

Internal Installation Crew Policies & Field Operations Handbook

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Introduction

These policies are established to maintain safety, professionalism, accountability, quality workmanship, and operational efficiency for all internal installation crews working for Midwest Solutions Inc.

All employees are expected to represent the company professionally while following all company procedures, safety requirements, and management instructions at all times.

Failure to comply with these policies may result in disciplinary action up to and including termination.

Employment Classification & Probational Period

All new employees will be placed on a three (3) month probationary period.

During this period, management will evaluate:

- Work quality
- Attendance and punctuality
- Communication
- Safety practices
- Ability to follow instructions
- Professionalism
- Jobsite conduct
- Reliability and teamwork

Completion of the probationary period does not guarantee continued employment.

Employment with the company remains at-will.

Attendance, Scheduling & Timekeeping

Work Schedule

Field schedules may vary depending on:

- Project size
- Weather conditions
- Inspection schedules
- Material availability
- Operational needs

Employees are expected to remain flexible based on company workload and scheduling requirements.

Standard work weeks are based on 40 hours.

Additional hours may be required depending on operational needs.

Payroll Schedule

Payroll is calculated from Monday through Sunday.

Employees are paid every Friday for the previous work week.

Hubstaff Clock In / Clock Out Procedures

All employees are required to use **Hubstaff** for time tracking.

Employees must:	Employees must not:
- Clock in only after arriving at the assigned jobsite - Begin working immediately after clocking in - Clock out only after: - Work has been completed for the day - The site has been cleaned - Tools/materials are secured - Employees have officially left the property	- Clock in before arriving onsite - Remain clock in after leaving the site - Edit or falsify time entries - Clock in for another employee

Attendance Expectations

Employees are expected to:

- Arrive on time daily
- Be prepared to work
- Report delays immediately
- Maintain reliable attendance

If an employee will be late or absent, they must notify management as early as possible.

Repeated lateness, excessive absences, or no-call/no-show incidents may result in disciplinary action.

Three (3) consecutive no-call/no-show incidents may be considered voluntary resignation.

PTO, Sick Time & Paid Holidays

Paid Time Off (PTO)

Employees may become eligible for PTO based on company policy and length of employment.

PTO balances increase over time based on employment duration and company policy.

PTO requests should be submitted in advance and approved by management.

Operational needs may affect PTO approval during high-volume periods.

Sick Time

Employees who miss work due to illness may be required to provide a doctor's note or medical documentation.

Management reserves the right to review attendance patterns and approve or deny paid sick time based on company policy.

Paid Holidays

The following holidays will generally be observed by the company:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

These days will generally be scheduled as days off for the crew.

If employees are interested in working during holidays due to operational needs, scheduling demands, or additional work opportunities, this may be discussed and approved by management depending on workload and project schedules.

Holiday schedules may be adjusted based on operational needs.

Overtime & Drive Time Policy

Any hours worked beyond 40 hours per week are considered overtime.

Overtime must be:	Overtime approvals must come from:
- Operationally necessary - Approved by management - Validated through the company app/system	- Eric Moy - Mohsen Rabeh

Unauthorized overtime may not be paid or approved.

Drive Time Policy

Drive time compensation may be handled using one of the following methods depending on the operational setup and assigned work:

Option 1	Option 2
Management may manually add approved drive time into the system daily based on expected travel time to and from assigned jobsites.	Employees may start directly from home, and management will track and validate drive time daily based on: - Assigned jobs - Distance between employee residence and jobsites - Actual travel expectations Employees are expected to maintain reasonable and professional travel practices while on company time.

Employees must not:

- Extend drive times unnecessarily
- Make unauthorized stops during company-paid drive time
- Abuse company travel compensation policies

Management reserves the right to review and adjust drive time approvals based on operational review and GPS/time tracking data when applicable.

Reporting Structure & Communication

Field employees report to:

- Field Operations Manager
- Director of Operations
- Operations Manager when applicable

Employees are expected to maintain professional and consistent communication throughout the workday.

