



# Employee Handbook

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## **Welcome**

We would like to take this opportunity to welcome you to Callahan Supply, LLC.

Our handbook is designed to enable you to become better acquainted with our organization, philosophy and policies that will affect your work. We have tried to supply straight to the point answers to your questions. If you have any other questions or concerns, do not hesitate to ask your supervisor or office manager.

Callahan Supply reserves the right to modify, revoke, change or improve any of the provisions set forth in this handbook or in the company policies in whole or in part at any time which we believe are appropriate.

## **Introduction**

Our mission is to provide the best product and service and grow with our customers through integrity in every action.

Callahan Supply is a redi mix supplier attracting customers through friendly and dependable service. We place a large emphasis to ensure our customer has the best possible outcome. We strive to provide dependable and quality mixes suitable for both large and small projects.

Your job and the company's future depends on our ability to manufacture a high quality product and service at a cost that will enable us to sell the product at a competitive price and still maintain a profit margin which allows for future expansion of our plants and equipment. Maintaining an acceptable profit margin provides benefits for each Callahan employee and their family.

## **Employee Benefits**

### **Health Insurance**

Callahan Supply offers medical coverage plan. Your benefits will commence on the first day of the month following ninety (90) days of employment, provided you have returned all of the necessary forms and applications to the office manager.

Callahan provides a comprehensive workers' compensation plan at no charge to the employee. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Neither Callahan Supply nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational or social activity.

For details on the current health care plan available for Callahan Supply employees, please visit our website at [www.callahansupply.com](http://www.callahansupply.com) click the forms link located at the bottom of the page, or ask the office manager for a copy of the forms.

### **Retirement Plan**

Employees 18 years of age or older are eligible to enroll in Callahan's Simple plan, with an entry date following 12 months of employment. For more information and enrollment forms you can visit our website or contact the office manager.

### **Vacation Time**

Employees who are considered regular full time employees (at least 1500 hours) receive the following paid time off. The amount of paid time off an employee receives each year is based on their length of employment as shown in the following schedule. All employees that have reached their one-year anniversary will be eligible to use their vacation time. Any vacation time earned during a year may not be carried over to the next year. Employees may not receive advance payment for vacation time. Vacation time **MUST BE SCHEDULED AND APPROVED BY OWNER**. Employee must submit Time Off Request Form to the Office Manager. Earned time off is paid on the employee's hourly rate at the time of leave. It does not include overtime or any special forms of compensation. An employee will not be compensated for vacation time if he or she is terminated or quits.

After 1 Year 40 hours/ 5 days

After 5 Years 64 hours/8 days

After 10 Years 80 hours/2 weeks

After 15 Years 120 hours/3 weeks

After 20 Years to be determined

### **Holiday Pay**

Employees are eligible to receive holiday after they have been employed for 90 days. All full-time hourly employees are potentially eligible to receive 8 hours of holiday pay for each of the 6 major holidays (New Year's day, Memorial day, Independence day, Labor day, Thanksgiving and Christmas day). An employee that is on lay-off status will not receive holiday pay even if they are called in to work the day before and after the holiday (or the day it is observed). In the case where an employee is required to work on a holiday, he/she will earn his/her normal hourly wage (or overtime wage, if applicable) for the time worked in addition to the 8 hours of holiday pay.

# **General Responsibilities and Requirements**

## **Customer Relations**

DO NOT argue with contractors on the job sites. Our customers are our livelihood and every effort should be made to please them. Any complaints or concerns should be directed to your supervisor at an appropriate time and manner. In other words, we should strive to work hard and please our customers before we worry about our personal feelings or comforts.

## **Dress Code**

All employees are required to wear high visible clothing, shirts with sleeves and long pants at all times. If you choose to wear your own clothing, make sure it does not have any inappropriate content on it. Hats may be worn, but must also be appropriate for work. Some jobs require hard hats and they must be on person at all times. It is the employee's responsibility to comply.

