

JULES CUSTOM ENTERPRISE LLC

DBA: Jules Lawn And Pressure Washing

EMPLOYEE HANDBOOK - KEY POLICIES

Managing Member: Latasha Mitchell | Phone: (832) 322-3449

6849 Orville St Unit A, Houston, TX 77028

WELCOME TO OUR TEAM!

Thank you for joining Jules Custom Enterprise LLC. This handbook outlines our essential company policies, expectations, and your rights as an employee. We are a Second Chance Employer committed to treating every team member with dignity and respect, regardless of background.

OUR MISSION: To provide quality lawn care, pressure washing, and direct selling services while creating meaningful employment opportunities for those who need a second chance.

OUR VALUES: Hard work, integrity, accountability, respect, and continuous improvement.

This handbook is not a contract and does not guarantee employment for any specific period. Employment with Jules Custom Enterprise LLC is at-will, meaning either you or the company can end the employment relationship at any time, with or without cause or notice.

BUSINESS DIVISIONS: NAICS 454390 (Direct Selling) | NAICS 561730 (Landscaping Services)

SECTION 1: EMPLOYMENT BASICS

1.1 Equal Employment Opportunity

Jules Custom Enterprise LLC is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or criminal history. All qualified applicants receive fair consideration for employment, and all employees are treated equally in terms of compensation, benefits, promotions, training, and discipline.

1.2 At-Will Employment

Your employment is at-will, which means that either you or the company may terminate the employment relationship at any time, with or without cause, and with or without notice. No supervisor, manager, or representative of the company (other than the Managing Member in a signed written agreement) has the authority to alter this at-will relationship or make any promises of continued employment.

1.3 Second Chance Employer Commitment

We are proud to be a Second Chance Employer. We believe that people with criminal records, gaps in employment, or other challenges deserve opportunities to prove themselves through honest work. We evaluate candidates based on their current qualifications, work ethic, and potential—not solely on their past. We conduct individualized assessments and comply with all Fair Chance Hiring laws.

YOUR PRIVACY IS PROTECTED: Your employment application, criminal history information (if disclosed), and personal background are confidential. We will not share this information outside the company without your written consent, except as required by law.

1.4 Probationary Period

New employees serve a probationary period of 90 days. During this time, we'll evaluate your performance, attendance, attitude, and overall fit with the team. You'll receive feedback at 30, 60, and 90 days. Successful completion of the probationary period does not change your at-will employment status. Either party may terminate employment during this period without cause.

SECTION 2: ATTENDANCE & PUNCTUALITY

2.1 Expectations

Showing up to work on time, every day, is critical to our business operations and your success. Our customers and your coworkers depend on you. We understand that emergencies happen, but chronic lateness or absenteeism will result in disciplinary action up to and including termination.

2.2 What to Do If You're Running Late or Can't Come to Work

• **Call or text your supervisor IMMEDIATELY.** Don't wait until your shift starts—notify us as soon as you know you'll be late or absent. • **Provide a reason.** You don't need to share personal details, but we need to know if it's illness, car trouble, family emergency, etc. • **Give an estimated time of arrival** if you're running late. • **No call, no show = serious problem.** Failing to notify us that you won't be at work is grounds for immediate termination, except in true emergencies where communication is impossible.

2.3 Attendance Points System

We use a point system to track attendance issues fairly:

Occurrence	Points
Tardy (up to 15 minutes late)	0.5 points
Tardy (16-30 minutes late)	1 point
Absent with notice (called in)	1 point
Absent without notice (no call, no show)	3 points
Leaving early without permission	1 point

Disciplinary Actions:

• **3 points:** Verbal warning • **5 points:** Written warning • **7 points:** Suspension (1-3 days without pay) • **9 points:** Termination Points reset every 6 months of consistent good attendance. Excused absences (documented medical emergencies, jury duty, bereavement) do not count toward points.

SECTION 3: WORK HOURS, TIMEKEEPING & PAY

3.1 Work Schedules

Work schedules vary by position and division. Your supervisor will provide your schedule. Schedules may change based on business needs, weather conditions, and customer demands. We

will give you as much advance notice as possible of schedule changes.

3.2 Timekeeping & Overtime

You must accurately record all time worked. Clock in when you start work and clock out when you finish, including meal breaks. **Never work off the clock.** If you work more than 40 hours in a workweek, you will be paid overtime at 1.5 times your regular rate. Overtime must be approved by your supervisor in advance except in emergencies.

3.3 Pay Schedule

Employees are paid on a bi-weekly basis (every two weeks). Paychecks are issued on Fridays for the previous two-week pay period. If payday falls on a holiday, you will be paid the business day before. Direct deposit is available and strongly encouraged.