Daily Communication Expectations

Crews are required to report:

- Arrival onsite
- Installation progress
- Delays or issues
- Material shortages
- Safety concerns
- Inspection readiness
- Completion status
- Unexpected scope changes
- Weather delays

Communication failures that negatively affect scheduling or operations may result in disciplinary action.

Daily Field Operations Process

Before Leaving for the Jobsite

Crew leaders are responsible for:

- Reviewing the project scope and plans
- Confirming crew assignments
- Verifying all required materials are loaded
- Confirming all tools and PPE are available
- Reviewing any homeowner notes or site instructions
- Verifying ladders and safety equipment are in good condition

Any missing materials or concerns must be reported before departure.

Upon Arrival at the Jobsite

Crews must:

- Park professionally and safely
- Respect homeowner property
- Introduce themselves professionally when needed
- Perform a quick jobsite safety review
- Verify roof and electrical conditions
- Set up ladders and fall protection properly
- Clock in through Hubstaff once onsite

Employees must not begin roof work before proper fall protection is installed.

During Installation

Employees are expected to:	Employees must not:
- Follow approved plans and layouts - Follow NEC/code requirements - Maintain clean workmanship - Keep jobsites organized throughout the day - Maintain communication with management - Report unexpected conditions immediately	- Take shortcuts - Perform unauthorized scope changes - Ignore safety procedures - Leave exposed wiring or unsafe conditions - Use damaged tools or equipment

End of Day / Before Leaving Jobsite

Before leaving any jobsite, crews must:

- Complete daily cleanup
- Remove trash and debris
- Secure all materials and tools
- Verify roof and electrical work areas are safe
- Upload all required photos and documentation
- Complete commissioning when applicable
- Update management regarding project status
- Clock out only after leaving the property

No crew may leave a jobsite incomplete or unsafe without management approval.

Site Documentation Requirements

Proper documentation is required for every installation project.

Before leaving any installation site, crews are required to:

- Upload all required photos into **Site Capture**
 - Ensure photos are clear and complete
 - Upload required electrical and installation documentation
 - Complete system commissioning
 - Confirm final operational status of the system
-

Required Site Photos

Crews are expected to capture all required:

- Array photos
- Electrical photos
- Labeling photos
- Equipment photos
- Trenching photos when applicable
- Attic photos when applicable
- Final completed project photos

Poor quality or incomplete documentation may require return visits and may result in disciplinary action.

Jobsite Conduct & Customer Interaction

Employees represent the company while onsite and are expected to act professionally at all times.

Employees must:	Employees must not:
- Respect homeowner property - Maintain professional language and behavior - Keep jobsites organized - Avoid unnecessary noise or disruptions - Follow homeowner access instructions when possible	- Smoke inside customer property - Use drugs or alcohol while working - Discuss pricing or contracts with homeowners - Promise project changes without management approval - Argue with homeowners - Use inappropriate language - Allow unauthorized persons onsite

Any unprofessional conduct may result in disciplinary action.

Jobsite Cleanliness Policy

Crews are responsible for maintaining clean and organized jobsites throughout the project.

Responsibilities include:

- Daily cleanup
- Trash removal
- Proper material storage
- Securing loose materials
- Protecting landscaping and customer property
- Preventing unnecessary property damage

The crew leader is responsible for final site cleanliness verification before leaving.

Safety Policy & Fall Protection

Safety is the highest priority at Midwest Solutions Inc..

All employees must follow:

- OSHA requirements
 - Company safety procedures
 - Manufacturer safety guidelines
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Roof Safety Requirements

While working on roofs, employees are required to:

- Wear approved safety harnesses
- Remain tied off at all times
- Use approved anchors and ropes
- Inspect fall protection equipment before use
- Stop work under unsafe conditions

Employees must not work under:

- Unsafe weather conditions
- Unsafe roof conditions
- Unsafe ladder conditions

Failure to follow fall protection policies may result in immediate termination.