## **Employee Physical**

The US Department of Transportation requires that all commercial drivers obtain a physical every two years. Certain medical conditions warrant a physical each year or sooner. Check with the Office Manager in the office to see if you need to have a physical more than every two years if you were not already informed by the doctor. You will be issued a DOT physical card, when you receive the card please be sure to bring it to the office to ensure Callahan has the most updated DOT card on file. Failure to do so may result in disciplinary action. Being stopped by law enforcement without a valid DOT card can result in a fine that the employee will be responsible to pay. The company pays for these physicals, so please forward any invoices and notices to the office manager.

## **Commercial Driver's License (CDL)**

Every driver of a CMV for Callahan Supply must have a valid CDL with the appropriate class and endorsement(s). Otherwise the driver will be suspended from all areas of work until a CDL is issued or reinstated. It is the driver's responsibility to keep the CDL license renewed every 4 years or whenever required by the state.

It is now required that all commercial drivers certify with the state as to what type of driving they do. The type of driving encountered while working for Callahan Supply will be Non-Expected Intrastate (Michigan only).

## **Seat Belt Policy**

As you know, seat belts must be worn at all times in a motor vehicle. We cannot emphasize this point enough. There have been several accidents in which employees were saved from significant personal injury because they were wearing their seat belts. We want to ensure that this continues in the future. We also want to stress that failure to wear your seat belt at all times while the vehicle is in motion can be cause for termination.

## **Non-Smoking Law**

The state of Michigan has implemented the Smoke Free Air Law effective May 1, 2010. Any and all indoor work areas (most jobsites) are now required to be smoke-free. This includes inside the dispatch office, maintenance shop, and inside any other buildings on company property. Failure to follow this law can result in monetary penalties issued by the state to the person smoking, and could also result in penalties to the company. We would ask that any smokers stay a respectable distance from entrances so that non-smokers are not exposed to second-hand smoke. Smoking indoors or even just inside an exterior doorway is prohibited.

## **Drug Testing**

Callahan Supply has a program for testing all prospective employees prior to starting their employment. All employees will be periodically tested throughout their employment. Random testing is a company policy and a Federal DOT regulation.

## **On the Road Communication**

Due to the extended areas we sometimes cover, our radios may not always work. It is imperative that you know where you are going before you leave the yard. It is much easier to ask for directions while you are at the plant and can look at a map. Driving around in circles or missing your turn costs the company in both wasted fuel and time, and can also irritate our customers if we are late. If your radio is not working, you may use your cell phone to call Dispatch, but only after pulling over and stopping first. Please remember that all drivers must abide by the Company Cell Phone Use policy and the FMCSA's Handheld Cell Phone Ban.

Let your dispatcher know your status throughout the day. Let him know when you arrive at the job, when you are leaving the job site, and if you are delayed for any reason (waiting for contractor or pump, truck is stuck, traffic is stopped). This will help the dispatcher greatly in scheduling trucks for other jobs, and help reduce idle/wait time and maintain customer satisfaction.

## **FMCSA'S Handheld Cell Phone Ban**

As of January 3, 2012, it is now illegal for a driver of a CMV to operate a truck while talking on a cell phone or other similar device, and 1. holding it in their hand, 2. pressing more than one button to make/receive calls, or 3. having to reach for the phone in a way that prevents you from staying in a seated, belted position. The only legal way to talk while holding a phone is to pull off the road completely in a safe location and put the vehicle in *park*. A hands-free headset is allowed to be used while driving, provided that the above 3 rules are followed. Remember that the company Cell Phone Use Policy is in conjunction with the FMCSA rule.

## **Harassment Policy**

Title VII of the Civil Rights Act prohibits harassment of an employee based on race, color, sex, religion, or national origin. The Age Discrimination in Employment Act prohibits harassment of

employees based on disability, and the Genetic Information Nondiscrimination Act of 2008 prohibits harassment of an employee based on genetic information. All of the anti-discrimination 10 statutes enforced by the EEOC prohibit retaliation for complaining of discrimination or participating in complaint proceedings.

