



## Personnel Policy Manual

### *Welcome to our firm...*

We are pleased that you have decided to join us at Winans/Extras. Our company has been serving the tri-state region since 1959. It has grown because of the efforts of each associate. Our future looks bright, but it will present challenges.

This handbook is presented for informational purposes only. This handbook is not intended to be, nor does it create an employment contract, either expressed or implied. Winans/Extras is an at-will employer. This means that your employment may be terminated at any time with or without notice, for any reason or for no reason. Winans/Extras may in its sole discretion at any time change any policies or procedures, in whole or in part. In addition, no supervisor, representative or office of the employer has any authority to make any agreement contrary to the policies stated herein with any associate, without express written authority from the President of the company.

Winans/Extras is an equal opportunity employer. All decisions are made without regard to race, disability, age, color, sex, religion, creed or national origin.

Jobs may vary in length of assignment, rate of pay and job description. If you are placed at our client's location, there is no guarantee that you will remain on that assignment on a permanent basis. If your assignment is completed or is ended, you may be offered other employment at a lower or higher rate of pay, a shorter or longer assignment or a different job description.

### *The Winans Family*

**James F. Winans**  
President

**Samuel A. Winans**  
Vice President

**David K. Winans**  
Vice President

**Joseph M. Winans**  
CFO

**Our Founder, James F. Winans, Jr.**  
1931-2011

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### **1. HISTORY OF OUR COMPANY**

James F. Winans, Jr. founded Winans Sanitary Supply Co., Inc. in 1959 in Parkersburg, WV with the belief that a local, professional contract cleaning organization that provided a consistent, quality service at a reasonable price would succeed. Operating under those same core values the business expanded in 1988, introducing Extras Support Staffing and again in 2004 with Winans Security Services. Winans/Extras maintain offices in Parkersburg, Charleston, Huntington, Morgantown, Clarksburg, WV and Bellaire, OH.

### **2. THIS IS OUR BUSINESS**

Winans/Extras provides a wide variety of services to businesses throughout the tri-state region. Winans Services provides cleaning supplies, building maintenance and janitorial services to customers on a contract basis. Additional cleaning services include general office cleaning, carpet care, floor care, window cleaning, industrial cleaning, mold remediation and fire restoration. Extras Support Staffing provides temporary and permanent placements in areas such as professional, light industrial, technical and clerical. Winans Security Services provides uniformed security guards to businesses and for local events.

Our company maintains membership in the Building Service Contractors Association International (BSCAI). Through its publications, conventions and seminars, we are able to keep current on the latest techniques, supplies, equipment and cleaning methods. It also helps us improve our management skills. Key executives in the company take BSCAI examinations and fulfill requirements for designation as Certified Building Service Managers. Our founder, James F Winans, Jr. was formerly on the Board of Directors for this prestigious organization.

Winans/Extras also maintains memberships with the American Staffing Association (ASA), American Society for Industrial Security (ASIS), state and local Chambers of Commerce, National Institute of Disaster Restoration (NIDR), Water Loss Institute (WLI), Institute of Inspection Cleaning and Restoration (IICR) and the Association of Specialists in Cleaning & Restoration (ASCR) International.

### **3. PAY**

Associates are paid in accordance with the provisions of the West Virginia Wage Payment and Collection Act. Your supervisor will advise you of your pay period. Direct deposit is our preferred method of payroll delivery.

**Winans/Extras MAKES NO ADVANCES ON PAYCHECKS!**

Associates who resign from their employment will be paid on the next regularly scheduled pay period. Associates whose employment is terminated will be paid within seventy-two (72) hours of the conclusion of employment.

### **4. AUTOMATED TIMEKEEPING MACHINE ("ATM")**

The use of the ATM is MANDATORY for all Winans/Extras associates. Associates must use the check in and out procedure. The ATM utilizes caller ID. The system will track where a call is coming from and compare it to the number the associate should be calling from. Any associate not using the ATM as instructed by their manager or supervisor will be subject to disciplinary action. The severity of the disciplinary action will depend upon the circumstances, including the number of previous offenses, if any.

Associates are also required to keep a timesheet and turn it in to the branch office in which you report to at the prescribed time as a backup in case of computer failure.

