

# TLC EMPLOYEE ACCOUNTABILITY STANDARDS

**Attendance-** Every employee is expected to report to work on time when they are scheduled. You must call prior to your start time (**at least 2 hours, more is better**). If you cannot report to work call Eliot Deres at the shop 413-374-7184 to let him know and also contact your foreman to let them know.

**Communication** - if you receive a phone call/ email/ text from management, it is professional, and you are required to reply **ASAP** and definitely no longer than within 4 hours. If we do not receive a response we will reach out to you through your foreman.

**Social Media-** Social media use is not allowed during work hours, TLC does not permit photography at our facilities or jobsites or their distribution on social media without prior approval from management.

**Personal Protection Equipment-** TLC will provide you with your PPE. (Hardhats, gloves, glasses, shirts etc.) Every employee is responsible for requesting, maintaining, and properly using their Personal Protection Equipment.

**Time Reporting** - Field employees must digitally punch in and out every day using TSheets. Every employee is responsible for reporting accurate and complete time. Individuals working prevailing wage jobs must put in the notes portion **daily** what role you performed that day. (ie. Laborer, operator, mason, driver etc) All times submitted will be checked against the Foreman's work order. If the times differ you will receive a call to discuss the discrepancy.

**Seat Belts** - Seat belts are mandatory in all trucks and equipment. It is the law, and they must be used. If you do not use them, you will be suspended.

**Equipment** - All employees are responsible for company equipment in their care. If you are using equipment you will perform basic maintenance checks everyday before and after use. You will employ all safety devices. You will report damages or needed repairs through manager plus the day it occurs. You will secure all equipment during travel. Do not use any equipment without authorization from management.

**Morning Start-up** - Every employee should be in at least 10 minutes before their scheduled start time and clock in. Check in with your foreman about your day's duties and goals.

**Safety** - Once per week the foreman will hold a tailgate safety meeting and turn in an attendance sheet signed by everyone for the meeting by weeks end, either digitally or at the shop.

**Evening Close-up** - Every employee will clock out at the end of their shift.

**Daily :**

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| 1. Take pride in what you do.          | 3. Conduct yourself as a professional. | 5. Work with safety.                |
| 2. Exceed your customers' expectations | 4. Do quality workmanship.             | 6. Focus on costs to make a profit. |