- 1) Callahan Supply will not tolerate harassment by anyone in any of its work places or in the conduct of its business.
- 2) Callahan Officers, Department Heads, Managers have an affirmative duty to maintain the work place free of harassment.
- 3) Any employee of Callahan Supply who engages in harassment is subject to disciplinary action, including termination.
- 4) Employees who feel they are being subjected to harassment should immediately bring such action to the attention of management.

### **Payday**

All employees are paid every Thursday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. Time cards must be submitted every Monday prior to payday either via online through our website or handed into supervisor. Failure to do so will result in no pay for that week. Checks will not be dispersed if a time card is not submitted.

## **COMPANY REGULATIONS**

The following policies are intended to cover the ordinary and usual cases that arise in the course of the employment relationship. Should cases arise that are not covered by these policies, they will be handled on an individual basis subject to such penalties as may be appropriate for the type of violation involved. Any mitigating or aggravating circumstances will be taken into account on an individual basis.

Progressive discipline will be followed except in cases that are so flagrant or disruptive that immediate and severe discipline is required. In such cases, the progressive schedule may be accelerated. Please note that the first step is a meeting between the employee and management.

Rules may be added, deleted, or modified provided that prior notice is given to all employees. If you have questions or concerns regarding any of the following regulations, talk with your supervisor or the Main Office.

### 1. **Accidents/Incidents/Injuries**

- a. One incident of any nature

### **Penalties**

- 1<sup>st</sup> offense – verbal warning
- 2<sup>nd</sup> offense – written warning
- 3<sup>rd</sup> offense – 3 day suspension
- 4<sup>th</sup> offense – cause for discharge

- b. Two chargeable accidents/incidents/injuries in a 12 month period Cause for discharge
- c. A chargeable accident involving serious negligence Cause for discharge
- d. Failure to report all accidents same-day and personal injury or major accident immediately
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – 3 day suspension
  - 3<sup>rd</sup> offense – cause for discharge

2. **Equipment**

**Penalties**

- a. Failure to report mechanically defective condition of equipment in writing suspension
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense or more – 3 day suspension
- b. Unauthorized use of a motor vehicle Cause for discharge
- c. Failure to report breakdown promptly
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – 3 day suspension
- d. Knowingly abusing or misusing company equipment
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – 1 week suspension
  - 3<sup>rd</sup> offense – cause for discharge
- e. Failure to keep equipment clean and in proper condition (**delays on job and in the yard should be used to clean trucks**)
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – 3 day suspension
  - 3<sup>rd</sup> offense – 1 week suspension
  - 4th offense – cause for discharge

3. **Conduct**

**Penalties**

- a. Carrying, possessing or being under the influence of intoxicating beverages, drugs, or other controlled substances while on duty or on company property. Medication prescribed by a doctor must be cleared for consumption while operating heavy equipment. Your Dispatcher must know if you are taking prescription medication.
  - Cause for discharge (see DOT drug policy and Substance Abuse policy)
- b. Conduct towards customers or suppliers that may adversely affect good customer relations.
  - Cause for discharge
- c. Theft or dishonesty of any kind including, but not limited to, unauthorized disposition of company property or products.
  - Cause for discharge

- d. Failure to turn in COD money to the appropriate person the same day it was collected.
  - 1<sup>st</sup> offense – verbal or written warning
  - 2<sup>nd</sup> offense – 3 day suspension
  
- e. Insubordination – refusal or failure to do job assigned and refusal to obey a direct order of management.
  - 1<sup>st</sup> offense – verbal or written warning
  - 2<sup>nd</sup> offense – cause for discharge
  
- f. Conviction for any moving violation while operating a company vehicle. Any reports or complaints received from the public regarding speeding or other violations will be investigated and subject to disciplinary action.
  - 1<sup>st</sup> offense – 3 day suspension
  - 2<sup>nd</sup> offense – cause for discharge
  
- g. Use of profane or abusive language on truck radios or on job sites and in the yard.
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – 1 week suspension
  
- h. Failure to wear a required hard hat, face shield, or other protective devices when furnished by the company around an area where a hazard exists.
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – loss of day
  - 3<sup>rd</sup> offense – cause for discharge
  
