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# EMPLOYEE HANDBOOK

Endurance Fence Solutions and  
Southwest Greens of Raleigh (Rev 01/25)

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**Human Resources: 919-228-9059**

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### WELCOME

We are so excited to have you as a member of our team! Endurance Fence Solutions LLC and Southwest Greens of Raleigh are both premier installation companies for all types of fencing and synthetic turf. Our biggest strength is all the amazing people that make our company what it is. We are thrilled to have you join us as we strive to work together in a fun, friendly, drama-free environment. We look forward to seeing your growth and hearing your ideas to make us even better. Welcome to the team!!

### MISSION

*Deliver an exceptional customer experience for a competitive price. To ensure our company succeeds through customer referrals and repeat business. To remain honest and upfront, with not only our customers, but our employees and vendors as well.*

### OVERVIEW

The Endurance Fence Solutions LLC and Southwest Greens of Raleigh (“EFS/SWG”) Employee Culture Handbook (the “Handbook”) has been created to provide general guidelines about EFS/SWG’s policies, benefits and expectations. It is a guide to assist you in becoming familiar with WHO we are and WHAT we do as well as sharing some of the culture, privileges and obligations of your employment with EFS/SWG.

### WHO

Founded in 2019, EFS has served thousands of customers and has maintained a very strong reputation for providing industry leading customer service with a commitment to efficient and quality installation. We have grown from 1 employee to 25+ Employees and Sub Contractors as of January 2025.

SWG was acquired in 2023. SWG was founded in 2010 and has installed synthetic turf and putting greens in Central and Eastern NC (and part of Southern VA). SWG only uses industry leading turf products made by Shaw which is a subsidiary of Berkshire Hathaway (Warren Buffet).

### WHAT

#### PRODUCT OVERVIEW

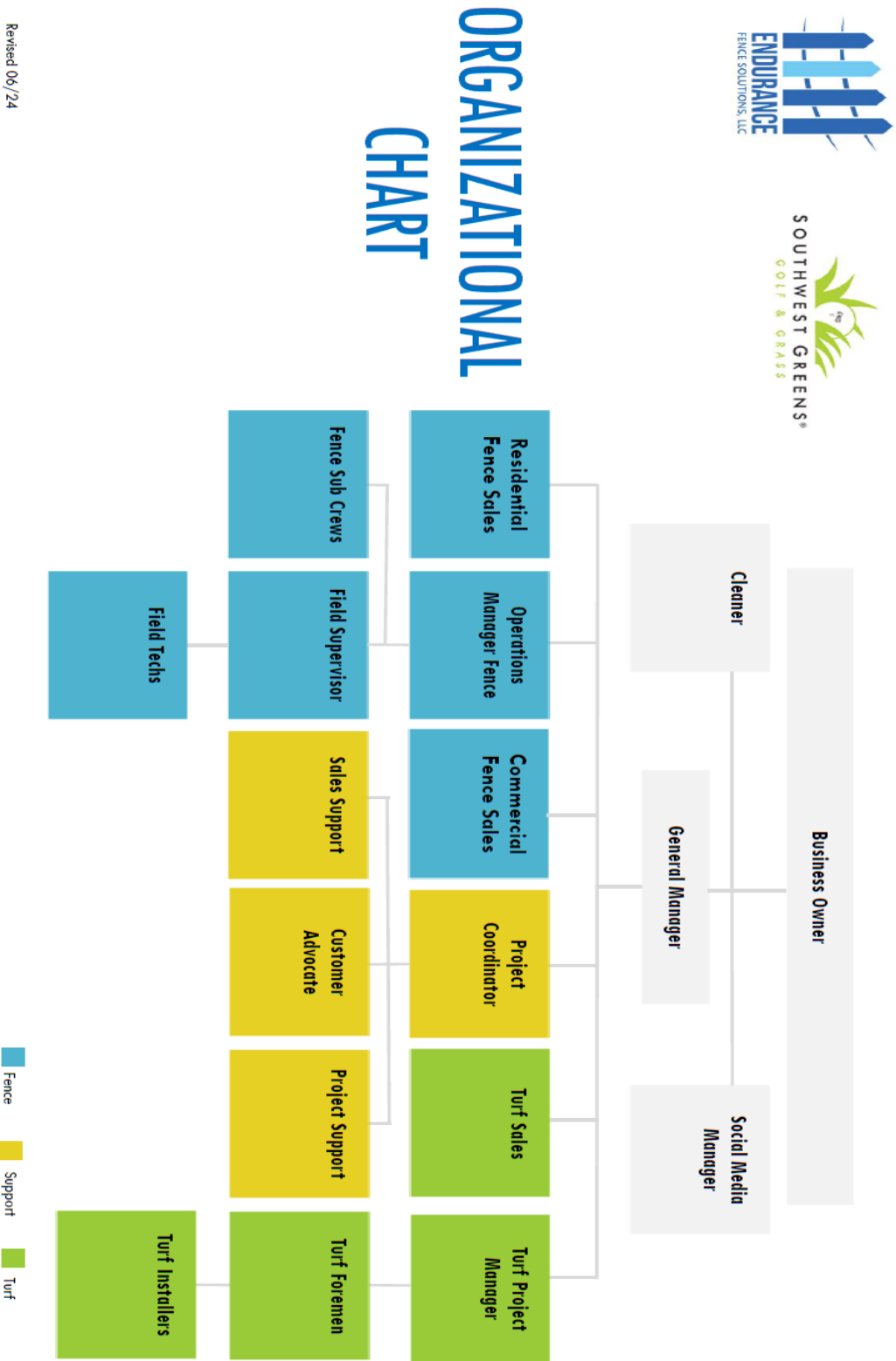
We sell and install wood, chain link, aluminum and vinyl fencing to residential and commercial customers. We also sell and install synthetic turf and putting greens to residential and commercial customers.