### **5. IDENTIFICATION BADGES ("ID BADGES")**

The Winans' ID badge is the sole property of the company and must be returned to Winans/Extras prior to the issuance of the final paycheck. If the ID badge is lost or defaced, you must report it to the Corporate office immediately. There will be a \$10.00 replacement charge. Displaying the ID badge while working is MANDATORY.

### **6. HOT LINE CARDS**

All associates receive a hot line card with phone numbers for reporting any injuries, payroll problems, harassment and use of the ATM. The hot line card also provides the names and phone numbers of the associate's manager and supervisor(s) whom can be contacted at any time. Associates are required to keep the hot line card with them while working. If the card is lost or defaced contact your supervisor immediately.

### **7. DRUGS & ALCOHOL**

Winans/Extras maintains a drug-free work place. The use, possession, distribution or presence in the body of controlled substance(s) or alcohol is prohibited while associates are on duty at a customers' property, engaged in work-related travel or representing Winans/Extras. You must not bring illegal drugs, drug paraphernalia or alcohol into Winans/Extras property or on the property of a customer. Violation of this policy will result in discipline, up to and including the termination of employment.

If you enter Winans/Extras' property or the property of a customer, we have the right to search you, your personal effects and your vehicle for controlled substances, alcohol or drug paraphernalia. One type of search is a drug/alcohol test. Winans/Extras may require that you provide a urine sample for a drug/alcohol test under the following circumstances:

1. As part of a random test of associates in safety-sensitive positions.
2. As a pre-requisite to beginning your job duties.
3. Because Winans/Extras has an objective, good faith, reasonable suspicion that illegal drugs or alcohol are in your system, or,
4. Because Winans/Extras is required to test you under state or federal law.

Failure to submit to a search (including a drug/alcohol test) by Winans/Extras may result in disciplinary action, up to and including termination of employment.

Winans/Extras will conduct a drug screening at the branch office. When the results become questionable, we may request an outside medical facility to perform a urinalysis test from a local vendor in the city where the branch is performing service.

Customers may also request to search you and may request you to undergo a drug/alcohol test. Associates are not required to submit to unlawful searches or tests. When asked to submit to a search of any kind by a customer (including drug/alcohol tests) you should use your hot line card to contact your manager immediately if you believe that the search/test is improper. Your manager will promptly investigate to determine whether that is the case. Refusal to submit to a search by a customer that your manager has determined to be proper may result in disciplinary action up to and including termination of employment.

#### **8. ASSOCIATE RECORDS**

A personnel file is maintained for each associate. It contains confidential records, including but not limited to: notices of employment, attendance records, wage information, etc. Providing false information on personnel records constitutes grounds for termination of

employment.

Accurate employment records are important. Help keep your records up to date by promptly notifying us of any changes in:

1. Your legal name:
2. Address: and
3. Phone number and/or number of person to be notified in case of an emergency

#### **9. CONDUCT CONSIDERED FOR IMMEDIATE TERMINATION OF EMPLOYMENT**

It is not possible to anticipate every type of misconduct that will lead to immediate termination of employment. However, Winans/Extras has identified in this section examples of misconduct that may result in immediate termination. The examples provided in this section are not the only types or examples of misconduct that may result in immediate termination of employment. Winans/Extras will make its determination regarding the appropriate level of discipline based upon all of the circumstances. There may be times when violation of these rules will not result in immediate termination of employment, and also means that other types of misconduct not listed here may result in immediate termination of employment:

1. Violation of the drug/alcohol policy
2. Theft
3. Allowing unauthorized persons (including family and friends) to enter any building in which you are performing service
4. Habitual tardiness and absence
5. Gambling and other forms of misconduct on the job
6. Insubordination toward a supervisor
7. Engaging in foul, vulgar language or actions; being loud or disruptive while on the job site
8. Deliberate refusal to wear or use personal protective equipment and devices
9. Refusal or repeated failure to follow written and verbal safety rules
10. Smoking in unauthorized areas, buildings and/or properties
11. Violation of the anti-harassment policy
12. Violation of the workplace safety policy

Although Winans/Extras has attempted in this section of the manual to provide you with some idea of the types of conduct that may lead to immediate termination of employment, that does not change the "at-will" nature of your employment. You or Winans/Extras may terminate the employment relationship at any time, for any reason or for no reason.

