, such as the ability to use paid time off in conjunction with FMLA leave, job restoration following leave, and notice requirements. Any employee who desires to use this form of leave should notify their manager and consult with the Human Resources Manager in order to review the policy and discuss their specific situation.

JOB POSTINGS & PROMOTIONAL OPPORTUNITIES

The company believes that promoting employees from within benefits all involved. Therefore, we have established a policy of internally posting job vacancies so that qualified employees may apply.

Although it is our hope that all employees will have opportunities to advance, it will not extend any preference to employee applicants on the basis of their status as current employees. When a position has been both internally and externally advertised, the company will review the credentials of all qualified applicants and choose the most qualified, without regard to the person's status as an employee or outside applicant. The posting system is designed to ensure that current employees have the first opportunity to apply for positions.

However, it does not create an obligation on the part of the company to fill any posted position with a current employee unless that employee is the most qualified applicant for the job. In all cases, candidates for positions will be considered on the basis of qualifications, performance, and other job related criteria.

To be eligible to apply for a posted position, employees must meet the minimum requirements for the position, be capable of performing the essential functions of the job, with or without reasonable accommodation, be an employee in good standing in terms of overall work record, and should have been in their current position for a minimum of three months.

The company, at its sole discretion, reserves the right to fill vacancies either through job postings or by appointment.

JURY AND WITNESS DUTY

The company believes that employees should exercise their responsibility as citizens serving on a jury.

An employee called to jury duty, and who provides prior notice, will not be penalized in regards to their attendance record. The Company may withhold some portion of the employee's wages as allowed by law. Managers and employees should consult the current policy for specific pay practices during jury duty.

MILITARY DUTY

The company will grant a military leave of absence, without pay, for periods of active duty, including deployment and National Guard or Reserve training in accordance with all applicable federal and state laws. You should provide a copy of your military orders to your manager and Human Resources prior to the activity. Eligibility and procedures for reinstatement at the completion of military duty is also governed by applicable federal and state law.

MISCONDUCT AND DISCIPLINE

Occasionally it becomes necessary for a manager to take disciplinary action against an employee. This occurs when an employee's actions do not conform with the generally accepted standards of good behavior, violates work rules, or performance.

The severity of the discipline generally depends on the nature and frequency of the offense. Discipline may range from a verbal warning, discussion with the immediate supervisor, written warning, temporary suspension from work, and termination of employment.

The appropriate disciplinary action imposed will be determined by the company, there is also no guarantee that one form of discipline precedes another. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The Codes of Conduct listed in this manual provide some examples of misconduct that could result in disciplinary action up to and including termination.

Nothing in this handbook is intended to limit in any way the company's right to terminate employees at any time, with or without cause, and with or without advance notice.

NON-SOLICITATION

In the interest of maintaining a proper work environment and preventing interference with work and an inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any cause during work time. This policy also prohibits solicitations by means of the company's e-mail or other telephonic communications systems.

PERFORMANCE REVIEWS

Performance review discussions provide an excellent opportunity for you and your manager to discuss your employment, keep you informed of your progress, and offer you guidance for defining and reaching your performance goals. Annual performance reviews are completed at various times throughout the year based on your date of hire and position. Your manager will inform you as to when your review is due.

PROBLEM RESOLUTION PROCEDURES

You may at times have problems and questions related to your work. It is important that you discuss and resolve these issues quickly, before serious conflicts and misunderstandings develop. Situations such as these can have an adverse impact on both the quality of the employment relationship and service to our customers.

Each of us, regardless of position, will treat co-workers with respect and in a fair and just manner at all times. If at any time an employee believes that he or she is not being treated fairly, or suspects that a mistake has been made in the administration of a policy, practice or procedure, he /she has the responsibility to inform the Store Manager , District Manager , and Human Resources Manager so that the issue can be resolved promptly.

Managers have the responsibility to address all questions, concerns, problems, or grievances raised by employees, no matter how insignificant or trivial they may seem. Managers also have the responsibility to investigate such matters and enlist the help of the Human Resources Manager if necessary.