3.4 Meal & Rest Breaks

Texas law does not require meal or rest breaks for adults. However, we provide the following as a courtesy:

- **Lunch Break:** 30-60 minutes (unpaid) for shifts over 6 hours
- **Rest Breaks:** Short breaks (5-10 minutes) as work permits (paid) You must notify your supervisor before taking breaks. Breaks cannot be combined or taken at the beginning/end of shifts.

SECTION 4: WORKPLACE CONDUCT & EXPECTATIONS

4.1 Professional Behavior

We expect all employees to treat coworkers, supervisors, and customers with respect and professionalism. This means:

- Be courteous, polite, and helpful
- Communicate clearly and honestly
- Resolve disagreements calmly and professionally
- Follow instructions from supervisors
- Ask for help when you need it
- Take pride in your work and our company's reputation

4.2 Dress Code & Appearance

You are a representative of our company. Dress appropriately for your position:

- **Landscaping/Pressure Washing:** Company shirt (if provided), long pants or work shorts, closed-toe boots/shoes. No offensive logos or graphics. Neat, clean appearance.
- **Direct Selling/Delivery:** Business casual or company uniform. Professional appearance when interacting with customers.
- **Safety Gear:** Wear required PPE (safety glasses, gloves, hi-vis vests) when job demands.

4.3 Drug-Free Workplace

Jules Custom Enterprise LLC is committed to maintaining a drug-free, alcohol-free, and safe work environment. The use, possession, sale, or being under the influence of illegal drugs or alcohol during work hours or on company property is strictly prohibited and will result in immediate termination.

Drug Testing: We may conduct pre-employment, random, post-accident, and reasonable suspicion drug testing. Refusal to submit to testing when requested will be treated as a positive result. If you are taking prescription medication that may impair your ability to work safely, notify your supervisor.

4.4 Workplace Violence & Harassment

We have zero tolerance for violence, threats of violence, harassment, discrimination, or intimidation in any form. This includes:

- Physical violence or threats
- Verbal abuse, yelling, or aggressive behavior
- Sexual harassment or unwanted advances
- Discrimination based on protected characteristics
- Bullying, intimidation, or retaliation
- Possession of weapons on company property (unless legally authorized for work duties)

If you experience or witness harassment, violence, or discrimination, report it immediately to your supervisor or Latasha Mitchell. All reports will be investigated promptly and confidentially. Retaliation against anyone who reports concerns in good faith is strictly prohibited.

4.5 Confidentiality

You may have access to confidential company information, customer data, pricing, business strategies, or employee information. You must keep this information confidential and not share it with anyone outside the company without authorization. Violation of confidentiality may result in termination and legal action.

4.6 Use of Company Property & Equipment

Company vehicles, tools, equipment, uniforms, and property are provided for work purposes only. You are responsible for their proper use, care, and security. Report any damage, loss, or malfunction immediately. Misuse, theft, or intentional damage will result in disciplinary action and may require reimbursement.

SECTION 5: WORKPLACE SAFETY

5.1 Your Safety is Our Priority

We are committed to providing a safe work environment. You have the right and responsibility to work safely. If you observe an unsafe condition or practice, report it immediately. **Never compromise safety to save time or money.**

5.2 Safety Rules

- Follow all safety procedures and training
- Wear required Personal Protective Equipment (PPE) at all times
- Inspect equipment before use; report defects immediately
- Use proper lifting techniques; ask for help with heavy items
- Never operate equipment you haven't been trained on
- Keep work areas clean and organized
- Report all injuries, accidents, and near-misses immediately
- Never work under the influence of drugs or alcohol
- Follow all traffic laws when driving company vehicles

5.3 Accident/Injury Reporting

If you are injured at work, no matter how minor, **report it to your supervisor immediately.** Even small injuries can become serious if not treated. We carry workers' compensation insurance to cover medical expenses and lost wages for work-related injuries. Failure to report an injury promptly may jeopardize your claim.

What to do if injured: 1. Stop work and seek first aid or medical attention 2. Notify your supervisor immediately 3. Complete an incident report 4. Follow doctor's orders and keep us updated 5. Provide medical documentation for any restrictions

SECTION 6: TIME OFF & LEAVE

6.1 Paid Time Off (PTO)

Full-time employees accrue Paid Time Off based on length of service. PTO can be used for vacation, illness, personal appointments, or emergencies.

Years of Service	Annual Accrual
0-1 year	40 hours (5 days)
1-3 years	80 hours (10 days)
3+ years	120 hours (15 days)

PTO accrues each pay period and must be requested in advance (at least 2 weeks' notice for planned time off). Approval is based on business needs and seniority. Unused PTO does not roll over to the next year and is not paid out upon termination.

6.2 Unpaid Leave

If you need time off beyond your accrued PTO, you may request unpaid leave. Approval depends on business needs and your performance/attendance record. Extended unpaid leave may affect your benefits and employment status.