#### **10. WEAPONS IN THE WORKPLACE**

Employees are absolutely prohibited to bring or possess firearms (including handguns, regardless of any authorized permit), explosives or any dangerous weapons or objects on Winans/Extras property or on any job assignment.

We will conduct searches when there is reason to believe that a person is in possession of a firearm (including handguns, regardless of any authorized permit), explosives or any other weapon, device, instrument, substance, or object that may be capable of producing bodily injury or death.

Any violation of this policy – including refusal to consent to searches – will subject an employee to immediate suspension and discipline up to and including termination of employment.

#### **11. DRESS CODE**

Associates are NOT to wear shorts, cut-off pants, mini-skirts, halter or midriff tops, tank or netting tops, shirts with sleeves cut off, sweat pants, jogging suits, ripped, torn or patched clothing, hats or shirts with distasteful inscriptions while on the job.

Footwear must be of the type prescribed by your supervisor. This is determined by your primary job function. Open toe shoes are not permitted. Also, shoelaces must be tied at all times. Blue jeans are not to be worn in the office unless you are cleaning the offices.

#### **12. HARASSMENT & DISCRIMINATION POLICY**

Winans/Extras has zero tolerance regarding harassment and discrimination of any kind.

In compliance with EEOC guidelines of the Civil Rights Act Title VII, we do not

permit or condone any kind of harassment or intimidation of our employees in regards to race, disability, age, color, sex, religion, creed or national origin.

In accordance with the commitment, unwelcome sexual advances, requests for sexual favors, sexual demands, or other verbal, physical or visual conduct of a sexual nature will constitute sexual harassment when:

1. Submission to the conduct is either an explicit or implicit term or condition of employment;
2. Submission or rejection of the conduct is used as a basis for an employment decision affecting the person rejecting or submitting to the conduct;
3. The conduct has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile, offensive work environment; or
4. In third-party situations, one individual is offended by the sexual interaction, conduct, or communication between others in their presence.
5. Sexual harassment is further defined as including any unwelcome physical contact, sexually explicit language or gestures, uninvited or unwanted sexual advances, and/or an offensive overall environment, including vulgar language, the presence of sexually explicit photographs or other materials, and the telling of sexual stories.

Should an associate believe at any time that they have been subjected to any form of harassment or discrimination, they must call the Corporate Office immediately at area code (304) 485-4000 or toll-free at (800) 759-4004 to initiate a complaint with the Human Resources Department.

Prompt investigation of the claim will be conducted. Every step will be taken to maintain the confidentiality of the investigation to the greatest extent feasible. Winans/Extras strictly prohibits retaliation against persons who choose to make complaints or for assisting in any way with the investigation of a complaint. Associates who feel that they have been retaliated against should bring that to the attention of the Human Resource Department

immediately.

Any violation of this policy shall result in adverse employment action up to and including termination of employment.

### **13. TELEPHONE & INTERNET USE POLICY**

Telephones provided in the building in which you are working are not to be used for personal calls by Winans/Extras associates. These phones however can be used to check in with Winans/Extras or in case of an emergency. The use of cellular phones in any fashion (including text messaging) is prohibited while working; including use while operating company owned or leased vehicles.

Personal use of the internet while working is strictly prohibited. This includes but is not limited to accessing the internet on a personal device or using customer resources. Associates who work at a Winans/Extras office location are only permitted to use the internet for business related purposes and then only on company owned equipment or devices.

### **14. CUSTOMER PROPERTY**

Do not handle or use property belonging to a customer. Correspondence and other papers on the desks are not to be read or disturbed. If you find any other materials on the floor, pick them up and place them on the nearest desk. When in doubt, save.

Collection of aluminum cans from customers' trash receptacles or salvaging of any kind is not permitted.

### **15. DAMAGED PROPERTY POLICY**

If property of a customer is unintentionally damaged you are required to notify your supervisor immediately and leave a note reporting the damage on the desk of the proper party.

### **16. SMOKELESS TOBACCO**

The use of smokeless tobacco is prohibited during your workday at Winans/Extras. This includes using smokeless tobacco while in company owned/leased vehicles, our rented, owned or leased property, customer facilities and parking garages/lots. Smokeless tobacco is permitted during your designated lunch period providing you are not in company owned/leased vehicles, our rented, owned or leased

property, customer facilities and parking garages/lots during that time.