This problem resolution procedure is considered to be a guideline. Implementing this procedure does not in any way prevent, limit, or delay the company's right to take disciplinary action, including immediate termination, without prior warning or notice to an employee, when it believes such action is appropriate.

PROTECTING EMPLOYEE PERSONAL INFORMATION

Identity theft continues to be a growing problem. The company recognizes the importance of insuring the security of every employee's personal information. Managers are required to take the necessary measures to safeguard personal information by keeping files locked and limiting access to information on a need to know basis. This includes the employee's address, phone number(s), personal e-mail address, Internet user name and password, and driver's license number. This information is never to be shared with the general public.

Special attention is also given to protecting employee health information and Social Security numbers. Federal Law prohibits anyone but the Human Resources Manager from storing and handling any information regarding an employee's health. The company may not post an employee's Social Security number; print it on any identification badge; time card or schedule; or place it in files with unrestricted access.

Employees are expected to inform their manager if they notice any actions which are contrary to the policies described.

RETURNING TO WORK AFTER ILLNESS OR INJURY

The company encourages employee who are recovering from an illness, injury, or disabling condition to return to modified or alternative work when it is allowed by your physician and when it is available.

We will make reasonable efforts to provide modified, alternate, or light-duty work opportunities to ill, injured, or disabled employees if their regular job cannot be modified to meet physical and medical restrictions.

The company may insist that the employee provide a report from their physician indicating that they are medically cleared to return to work and to perform the essential functions of their job.

SEARCHES OF EMPLOYEE PERSONAL PROPERTY ON COMPANY PREMISES

The company has an obligation to protect its own property and the possessions of employees, visitors, and customers while on our premises. We also have an obligation to maintain a workplace free of illegal drugs, alcohol, and illegally held goods. Therefore, we reserve the right to inspect all possessions of employees, visitors, and customers, including items such as lunch boxes, handbags, purses, packages, clothing, back packs and brief cases carried onto or from our premises. The company may also search an employee's desk, files, locker, or any other area or employee possession on our premises, including personal vehicles.

It should be noted that all files, lockers, and so forth are property of the company and are issued for the use of employees only during their employment with the company. The company may conduct inspections at any time, and at its discretion.

The company reserves the right to search an employee, and inspect an employee's work area, locker and possessions on company premises when we have business-related reasons to do so. Such reasons for searches and inspections include, but are not limited to:

- Reasonable belief that one or more employees may be in possession of property not belonging to them, without the authorization or approval of the owners of the property.
- Reasonable belief that one or more employees possess, are selling, buying or using illegal drugs, alcohol, other controlled substances, or are participating in any illegal activity on company property.

Refusal by an employee to permit inspection of packages or possessions, or refusal to cooperate in a search, may result in disciplinary action up to and including termination.

SMOKING ON COMPANY PREMISES

In accordance with New York State law smoking and the use of tobacco products is prohibited in all facilities and automobiles owned, operated, or leased by the company. Each location has designated outdoor areas where smoking is permitted. This policy applies equally to all employees, customers and visitors.

TERMINATING YOUR EMPLOYMENT

Should you decide to leave your employment with us, we ask that you provide your manager with at least two weeks written notice. Employees who are terminated by the company or leave without giving two weeks written notice forfeit payment of unused accrued paid time off in accordance with company policy.

TIPS

From time to time our employees receive a tip from a customer. Whenever this occurs, it is viewed as a positive expression of our customer's satisfaction.

Our employees recognize that this expression is directed to the total service provided and agree that tips should be shared and distributed to all of the employees who had a part in providing the service. Employees at full serve car wash locations are not permitted to accept tips directly from customers and therefore tips are not to be kept or considered to be the property of any single employee. If you are offered a tip by a customer you should politely request that the customer deposit it in one of the tip boxes at the location. In this way both you and our customers are assured that the money is distributed equitably among all of the employees who provided the service. All tips collected during the pay week are distributed in the next regularly scheduled pay check.