6.3 Jury Duty & Court Appearances

If you are summoned for jury duty or subpoenaed to court, notify your supervisor immediately and provide documentation. Time off for jury duty is unpaid, but your job is protected.

SECTION 7: PROGRESSIVE DISCIPLINE & TERMINATION

7.1 Progressive Discipline

We believe in giving employees opportunities to correct performance or conduct issues before termination. Our progressive discipline process typically follows these steps:

1. **Verbal Warning:** Informal discussion about the issue and expectations 2. **Written Warning:** Documented warning placed in personnel file 3. **Suspension:** Unpaid time off (1-3 days) to reflect on behavior 4. **Termination:** Employment ends However, serious violations (theft, violence, gross insubordination, intoxication, safety violations) may result in immediate termination without progressive discipline.

7.2 Grounds for Immediate Termination

The following behaviors may result in immediate termination:

- Theft, fraud, or dishonesty
- Violence, threats, or fighting
- Possession of weapons or illegal drugs
- Working under the influence of drugs or alcohol
- Gross insubordination or refusal to work
- Falsifying company records or timecards
- Serious safety violations
- Sexual harassment or discrimination
- Destruction of company property
- Abandoning your job (no call, no show for 3+ consecutive days)

7.3 Resignation

If you decide to leave, we ask that you provide at least 2 weeks' written notice. This helps us plan for your replacement and maintain business continuity. Employees who resign with proper notice and are in good standing are eligible for rehire.

7.4 Return of Company Property

Upon separation (resignation or termination), you must immediately return all company property including keys, tools, equipment, uniforms, ID badges, vehicles, phones, and any other items. Your final paycheck may be delayed until all property is returned.

SECTION 8: BENEFITS & PERKS

8.1 Workers' Compensation Insurance

All employees are covered by workers' compensation insurance for work-related injuries or illnesses. This insurance pays for medical care and lost wages. Report any work injury immediately to ensure your claim is filed properly.

8.2 Referral Bonus Program

Refer a friend, family member, or acquaintance who gets hired and completes 90 days of employment, and you'll receive a \$100 referral bonus. Help us build a great team!

8.3 Performance Bonuses

Exceptional performance, customer feedback, safety records, and going above and beyond may be rewarded with quarterly or annual bonuses at management's discretion.

8.4 Training & Advancement Opportunities

We invest in employees who show initiative and commitment. You'll receive on-the-job training, and high performers can advance to lead roles with higher pay. We promote from within whenever possible.

SECTION 9: COMMUNICATION & PROBLEM SOLVING

9.1 Open Door Policy

We encourage open communication. If you have a concern, question, or problem, talk to your supervisor first. If your supervisor cannot resolve the issue or if the concern involves your supervisor, you may contact Latasha Mitchell directly at (832) 322-3449 or julescustomerenterprise@gmail.com. Your concerns will be heard and addressed fairly.

9.2 Grievance Procedure

If you feel you've been treated unfairly or have a workplace dispute:

1. Discuss the issue with your immediate supervisor
2. If unresolved, submit a written complaint to the Managing Member
3. The complaint will be investigated, and you'll receive a written response within 10 business days
4. The Managing Member's decision is final

No retaliation: You will not be retaliated against for raising concerns in good faith.

SECTION 10: SOCIAL MEDIA & TECHNOLOGY

10.1 Social Media Policy

You have the right to use social media in your personal time, but remember:

- Don't post confidential company information, customer data, or business secrets
- Don't post photos or videos of customers, job sites, or coworkers without permission
- Don't make defamatory, harassing, or discriminatory statements about the company, coworkers, or customers
- Don't claim to represent the company unless authorized
- Be professional—your online presence reflects on you and may impact your employment

10.2 Company Vehicle GPS & Monitoring

Company vehicles may be equipped with GPS tracking and dash cameras for safety, routing efficiency, and liability protection. By driving a company vehicle, you consent to this monitoring. GPS data and camera footage may be reviewed for business purposes, safety investigations, or customer disputes.

SECTION 11: EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received, read, and understood this Employee Handbook. I understand that: • My employment is at-will and can be terminated by either party at any time • This handbook is not a contract and policies may change at any time • I am responsible for complying with all company policies • Violation of policies may result in disciplinary action up to and including termination • I can ask questions if I don't understand any policy • I have been given the opportunity to review this handbook and ask questions **I agree to abide by these policies and all future revisions.**

Employee Signature: _____

Date: ___/___/___

Employee Name (Print): _____

IMPORTANT: This signed acknowledgment must be placed in the employee's personnel file.

Questions or Concerns? Contact Latasha Mitchell, Managing Member
Phone: (832) 322-3449 | Email: julescustomenterprise@gmail.com
6849 Orville St Unit A, Houston, TX 77028