### CORE VALUES

EFS/SWG and its employees have a:

- commitment to integrity;
- commitment to quality;
- commitment to customer service;
- commitment to innovation and excellence;
- and a commitment to building strong communities.

ORGANIZATIONAL CHART



## EFS/SWG CULTURE

### CONTRIBUTE

EFS/SWG believes every employee is equally important and we want you to participate and get involved. Speak up, give your opinion, make suggestions. Don't wait for someone to ask your opinion. Jump in and contribute!

### W.I.T. (WHATEVER IT TAKES)

Great results come from teams where individual members are motivated and willing to do whatever it takes to make things happen. Having a willing attitude makes teamwork happen.

### LOOK FOR SOLUTIONS, NOT PROBLEMS

Problems will arise. Don't look for who is to blame, work together to find a solution.

### BE PROMPT AND BE READY

Everyone wants to work with a team where everyone can rely on each other. We believe in advanced preparation so others don't wait on us. It starts first thing every day. That's why we all agree that being on time is critical to the success of the day. Also, do not leave early unless it's approved by your supervisor.

### BE NICE, BE RESPECTFUL

Everyone likes to be treated with respect. Saying "please" and "thank you" demonstrate an attitude of respect and cooperation. Even though we may not always agree with each other, we work out our differences and always give each other the benefit of the doubt. We keep all our verbal and non-verbal communication on a respectful level and treat each other in a manner that we would like to be treated. In fact, we are respectful even when others are not respectful to us. We are always on our "A" game.

Without customers, none of us will have a paycheck. Please remember that even the toughest customers made the decision to trust us and voluntarily chose to pay us for our services. As frustrated as we may be, we always need to treat the customer with the utmost respect. Sometimes there is a tendency to bad mouth a challenging customer to other people or even to that challenging customer. However, the high road is the preferred way. If you feel particularly frustrated or even threatened, please excuse yourself from the situation and contact your supervisor immediately.

### EMBRACE UNIQUENESS AND DIVERSITY

We are a diverse and inclusive company. We want everyone to feel safe to contribute in their own unique way, to ask questions, to be curious, and to grow. We make it a habit to listen without judgement and to focus on the good things people do. We don't judge and we don't boss. We encourage and work with each other to solve problems. We DO give positive praise and perform random acts of kindness.

### KEEP YOUR APPEARANCE APPROPRIATE

Your appearance, behavior, and personal habits create the image which customers will remember most. You should come to work each day properly groomed, appropriately dressed and ready to make a great first, second and never-ending impression. Office staff should wear office casual and clothing should not be revealing or too tight. Office staff should not wear cut up or ripped shirts. Field staff should wear closed toe shoes but can wear shorts or sleeveless shirts. Staff must always wear shirts while on the clock and while in

company vehicles. All clothing should be in good condition and should not reference drugs, alcohol and/or should not be insensitive to co-workers, customers, vendors, etc.

### PERSONAL ISSUES

As team members, we try to bring the best of who we are to work each day but we all recognize that our personal lives sometimes can affect our work day. It is our belief that employees may need to address personal issues from time to time during the work day. As long as this is not excessive or as long as it does not affect your overall job performance, we encourage you to handle those issues as necessary (this means breaks from time to time are expected but not communicating with your supervisor, missing work or not completing projects may result in disciplinary actions). Should you need to focus on personal issues please contact your supervisor about using PTO.