Tips offered at an exterior wash location are to be placed in the container designated for that purpose. As in the full serve locations, employees are not permitted to keep tips for themselves. The manager in charge of the shift is responsible for dividing the tips among the employees at the end of the shift.

Failure to follow these guidelines and the specific procedures in the company policy pertaining to tip sharing may be perceived as theft and will subject you to disciplinary action up to and including termination of employment.

VIOLENCE PREVENTION

The company does not condone any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. Examples of prohibited conduct include:

- Causing physical injury to another person;
- Making threatening remarks;

- Aggressive or hostile behavior that creates a reasonable fear of injury to another person;
- Intentionally damaging company property or property belonging to another employee;
- Possession of a weapon while on company property or while on company business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any employee determined to have committed any of the above will be subject to disciplinary action, up to and including termination.

Any potentially dangerous situation must be reported immediately to a manager or Human Resources. Reports can be made anonymously and all reported incidents will be investigated.

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm and cooperate or follow any instructions given. If a manager can be safely notified of the need for assistance without endangering the safety of the employee or others, then such notice should be given. It is extremely important that all internal safety procedures be followed at all times including checking that exterior lighting is in good working order, and that cash drops are completed as required. Statements to the media are to be made only by authorized managers.

Wage & Hour Information

EMPLOYEE CLASSIFICATIONS

Full-Time Employee

A full-time employee is one who is routinely scheduled for and works an average of 32 or more hours per week. After the completion of 60 days of continuous service, full-time employees are eligible to apply for certain employee benefits. Separate service requirements must be met in order to be eligible for paid time off and the 401(k) plan.

Part-time Employee

Part-time employees are routinely scheduled for and work an average of less the 32 hours per week. They are generally not eligible to obtain employee benefits.

Temporary Employee

A temporary employee is one who is hired for special or short-term projects. A temporary employee may work any number of hours a week as needed. They are not eligible for benefits. Temporary employees hired from temporary employment agencies for specific assignments are employees of the respective agency and not the company.

Exempt Employee

The Fair Labor Standards Act (FLSA) requires employers to pay employees overtime (1 1/2 times their regular rate of pay) if they work overtime. The FLSA allows specific categories of positions to be **exempt** from being paid overtime. Employees in these positions are paid an annual salary and are classified as: administrative, executive, professional, computer, outside sales, and certain highly compensated employees. These positions are subject to a salary level test, salary basis test, and duties test.

Non-Exempt Employee

These are employees to whom the company pays overtime wages as described above for all hours worked beyond 40 in a work week.

Certain policies that apply to non-exempt employees such as timekeeping may not apply to exempt employees. No statement in this handbook is intended to conflict with provisions of the FLSA.

WORK HOURS AND WORK WEEK

The work week is the seven (7) day period beginning on Thursday and ending on the following Wednesday. Administrative employees normally work eight (8) hours per day, Monday through Friday. Payday is Wednesday and employees are paid one week behind.

The hours you work each week may vary, and will be determined by your manager. It is your responsibility to check your schedule each week. The combined effects of weather and workload are two key factors in determining the number of hours and days you may work each week.

Recording Work Hours

All non-exempt employees are required to record their work time on a “time clock” in their location. Employees who cannot “punch in out” will accurately record their time manually and submit it to their manager. Time cards are collected on the Thursday following the end of the pay period.

Employees are expected to punch in just prior to the start of their shift. At no time are employees expected or permitted to work “off the clock”.

You are responsible for accurately reporting time worked. Do not punch or fill in another employee’s time card and do not allow another employee to punch or fill in your time card. Failure to comply with this policy may result in disciplinary action up to and including termination.

Meal and Rest Periods

Employees who work over six consecutive hours in a workday are entitled to a 30 minute uninterrupted and unpaid meal break at approximately the mid-point of the shift. Breaks of 5 to 20 minutes are common in the workplace, are given at management’s discretion, and are counted as paid work time. Managers will schedule meal periods to accommodate store needs. Employees will be relieved of all responsibilities during meal periods.