- i. Having distasteful/offensive/obscene pictures, magazines, or other items in truck.
  - 1<sup>st</sup> offense – verbal warning
  - 2<sup>nd</sup> offense – 3 day suspension
  - 3<sup>rd</sup> offense – cause for discharge
  
- j. Leaving the job without permission of management. Cause for discharge
  
- k. Sleeping during work hours. Cause for discharge
  
- l. Posting or removing of notices, signs or writing of any form on bulletin boards or company property at any time without specific authority.
  - 1<sup>st</sup> offense – verbal warning

2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

m. Clearly abusive language to any supervisor, fellow employee or others.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

n. Violence or threat of violence to any supervisor, fellow employee or others.

Cause for discharge

#### 4. Driving Schedules

#### Penalties

a. Unnecessary delaying of load or equipment, unauthorized stopping, or failure to notify dispatch if delayed by police or a scale.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

b. Failure to follow routings as designated.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension

#### 5. Attendance

#### Penalties

a. Repetitive absenteeism. This may be a rule violation even if advance notice is given. 5 days should be the max. days off during the season.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

b. Failure to notify the company in advance if unable to report for duty.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

c. Failure to obtain prior approval for excused personal business.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

d. Reporting late for work.

1<sup>st</sup> offense – verbal warning  
2<sup>nd</sup> offense – 3 day suspension  
3<sup>rd</sup> offense – cause for discharge

#### 6. Miscellaneous

#### Penalties

a. Unauthorized carrying of passengers.

Cause for discharge

b. Malicious destruction of property.

Cause for discharge

c. Accumulating any three offenses in 12 months.

Cause for discharge

## 7. Seat Belts

- a. Failure to wear a seat belt.

## Penalties

Cause for discharge

# DAILY CHECKLISTS

## BEGINNING OF THE DAY

1. Perform your pre-trip inspection: check tires, oil, coolant, and hydraulic levels before starting the truck. Perform all other pre-trip procedures on your DVIR. Be sure to keep your drum ring greased. Know how to use and make sure your tag axle pressure gauges are working.
2. Let your dispatcher know if your truck requires maintenance before being driven for the day. Try to avoid small repairs that can be fixed at the end of the day or at night, as long as waiting doesn't pose a safety concern. If the problem is safety related, you may need to get a spare truck ready to go; contact the dispatcher and figure out a game plan.
3. Prepare for your first load by either pulling under the plant if it's open, or park in the designated area to wait.
4. If there is not a load for you right away, check with the dispatcher for something to do. There is always some kind of work needing to be done. There's no excuse to be sitting and doing nothing.

## LOADING

1. Check your ticket and get instructions from the dispatcher while you are being loaded. **Make sure you know exactly where you are going before you leave the yard.** Maps are available at every plant to help you know where to go.
2. Plan your route before you leave and take the fastest, safest way to the job. Use the map if needed. **DON'T GET LOST!**
3. Check for special instructions or any supplemental items you may need to deliver with the concrete (i.e. expansion joint, rebar). Don't forget to bring them as it wastes everyone's time if you do.
4. Stay by your truck when in line to be loaded. This is a great opportunity to wash your truck, and you should take advantage of the time to do so.
5. Check every load before leaving the yard. Do not rely on the slump meter because they are not always accurate. You need to climb up and visually inspect the load; roll it to the front of the drum if necessary. If the load is too wet, let the dispatcher know; you may need to dry it up.
6. Don't waste time after loading. If you need fuel during the day, get it while you are waiting in line to be loaded or when there is a break between loads, if possible. If you are

going to run out then obviously get fuel, but pump just enough to finish the day, and top off at the end.

### **ON THE JOB**

1. Before you pull up to the jobsite, do a quick visual check of any obstacles to avoid or areas that could cause problems: water valves or lines, septic fields, ditches or steep inclines, or freshly backfilled areas.
2. If the customer is not ready when you arrive on the job, make sure your slump is correct and any necessary chutes are on. Get out and help the customer if possible. Otherwise spend your waiting time cleaning your truck.
3. If you get into a situation where you think you may tip over, or you get stuck and are going to be there for a while, notify dispatch. The situation will be assessed and you will be notified as to whether or not to add water to the load to make sure it doesn't set up in your truck.
4. All COD monies must be collected, ticket signed, and required personal ID information gathered before unloading any material.
5. While you are pouring, if it looks like the customer is going to run short, call dispatch and let them know so they can plan accordingly.
6. Find out where the customer wants you to wash out before you unload; make sure there is sufficient space, and that it is allowable to do (no city sewer drains).