### PRACTICE LEADERSHIP

We are a practice of servant leaders. Team members are humble and set an example of kindness, support, and inspiration in every way. We are even-keeled, even-tempered, and predictable. We do the right thing, even when no one is looking. We serve others and want the team to succeed and we don't seek individual credit.

### TAKE PROBLEMS TO THEIR SOURCE

When teams progress and work together, sometimes there may be differences of opinion or misunderstandings. Those can be times of great growth. If you have a problem, go to the person it involves. It is unacceptable to spread gossip or talk behind a person's back. Always go to the source of the problem, have a conversation, and find a solution so the team can fix it, grow and move on. If someone comes to us to discuss another team member, we always say "I think you should talk to him/her directly about this, instead of me." If a problem cannot be solved with a co-worker, please talk to your supervisor.

### YOUR FIRST DAY

Welcome to EFS/SWG! Your success is important to our success! We hired you because we believe you are a great fit for us. Please arrive on or before the start time set forth by your supervisor. You will be introduced to the rest of the team, get a lay of the land and go through an initial orientation to learn more about EFS/SWG and finalize any paperwork with HR.

### IMPORTANT DETAILS

- PLEASE ASK QUESTIONS!!! PLEASE TAKE NOTES!!! PLEASE COME PREPARED TO LEARN!!!
- Each department has its own schedule. Some departments allow flex hours which you can discuss with your supervisor. Core operational hours are 8:00am to 4:30pm, Mon – Fri.
- Everyone needs a break but keep it short in consideration of your co-workers.
- A paid 30-minute lunch break is factored into your schedule. Please keep this in mind when it comes to overtime. Although necessary at times, overtime should be discussed with your supervisor before it occurs.
- You will be paid every other Friday (26 pay periods per year). Direct deposit is available.
- At our main office coffee, water and snacks are available in the breakroom. There is a shared refrigerator available.

### BENEFITS & PERKS

All full-time employees will be eligible for PTO, Holiday pay and Medical Benefits after 90 days of employment. Full-time employees are those who consistently average over 32 hours of work each week. Part-time employees are not eligible for PTO, Holiday pay and/or Medical Benefits. Overtime pay is calculated after working more than 40 hours in one pay week.

### TIME OFF - WE ALL NEED IT!

PTO combines vacation and sick days and you will be eligible for 21 days PTO each year. Employees should give their supervisor at least 14 days notice when taking off more than 3 consecutive days (when possible). PTO requests will be approved or unapproved by your supervisor. We encourage all employees to use this benefit to the fullest. All accrued and unused PTO days will be carried over to the next year with a maximum limit of 120 hours. At that point, no more hours can be added. The company can use its discretion to pay for any hours above 120 or require you to take time off until accrued hours drop below 120 hours. At separation of employment, EFS/SWG will pay out any unused, accrued PTO on your final paycheck. Any employee with negative PTO accrual will not be allowed to continue to use PTO until the balance returns to a positive number.

### HOLIDAYS

There are 8 paid holidays each year:

New Years Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day After Thanksgiving

Christmas Eve

Christmas Day

(We close the office and operations the week between Christmas and New Years Day. Employees use PTO if they would like to be paid for this week. It is usually 3-4 days PTO)

### MEDICAL BENEFITS

Employees working more than 32 hours per week have access to additional benefits. More information will be provided to you when you become eligible. Benefits include:

- Telemedicine (includes primary care, dermatology, behavioral health and 400+ generic prescriptions)
- Life Insurance
- Dental Insurance
- Vision Insurance
- Long Term Disability

### PAY PERIODS

EFS/SWG employees get paid every other Friday. You will be paid 26 times per year. Pay periods start on Monday and end on Sunday. You will then be paid on the Friday after the last day of that pay period. For example, Monday is day 1 of the two week pay period. It ends on Sunday, the 14<sup>th</sup> day of the pay period. You will be paid on Friday after the 14<sup>th</sup> day, which is the 20<sup>th</sup> day. You can have your pay deposited directly into

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your bank account or we can print out a paycheck for you to pick up from the main office. EFS/SWG uses a 3<sup>rd</sup> party payroll service to calculate taxes, handle W2's and provides pay stubs. You will need to create an account with that payroll service if you want access to these documents.