### **17. WORKPLACE VIOLENCE**

Winans/Extras is committed to promoting a safe workplace. Threats and/or violence of any sort are prohibited. Associates must immediately report to management all circumstances that create a concern for safety from violence. Any violation of this policy shall result in adverse employment action up to and including termination of employment and referral for criminal prosecution.

### **18. EMERGENCIES**

In the event of an emergency, call the Police Department or Fire Department (unless otherwise instructed). Keep emergency contact information posted in your work area and any other area designated by Winans/Extras.

### **19. WORKPLACE INJURIES**

If you are injured in any way, it is required that you notify your supervisor immediately. If your supervisor is not at your location, go to the nearest phone and page them. If you do not get an immediate response, go to the nearest phone and page the Safety Manager. They will take the proper action according to the nature of the injury. If the injury requires medical attention, your supervisor will go to the medical facility with you. The reason for this is so that your supervisor can help you complete the appropriate paperwork, ensure that you are able to get to the appropriate healthcare facility and coordinate whatever other administrative details that need to be handled. Every injury must be immediately reported to your supervisor. Failure to report an injury can result in up to three (3) days suspension and/or termination of employment, depending on the circumstances.

Winans/Extras believes that our associates are our most valued assets. We strive to eliminate missed workdays. This enables us, the company, to retain our trained associates and affords the associate the privilege of still getting a full paycheck. Our Safety Department works with the associate, the manager and the physician to ensure that all reassigned work is well within the limitations established by

medical provider. Information regarding Winans/Extras transitional duty program is available through Human Resources.

## 20. WORK-RELATED INJURY INVESTIGATIONS

When an associate is involved in an accident arising out of or related to his/her job, Winans/Extras will conduct an investigation with the goal of improving safety by indentifying the causes of the accident. In order to facilitate the investigations, associates may be asked to come to the main office to meet with safety personnel. Winans/Extras will provide transportation if it is needed.

## 21. VEHICLE POLICY

Personal vehicles:

- A. Drivers of personal vehicles used while working as a Winans/Extras associate will maintain a good driving record, wear a seat belt at all times and obey all traffic laws. If you disobey traffic laws and/or are ticketed, it is your responsibility to pay for the ticket. If for any reason your driver's license is taken away or revoked, you must notify your supervisor immediately.
- B. Drivers of personal vehicles will carry vehicle insurance and primary coverage required by state law. Winans/Extras does not pay insurance premiums for personal vehicles.

Company Vehicles:

- A. Only pre-qualified drivers may operate Winans/Extras vehicles. They are to be operated in accordance with our established rules of operation for business activity, which includes: No unauthorized passengers, no towing of trailers of any kind, no driving under the influence of drugs/alcohol, no use of radar detectors, no use of cellular phones unless the vehicle is off the road and in park. Seat belts must be worn at all times. Deliberate abuse, parking in handicap spaces and failure to report damage or accidents can all result in immediate

termination of employment.

- B. Vehicles are to be backed into the prescribed parking area when returned to the offices.
- C. All fines, defense costs and other legal penalties arising out of ticketed offenses received while operating a Winans/Extras vehicle are the responsibility of the driver.

## 22. SAFETY RULES

The following Safety Rules apply to all associates at all times. Additional safety procedures however may be required for different jobs, job locations and duties. The following safety rules are not exhaustive. Questions regarding additional or job-specific safety should be addressed with your supervisor.

### YOU MUST REPORT EVERY INJURY TO YOUR SUPERVISOR IMMEDIATELY.

1. Each associate must report all unsafe conditions encountered while working to his/her supervisor.
2. Damaged or unsafe equipment will not be used.
3. Associates should not repair, tamper with or remove any parts from equipment.
4. No associate will use any equipment or supplies without proper training by the supervisor.
5. All equipment must be kept neat and clean.
6. All janitor closets must be kept neat and clean.
7. Frayed cords and worn plugs must be reported to the supervisor.
8. Only extension cords approved or supplied by the supervisor shall be used.
9. All floor machines will be turned off and unplugged when not in use. A floor machine should never be left unattended with the plug still in the wall.
10. Wet or slippery floor conditions must always be posted with signs. Spills should be cleaned up immediately.
11. Never mix any chemicals, including ammonia and bleach or bleach and toilet cleaner.
12. Never unplug any of the customer's equipment when looking for an electrical outlet.