Overtime

The overtime rate of 1 ½ times the employee’s hourly rate is paid to hourly employees for time worked over 40 hours in a given pay week. Overtime requires the approval of your manager *before* it is worked. You will generally be given as much notice as possible. However, advance notice may not always be possible. Employees are expected to be available for over time when it is required.

Payday

With the exception of certain members of senior management, employees are paid every Wednesday. You may pick up your paycheck at your work location. Checks will only be held at the location for one week before being returned to payroll and mailed to the address on file.

Employees are encouraged to choose being paid by direct deposit. This option electronically deposits your pay in an account(s) at your bank. On payday you receive a record of your deposit along with the statement as to how your pay was calculated.

Terminated employees are paid not later than the next regular payday for the pay period during which the termination occurred. The final paycheck is mailed to the address on file.

Safety

HAZARD COMMUNICATIONS – RIGHT TO KNOW

In the course of our work, we use various chemical substances, oils, and cleaning solvents. Some of these substances may be hazardous to you if stored or handled improperly.

Federal and state laws protect employees' health and safety by giving the "right to know" about hazardous chemicals in the workplace. These laws also require the company to inform and educate employees about where these substances are located, their physical dangers and potential health risks, protective measures that must be taken to prevent exposure, and what to do in the event of exposure. Managers are required to conduct initial training and periodic retraining in these topics at each location.

To help prevent such hazards, the company has a written Hazard Communications Plan and also maintains a file of Material Safety data Sheets (MSDS) at each work location. The sheets include information on safety precautions, controlling and dealing with spills, and use of protective equipment when handling the substances. These precautions must be followed at all times and without exception. You are urged to review the MSDS any time you have a question about a chemical substance in the workplace.

You may be required to participate in training sessions from time to time to learn and review the proper handling of hazardous substances. As a rule, only managers and assistant managers are permitted to handle chemicals in the car wash locations.

LOCKOUT / TAGOUT

There are certain employees who are trained in lockout / tag out control procedures. These procedures are enforced whenever an electrically controlled piece of equipment is being brought off line for maintenance or repair. The lockout / tag out system first locks the source of power and then tags the lock, warning employees against setting the machine in motion while it is being worked on. Only the person setting the lockout tag is permitted to remove it when the work is completed.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Employees may be required to use personal protective equipment (PPE) when performing specific job duties in either the car wash or lube. The items include but are not limited to: safety glasses or goggles face shield, chemical handling gloves, boots, aprons, rubberized jackets and pants, hearing protection, bump cap, "blue" gloves, burn sleeves, and non-slip sole footwear. Your manager will discuss the requirements for wearing PPE at your location.

With the exception of non-slip footwear, the company provides PPE for use by employees. Employee compliance with wearing proper PPE is mandatory. Failure to use proper PPE can result in disciplinary action being taken up to and including termination of employment.

SAFETY AND ACCIDENT PREVENTION / REPORTING

The company strives to provide all employees with a safe and healthy working environment. Each employee has a personal responsibility to work safely. Likewise, employees have the responsibility to create and maintain a workplace that is free of unsafe and hazardous conditions.

A key responsibility is to learn and follow safe procedures for performing your work assignments. If you notice unsafe conditions or procedures you are to report it to your manager.

Employees must also report to their manager all injuries or illnesses that occur, no matter how slight, while on the job:

- Accidents that occur during work hours and are identifiable must be reported immediately, i.e. cuts, abrasions.
- Accidents that occur during working hours but for which symptoms occur after work hours must be reported as soon as possible.

Employees will always be given the opportunity to seek medical attention at a provider of their choice.

Employee Benefits

Full time employees of Hoffman Car Wash & Hoffman Jiffy Lube are eligible to participate in our benefits plan. Throughout the course of employment, you may become eligible for different benefits based on your position, work status, and length of service with the Company. Below is a summary of the various benefits we offer to our employees.