### **WASHING DOWN AT THE JOB**

1. Follow the yard procedure for washing out. It should take no longer than 15 minutes. Be sure to clean off all the loose stones that may be on the truck. Proper wash out and cleaning methods at this point will save you a lot of time chipping and scraping off concrete splatters and spills later.
2. DO NOT wash out into sewers! There are big fines if we are caught doing this.
3. Before you leave the job, let the dispatcher know if you have any leftovers.
4. Do not back-wash loads on the job site or on the way back to the plant.
5. Check with your dispatcher for your next assignment. You may be sent to another plant to help out. If you don't hear back, return to the plant you last loaded at via the fastest and safest route possible. Do not stop for lunch or anything else that may delay your return.

### **RETURNING TO THE YARD**

1. If you have concrete left over that is not going to be reused, either fill the block forms or pour it in the designated spot. Then rinse off your chutes and front fins, and pull under the plant or in line to load. If you pour blocks, make sure to fill them 1 inch from the top. Clean up any spills on the ground or on forms, and remember to clean ALL tools – mag/trowel, shovel, and screed board.
2. If the plant is empty when you return, pull under right away. The dispatcher can advise you at that point whether you are needed right away or not.
3. Give any cash or checks that you may have received on the last load to the dispatcher.

4. If there is not a load to be batched soon, check with the dispatcher for something to do. Make sure the yard is always picked up – it should look clean for customers, salesmen, or anyone else who may stop in. Shovel under the plant or conveyors. Wash your truck. There is always something to be done.
5. If you are to be loaded with a grout mix, make sure you backwash your drum of any stones before you get loaded. Any stone left in the drum could cause issues with the pump or where the grout is being placed. Your dispatcher should advise you before you get loaded.

#### **END OF THE DAY**

1. When you arrive back in the yard at the end of the day, contact your dispatcher first to find out what you need to do. There may be a balance load or the chance of a run-short. Do not wash out until told, unless you know you are the last truck or the day is finished.
2. Make sure you wash out your truck thoroughly. **THIS IS IMPORTANT!** If you do not know how to properly wash out without getting concrete build-up, ask someone who does. Build-up in the drums beyond ½ yard per year will not be tolerated, unless it is due to mechanical breakdown or other factors beyond your control. Visually check the inside of the drum at least once a month for build-up, wear, or damage.
3. If you need to get stone at the end of the day to knock off some build-up, there is no need to wash out after that. The light residue left in the drum will come out with the next morning's load.
4. You are allowed twenty (20) minutes to wash out and fuel your truck at the end of the day. Different situations will be taken into consideration, but 20 minutes is the maximum. Fuel tanks should be filled every night even if you only need a few gallons. If you need fuel during the day, be sure to fill up at a time that will not hold up deliveries.

#### **WINTER WASH DOWN AND OPERATION**

1. At the end of the day, drain all water and air systems and all hoses used to wash down.
2. When you are loaded, make sure all your hoses are trickling or are drained so they do not freeze. Be sure to have hoses trickling in such a way that it doesn't create ice buildup on steps or fenders where you will be stepping or walking.
3. Check your overhead valve in the cab. Make sure it wasn't left on or that your seat belt doesn't catch it and open it. If it's left on, it can ruin the entire load. Also remember to purge it quickly every few minutes while driving when it is very cold to prevent freezing.
4. Make sure the drum rollers are turning.



**EMPLOYEE HANDBOOK  
CERTIFICATE OF RECEIPT**

I have received a copy of Callahan Supply's Employee Handbook and understand its contents, including any applicable federal and company policies and rules, and penalties for not following the policies and rules.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_