13. Always wear shoes that cover the toes and do not have slippery bottoms.
14. Never jerk a sweeper or buffer cord from the outlet.
15. Always bend at the knees when lifting any object, and NEVER lift any object that is too heavy.
16. Never store ANYTHING (supplies or equipment) on electrical boxes or hot water tanks.
17. Never over stack supplies on overhead shelves that could fall due to pressure on the shelving.

Every associate is expected to be considerate to their co-workers (whether they are supervisors, subordinates or peers) and work in a manner that does not obstruct or hinder him/her from completing their job duties. Associates must work in a manner safe to both themselves and their co-workers. Infractions of safety rules may lead to termination of employment.

## 23. WORKERS' COMPENSATION

Every work-related injury or occupational illness is investigated by the Safety Department. Falsification of a claim will result in adverse employment action up to and including termination of employment and referral for criminal prosecution.

## 24. WORK HOURS

Associates are expected to report to work at the scheduled time, to be at their workstation at their scheduled starting time and immediately after their rest or lunch break.

Whenever an associate is unable to report to work because of an illness or emergency, the associate must call his/her supervisor as far in advance as possible prior to their scheduled shift time, or in the event of an emergency, as soon as possible. The absent associate is responsible for ensuring that proper advance notice of absence or late arrival is given to the employer.

Messages left with co-workers are not acceptable. Failure to provide proper notification of an absence, late arrivals or early departures from work shall result in adverse employment action up to and including termination of employment.

**Absence Policy:**

Miss three (3) days (including late arrival and leaving early) – Verbal warning. A signed copy will be placed in personnel file

Miss five (5) days (including late arrival and leaving early) – Written warning. A signed copy will be placed in personnel file

Miss seven (7) days (including late arrival and leaving early) – Second written warning. A signed copy will be placed in personnel file

Miss eight (8) days (including late arrival and leaving early) – Results in termination of employment (unless absence is excused with medical documentation)

**25. REST PERIODS**

Full-time associates (8 hours a day) shall be permitted two (2) ten (10) minute rest periods, and part-time associates (4 hours a day) shall be permitted one (1) ten (10) minute rest period as directed by the supervisor. There are no additional breaks for smoking.

**26. SUPPLEMENTAL INSURANCE**

There are several supplemental insurance plans offered to associates who have worked for ninety days. Other plans can be offered to our associates as per client specifications.

The company reserves the right to change or eliminate benefits at any time in accordance with applicable law. The employer makes no contribution to pay such charges or expenses. All deductibles, premiums and other charges or expenses for any supplemental insurance plans are the sole responsibility of the associate.

**27. FAMILY & MEDICAL LEAVE ACT**

The Family and Medical Leave Act (FMLA) provides eligible associates with twelve (12) work weeks of unpaid job protected leave per year. Associates must work twelve hundred and fifty (1,250) hours for Winans/Extras during the twelve (12) months preceding their request for leave to be eligible for leave under the

FMLA. Leave is available under the FMLA for absences relating to serious health conditions, for absences needed for the birth/adoption of a child or for the care of an immediate family member. It is important to provide at least thirty (30) days notice to Winans/Extras of your need for FMLA leave whenever it is possible to do so. More details of the FMLA may be obtained from the Human Resources Department.

**28. HOLIDAYS**

Holiday pay is provided to associates who have:

1. Completed at least one month of employment;
2. Worked the last scheduled day prior to the holiday and the next scheduled day following the holiday; and
3. Worked full-time (at least 37 ½ hours per week on average) for the four (4) weeks preceding the holiday.

Note: Absences are not counted as hours worked. It is the hours you actually work, not the hours you were scheduled to work, that determine eligibility.

Holiday pay will be your regular work rate times the average number of hours you worked per day during the preceding four (4) weeks, up to a maximum of eight (8) hours.