If you would like specific plan information or have any questions regarding any of the benefits available, please contact a Human Resources representative at (518) 8621658.

Car Wash Tickets	All employees are eligible to receive a Full Service / Exterior car wash ticket(s) each payday for their own personal use.												
Express Detail Tickets	Once per quarter all employees receive 1 ticket good for 50% off any and all express detail services performed during one visit.												
Jiffy Lube Tickets	Once per quarter all employees receive 1 ticket good for 50% off any and all services performed at Jiffy Lube during one visit.												
Direct Deposit	All employees are encouraged sign-up for automatic direct deposit. You will receive a paycheck stub each payday showing gross pay, deductions, and net pay for your records. Please contact Human Resources for details and direct deposit application.												
Medical Coverage	<p>Coverage is available for all full time employees on the 1st day of the month following the completion of 60 days of continuous full time service, promoted to an eligible position, or being re-classified as a full time employee. We currently offer MVP Health Care.</p> <p>This plan is an exclusive provider organization with prescription coverage. The weekly employee cost of coverage depends on the following:</p> <ol style="list-style-type: none"> 1. Length of service, 2. Position within the company. <p style="text-align: center;"><u>Company Contribution to Employee Health Care for 2010</u></p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;"><u>Eligible Positions</u></th> <th style="text-align: center;"><u>0-4 Years</u></th> <th style="text-align: center;"><u>5 Years</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Store Manager/ Assistant Manager/ Supervisor/ Cashier</td> <td style="text-align: center;">30 %</td> <td style="text-align: center;">65%</td> </tr> <tr> <td style="text-align: center;">Maintenance/ Warehouse/ Construction/ Landscape</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">65%</td> </tr> <tr> <td style="text-align: center;">Operations/ Administration</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">65%</td> </tr> </tbody> </table>	<u>Eligible Positions</u>	<u>0-4 Years</u>	<u>5 Years</u>	Store Manager/ Assistant Manager/ Supervisor/ Cashier	30 %	65%	Maintenance/ Warehouse/ Construction/ Landscape	30%	65%	Operations/ Administration	30%	65%
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Dental Coverage	Coverage is available for all full-time employees on the 1 st day of the month following the completion of 60 days of continuous service, or being classified as a full time employee. We currently offer The Guardian dental with individual and family coverage options.												
Health Care Expense Reimbursement	Your medical spending account is set up to purchase items/services your health care plan will not cover (i.e. insurance co-pays, prescription reimbursement, over the counter medications, etc). This money (you choose the amount!) is put directly into your account on a pre-tax basis to be used throughout the year. There is a \$5,000 maximum per employee per calendar year.												
Dependent Care Reimbursement	This account is set up the same as above, except this money is put into your account on a pre-tax basis to pay for the care of a dependent child or adult throughout the calendar												