Ladder & Tool Safety

Employees are expected to:	Employees must not:
- Inspect ladders before use - Use ladders correctly - Secure ladders properly - Maintain organized work areas - Use tools safely and correctly	- Use damaged ladders - Remove safety guards from tools - Throw tools or materials from roofs - Leave tools unsecured

Damaged tools or safety equipment must be reported immediately.

Company Vehicle Policy

Company vehicles are provided for work-related activities only.

Employees operating company vehicles must:	Employees must not:
- Maintain a valid driver's license - Follow all traffic laws - Drive safely and professionally - Wear seatbelts at all times - Avoid distracted driving - Maintain vehicle cleanliness - Report maintenance issues immediately	- Use company vehicle for unauthorized personal use - Allow unauthorized drivers to operate company vehicles - Smoke inside company vehicles - Operate vehicles under the influence - Use phones while driving unless hands-free - Transport unauthorized passengers - Drive aggressively or recklessly - Leave company vehicles unsecured

Vehicle Accidents & Damage

Any accident, damage, or traffic violation involving a company vehicle must be reported to management immediately.

Failure to report vehicle damage or accidents may result in disciplinary action.

Employees may be financially responsible for damages caused by negligence or unauthorized use when permitted by law.

Fuel Card & Company Purchasing Policy

Fuel cards may be assigned to approved employees or crew leaders.

Fuel cards may only be used for:

- Company fuel purchases
- Approved materials
- Approved operational purchases

All receipts must:

- Be submitted to management
- Or uploaded into the company system/app

Employees must not:

- Use company fuel cards for personal purchases
- Share fuel cards without approval
- Make unauthorized purchases

Misuse of fuel cards may result in immediate termination.

Tools, Equipment & PPE Policy

The company may provide:

- PPE equipment
- Uniforms
- Tools
- Installation equipment
- Company electronics/devices

Employees are responsible for:	Employees must not:
- Proper use of company equipment - Maintaining assigned tools - Reporting damaged or missing equipment immediately - Returning company property upon request or termination	- Remove company equipment without approval - Damage company equipment intentionally - Use company tools for unauthorized personal work - Leave tools unsecured onsite

Intentional damage, theft, or misuse of company property may result in termination.

Installation Quality Standards

All installations must:

- Follow approved plans
- Meet NEC/code requirements
- Meet company workmanship standards
- Be inspection-ready
- Follow manufacturer specifications

Employees are expected to:

- Verify measurements
- Verify roof attachments
- Ensure proper wire management
- Maintain clean conduit runs
- Install proper labeling
- Complete final quality checks

The company reserves the right to require corrections for poor workmanship.

Material Handling Procedures

Crews are responsible for:

- Verifying material quantities before leaving warehouse/jobsite
- Reporting missing or damaged materials immediately
- Securing materials properly
- Preventing material loss or theft

Employees must not:

- Remove materials from jobsites without approval
 - Leave materials unsecured
 - Waste materials unnecessarily
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Weather & Unsafe Conditions Policy

Management reserves the right to stop work due to:

- Rain
- High winds
- Snow/ice
- Lightning
- Unsafe roof conditions
- Excessive heat
- Other unsafe conditions

Employees are expected to immediately report unsafe conditions.

Safety always takes priority over production.

Drug, Alcohol & Workplace Conduct Policy

Employees must not:

- Use drugs or alcohol while working
- Report to work impaired
- Possess illegal substances onsite
- Engage in fighting, harassment, threats, or theft

Violations may result in immediate termination.

Disciplinary Policy

Failure to follow company policies may result in:

- Verbal warnings
- Written warnings
- Suspension
- Termination

Serious violations including:

- Safety violations
- Time theft
- Theft
- Fuel card misuse
- Drug / alcohol use
- Intentional property damage
- Fighting
- Dishonesty
- Unauthorized vehicle use

may result in immediate termination.

Employee Acknowledgement

I acknowledge that I have received, reviewed and understand the **Internal Installation Crew Policies & Field Operations Handbook** for Midwest Solutions Inc..

I understand that compliance with these policies is a condition of employment.

Employee Name:	
Employee Signature:	
Date:	

Supervisor Name	
Supervisor Signature	