***Paid Holidays:***

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

**29. VACATION**

In order to qualify for vacation, during the preceding anniversary year, an associate must have worked an average of 37 ½ hours per week (which works out to 1,950 hours for the year). Associates who do not meet this minimum threshold do not qualify for vacation. There is no partial vacation vesting, even if an associate works part of the preceding year at full-time hours but the rest of the year at less than full-time. For example, an associate who during the preceding anniversary year worked the first

half of the year part-time, and then worked the second half of the year full-time, would not qualify for vacation.

For those associates who do qualify for vacation based upon their number of hours worked, the amount of vacation varies with the number of years of service in which they have averaged 37 ½ hours per week (1,950 hours per year). The table below provides the amount of vacation based upon the years of service completed.

**Years of Service:**

<u>Full-time</u>	<u>Vacation Time</u>
1-4 yrs	37 ½ - 40 hrs
5-9 yrs	80 hrs
10-14 yrs	120 hrs
15-19 yrs	144 hrs
20 yrs and above	160 hrs

It is important to note that a year in which an associate does not average 37 ½ hours per week (1,950 hours per year) is not counted as a year worked for purposes of calculating vacation time.

Vacation requests must be submitted, in writing, thirty (30) days in advance, and requires a supervisor's approval. Whenever a conflict exists in the choice of vacation time among more than one associate, preference is based on seniority.

Excessive absenteeism can cause an associate to not qualify for vacation because he/she will not reach the minimum number of hours required. Moreover, in situations where an associate qualifies for vacation because he/she worked an average of 37 ½ hours in the preceding anniversary year, but the associate also has excessive absenteeism in the current anniversary year, that excessive absenteeism may cause a delay in vacation eligibility. In such cases, the associates supervisor will discuss the matter with the associate. No delay in vacation will result from absences which are granted as a reasonable accommodation, or which are given pursuant to any state or federal law applicable to associates leave.

**Note: VACATION MAY NOT BE CARRIED OVER TO THE FOLLOWING ANNIVERSARY EMPLOYMENT YEAR. ALSO, ACCRUED VACATION WILL NOT BE PAID UPON THE CONCLUSION OF EMPLOYMENT. UNUSED VACATION IS LOST.**

**30. PROMOTION POLICY**

Winans/Extras attempts to promote associates from within whenever possible. However, the first and foremost consideration for any promotion is the qualifications of the persons available.

**31. OUTSTANDING ASSOCIATES**

Monthly recognition will be given to outstanding associates who go above and beyond their job requirements.

**32. SCHOLARSHIP FUND**

A scholarship for college is awarded each year to an associates child (high school graduate) who meets the qualification criteria. To obtain more information about this program, call the Human Resources Department at area code (304) 485-4000 or toll-free at (800) 759-4004.

**33. BENEFITS**

Full-time employees (37 ½ hours per week or more) are eligible for the following benefits, subject to any considerations or limitations previously stated herein:

- Vacation
- Paid Holidays
- Pay Increases
- Promotion
- Scholarship Fund

Part-time employees are eligible for the following benefits, subject to any considerations or limitations previously stated herein:

- Pay Increases
- Scholarship Fund
- Promotions

Visit us on the web at:

- [www.winansservices.com](http://www.winansservices.com)
- [www.extrasstaffing.com](http://www.extrasstaffing.com)
- [www.winanssupply.com](http://www.winanssupply.com)

## Personnel Policy Manual Statement of Acceptance

I understand that the contents of this handbook are presented as a matter of information only. The information contained in this handbook is merely a summary of employer's present policies, rules and benefits and the handbook is not intended to be or create an employment contract, either expressed or implied.

While Winans/Extras broadly outlines certain policies, procedures, rules and benefits described herein, they are not an offer of employment and are not intended to guarantee me employment and compensation or job security. I understand that my employment is "at will." That means that my employment may be terminated at any time for any reason or for no reason.

I further understand that Winans/Extras also reserves the right in its sole discretion to at any time change any policies or procedures. In addition, I understand that no supervisor, representative or officer of Winans/Extras has any authority to make any agreement contrary to the policies stated herein with any employee without the express written authority from the President of the company.

I have received my copy of the addendums made to the Personnel Policy Manual and I have been given an opportunity to read it and ask questions regarding its contents.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness's Signature