	year. There is a \$5,000 maximum per calendar year if married and a \$2,500 maximum if single, or married and filing separate tax returns.																							
Voluntary Life Insurance	Full-time employees may purchase additional voluntary life insurance coverage, through Unum Provident, paid for with weekly payroll deductions. Additional insurance is also available for eligible dependents / spouse.																							
Voluntary Short Term Disability Insurance	Full-time employees may purchase their own short term disability insurance policy through Unum Provident, paid for with weekly payroll deductions. Weekly deductions depend on the type of plan elected.																							
Bereavement Pay	Bereavement pay will be paid to all full-time eligible employees for eight (8) hours at the employee's regular pay rate. Bereavement pay is available but will not exceed three (3) scheduled working days. Please contact Human Resources for specific policy information.																							
401(k) Plan	After 1 year of employment, all employees who are at least 18 years of age and who have worked a minimum of 1,000 hours within the previous plan year will be eligible to participate in our 401(k) retirement plan. Employees can contribute up to \$15,000 of their annual earnings into the plan and the Company will match up to the first 5%. Open enrollment for this plan is held twice a year in January & July.																							
Holiday Pay	<p>Holiday pay will be paid to all full-time eligible employees for eight hours at the employee's regular pay rate. An employee will receive holiday pay provided he/she works their last scheduled day before and their next scheduled day after the holiday. Full or part-time employees who work on a company designated holiday will receive a rate of pay at time and a half for those hours worked.</p> <p>The company designates 6 paid holidays annually:</p> <p>* New Year's Day * Independence Day * Thanksgiving Day * Memorial Day * Labor Day * Christmas Day</p>																							
Paid Time Off	<p>Upon completion of 6 months of service all full time employees are eligible for paid time off according to the schedule below. Employees must work the entire year to be eligible to receive the full amount of paid time off being allotted. Employees who terminate their service with the company for any reason during the year will be paid only for the amount of unused time off accrued to date. Please contact Human Resources for specific policy information.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;"><u>Month of Hire</u></th> <th style="text-align: center;"><u>Completion of 6 months Continuous service</u></th> <th style="text-align: center;"><u># of PTO Hours Allotted</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Jul-Sept</td> <td style="text-align: center;">Jan-Mar</td> <td style="text-align: center;">32 hrs (4 days)</td> </tr> <tr> <td style="text-align: center;">Oct-Dec</td> <td style="text-align: center;">Apr-Jun</td> <td style="text-align: center;">24 hrs (3 days)</td> </tr> <tr> <td style="text-align: center;">Jan-Mar</td> <td style="text-align: center;">Jul-Sept</td> <td style="text-align: center;">16 hrs (2 days)</td> </tr> <tr> <td style="text-align: center;">Apr-Jun</td> <td style="text-align: center;">Oct-Dec</td> <td style="text-align: center;">8 hrs (1 day)</td> </tr> </tbody> </table> <table style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td style="text-align: right;">1-2 years</td> <td style="text-align: left;">.....96 hours (12 days)</td> </tr> <tr> <td style="text-align: right;">3-4 years</td> <td style="text-align: left;">..... 136 hours (17 days)</td> </tr> <tr> <td style="text-align: right;">5-9 years</td> <td style="text-align: left;">..... 176 hours (22 days)</td> </tr> <tr> <td style="text-align: right;">10+ years</td> <td style="text-align: left;">..... 216 hours (27 days)</td> </tr> </tbody> </table>	<u>Month of Hire</u>	<u>Completion of 6 months Continuous service</u>	<u># of PTO Hours Allotted</u>	Jul-Sept	Jan-Mar	32 hrs (4 days)	Oct-Dec	Apr-Jun	24 hrs (3 days)	Jan-Mar	Jul-Sept	16 hrs (2 days)	Apr-Jun	Oct-Dec	8 hrs (1 day)	1-2 years96 hours (12 days)	3-4 years 136 hours (17 days)	5-9 years 176 hours (22 days)	10+ years 216 hours (27 days)
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Group Life Insurance	Group life insurance is available to full-time employees. This policy will be in effect only while the employee is actively working for the company. Contact Human Resources for specific plan details.																							
Family Medical Leave Act (FMLA)	The Family Medical Leave Act provides eligible working employees up to twelve (12) weeks of job-protected unpaid leave per year in the event of family or medical emergencies.																							
New York State Disability Insurance	The New York State Disability plan provides eligible employees with income benefits in the event they become temporarily disabled. Reimbursement starts after being out of work for 7 days and covers up to 50% of your pay up to \$170, for up to 26 weeks. Please contact the Payroll / Benefits Administrator for information or forms.																							

Military Leave

From time to time, employees who are in the National Guard or Military Reserves will be required to serve on active duty for our country. The company has a military leave policy in place to assist employees in returning to the same or similar position they held previous to going out on leave.

Jury Duty

The company will reimburse any hourly employee summoned to serve on a jury up to \$40/per scheduled day for the first three days the employee serves. From the fourth day on, the employee may be reimbursed up to \$15/day by the court.