



**EMPLOYEE  
HANDBOOK**

**APRIL 2013**

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# **Mobile Services Inc. Employee Handbook**

## **Introduction**

This handbook has been prepared to inform employees of the benefits provided by Mobile Services Inc., the various personnel policies under which we operate, and the objectives and brief history of the company.

We encourage all employees to read the entire handbook. If there is anything in the handbook which you do not fully understand, please discuss the matter with your supervisor or any manager.

From time to time it may be necessary to revise or change the policies discussed in this handbook. As such occasions arise, notification will be given to employees.

## **Company History**

Mobile Services Inc. was started by John & Sharlene Hipple in August 2013 out in the back of his Dodge Caravan, as business grew he had to move the business into their garage, then to a 20'x10' storage building, then to the old airport hanger by Judges BBQ Restaurant, then to a 1,700 square foot building on West Union Street, and now to their new 5,000 square foot facility at 1006 East Union Street Morganton, NC.

Mobile Services Inc. started out as just selling first aid supplies and safety supplies. Then added on selling janitorial supplies. Then into commercial cleaning, specialty cleaning and facility maintenance services. Then food service products followed by fire extinguisher and emergency lights sales and service. Now providing exhaust hood cleaning along with inspections and services for their fire suppression systems.

When Mobile Services Inc. started to grow we looked for opportunities to assist the business financially but there was no loans available or any other incentives available since it was a new business. Through tireless research and inquiries for assistance the company was always turned down even for grants. The first 4 years of the business 100% of all profits were put back into the business and no

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wages were taken from the business. This was pivotal in the growth and success for the company.

## **Company Objective**

Mobile Service Inc. is dedicated to consistently providing high customer satisfaction by rendering excellent service, quality products, and furnishing an enjoyable atmosphere at an acceptable price/value relationship. We will also maintain a friendly, fair, and creative work environment, which respects diversity, ideas, and hard work. Our goal is to ensure our customers have a cleaning service that views its customers as lifetime partners that delivers dependable quality service at all times.

We encourage the communication of employees ideas, questions, and concerns with their supervisor or any manager.

- 1) To provide employment opportunities through continuing growth.
- 2) To be recognized for superior quality and service.
- 3) To be honest, fair, and objective with employees, customers, and suppliers.
- 4) To maximize profits to capitalize future expansion.
- 5) To operate in a safe manner regarding employees and the environment.

## **Equal Employment Opportunity**

It is the policy of Mobile Services Inc. to recruit, hire, train, promote, persons in all job classifications without regard to race, color, age, religion, gender, sexual preference, national origin, physical or mental disability, or veteran status.

## **Payday and Payroll Deductions**

Employee paychecks are generally issued on Mondays after 12:00PM unless it is a holiday. Employees are paid for all work preformed through the previous week starting on Monday and ending on Sunday. Employees are responsible for getting

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their work hours in on Sunday to ensure their check is accurate on Monday. While the company takes all possible measures to insure the accuracy of your paycheck, errors do sometimes occur. If you think an error has been made on your paycheck contact your supervisor or any manager immediately.

### **Vacation, Sick Days & Holidays**

At this time Mobile Services Inc. does not offer vacation, sick or holiday pay but it is one of our top goals to get a plan implemented.

### **Worker's Compensation / Job Related Injuries**

If you are injured on the job, you must notify your supervisor or any manager immediately. An employee must not go to, or make an appointment with a physician or treatment of any job related injury without first reporting to their supervisor, manager and the owners of the company regarding the nature and occurrence of the injury. The injured employee will have a drug test done for any injury that happens while working. An accident report must be completed as soon as possible after initial treatment for the injury.

### **Safety Program**

The company promotes policies which afford a high degree of protection for all employees. Each employee must follow all rules of safety training determined by the supervisor or manager, use safety equipment where required, and report any hazards immediately to the supervisor or manager. Each employee will be trained in all safety training listed in the safety training program. Working safely is a part of every employee's job.

### **Sexual Harassment**

It is the policy of Mobile Services Inc. to maintain a workplace free of sexual harassment in any form. An employee who believes he or she is being sexually harassed should report the incident to their supervisor or any manager. All incidents will be impartially investigated and prompt action will be taken by

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management if deemed necessary. Action to be taken, depending upon the nature may be oral or written warning, suspension or termination.

### **Smoking Policy**

Smoking is prohibited in Mobile Services Inc. facility and all company vehicles. Employees working at our customers facilities are to adhere to that customers smoking policy.

### **Personnel Records**

The company is required to keep its records up to date. It is each employees responsibility to notify the company whenever there is a change in the employee's address, telephone number, name, marital status, citizenship and number of dependents.

### **Rules & Regulations**

All employees are employed "at-will" and may be discharged at any time, for any reason or for no reason at all, with or without notice. However we want the employee to be aware of some of the more common infractions which could lead to disciplinary action or dismissal from employment. In deciding whether and how much discipline to impose the company takes into account factors such as the severity of the infraction, the employees overall record of job performance and attitude. The following are examples of violations of work rules and/or personal conduct which may lead to disciplinary action and/or discharge.

- 1) Poor workmanship, production or quality.
- 2) Reporting to work under the influence of drugs or alcohol.
- 3) Leaving a job without completing the work.
- 4) Excessive tardiness and/or absenteeism.
- 5) Sleeping on the job.

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- 6) Refusal to follow instructions or insubordination towards a supervisor or manager.
- 7) Horseplay, disorderly or immoral conduct on company or customer property.
- 8) Falsifying work hours or any other company records.
- 9) Defacing, destruction or removal of property or equipment belonging to the company.
- 10) Fighting or committing assault and battery while on company or customer premises.
- 11) Bringing firearms, weapons or explosives onto company or customer premises.
- 12) Employee working for a competitor or engages in any activity which could result in the disclosure of trade secrets, pricing, customers list, etc.
- 13) Use of foul or abusive language.
- 14) Violation of safety rules in any activities dangerous to other employees or others.
- 15) Failure to observe any obligations set forth in this handbook or any other actions or conduct of an employee deemed not to be in the best interest of the company.

### **Dress Code**

Our company takes great pride in our appearance to our customers and the public. Employees should always be wearing a Mobile Services Inc. shirt while performing work for any customers.

- 1) Clothing that bears a slogan or saying which attracts attention or may be offensive.
- 2) Shorts, tank tops, muscle shirts, etc. unless approved by a supervisor or manager.

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3) Failure to use safety equipment or personal protective equipment required for services performed.

### **Employee Problems / Grievances**

The company encourages employees to bring to the attention of their supervisor or any manager any problem or grievance he or she may be experiencing. The company prides itself on maintaining open communication with its employees in an effort to resolve any problems which may arise quickly and effectively.

### **Noncompetition**

The company considers its methods of services provided, sales tactics, customers list, pricing, and business strategies and activities proprietary information. We believe that disclosure of this information can be harmful to your best interest, as well as ours which could lead to disciplinary action or dismissal from employment. Please be careful not to disclose specific information regarding the company's business activities. Employee are prohibited to work for a competitor while employed for the company. Employees are not allowed to perform any services that the company offers for their own personal or monetary gain or start a part time business that is in direct competition with the company this could lead to dismissal from employment and possible law suit against employee.



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