### SIMPLE IRA

After one year of employment, you are eligible to contribute to the company SIMPLE IRA. For anyone who contributes, EFS/SWG will match up to 3% of compensation. Both full time and part time employees are eligible for the SIMPLE IRA as long as you made at least \$2500 in the 12 months prior to your eligibility. There are other rules and regulations that will be provided to you when you become eligible. EFS/SWG does not provide financial advice and will not advise employees on financial matters. If you are interested in contributing to the SIMPLE IRA, we recommend you talk to a financial advisor.

## GENERAL INFORMATION

### NON-DISCLOSURE

We do things a little differently. We are very efficient. We provide better communication than most other related contracting businesses. You may be exposed to financials, budgets, pricing, systems, etc. This knowledge is private and it is expected to remain within our company "walls." We have invested large amounts of time and money to create processes that help differentiate us from our competition. Just as you wouldn't want personal secrets exposed about you, we don't want our personal business secrets exposed.

### NON-PERFORMANCE

Everyone is expected to show up on time and be engaged in their work during the workday. If an employee fails to perform their duties with a positive attitude, then their employment will be in jeopardy. If someone does not show up for their assigned shift for more than 2 consecutive days without communicating with their supervisor, then that employee will be considered resigned from their position. North Carolina is an At-Will state and either side can terminate the employment arrangement at any time.

### COMPANY PROPERTY

Depending on your position, you will be issued or have access to company owned tools, equipment, computers, electronics, vehicles and other company property (keys, uniforms, etc). You are expected to use these things only on company projects and not personal projects. Please use company owned property responsibly and report issues to your supervisor promptly. At separation of employment, all company issued property must be immediately returned to the company in good working order. Failure to return company property or returning company property in a broken state may result in the employee being held financially responsible for the repair or replacement of that property.

### INTERNET AND SOCIAL MEDIA POLICY

Please be aware that anything on the internet and social media is forever. Most of us enjoy our time in forums, threads and on social media. We ask that you do not post anything that may reflect poorly on the company. If a post, comment, picture or any other internet activity does bring negative attention to EFS/SWG, we reserve the right to terminate your employment.



### ALCOHOL AND DRUG POLICY

Employees should not report to work under the influence of illegal drugs, alcohol or controlled substances. Prescription drugs should not impair your alertness, judgement or safety. Any job-related injuries that require medical attention will include a drug and alcohol test as part of the treatment.

### JOB RELATED INJURIES

We are a safe company and safety matters to us. If you are injured on the job, please report the injury to your supervisor immediately. If medical attention is required, please head to the nearest Urgent Care or Emergency Room. Please let your supervisor know which facility you are going to. If you cannot drive yourself then have a co-worker take you or call 911 for an ambulance.

### SEXUAL HARRASSMENT POLICY

EFS/SWG will not tolerate sexual harassment of any kind and is grounds for immediate termination. Sexual harassment can be a continuing pattern of behaviors or a single incident of unwelcome sexual advances, requests or demands for sexual favors, physical contact of a sexual nature and/or verbal abuse or threats of sexual nature. Employees are urged to take complaints of sexual harassment to Human Resources as soon as possible. Employees who observe sexual harassment are also encouraged to report the incident as soon as possible to Human Resources. All complaints will be investigated without bias or prejudice with all the parties involved.

### COMPANY VEHICLE AND EQUIPMENT SAFETY POLICY

#### 1. Purpose

This policy aims to ensure the safe operation of company vehicles and equipment, protect employees and other road users, and reduce vehicle/equipment-related risks and liabilities.

#### 2. Scope

This policy applies to all employees who operate company vehicles/equipment or use their personal vehicles/equipment for business purposes.

#### 3. Responsibilities

- **Drivers:** Adhere to all aspects of this policy, follow traffic laws, and maintain vehicle safety.
- **Managers:** Ensure employees are trained and adhere to this policy.
- **Fleet Manager/Department:** Oversee vehicle and equipment maintenance, safety inspections, and compliance with this policy.

#### 4. Vehicle and Equipment Use

- **Authorized Use:** Vehicles and equipment are to be used for business purposes only unless explicitly authorized for personal use.
- **Personal Use:** If permitted, personal use must comply with company guidelines and be documented.

## 5. Driver Requirements

- **Licensing:** All drivers must hold a valid driver's license appropriate for the vehicle they are operating.
- **Training:** Drivers must complete any required safety training and refresher courses.
- **Health and Fitness:** Drivers must report any medical conditions or medications that may affect their driving ability.
- **Seat Belts:** All occupants must wear seat belts at all times.
- **Distracted Driving:** Use of mobile phones and other distractions while driving or operating equipment is prohibited unless using hands-free devices.
- **Texting/Emailing/Social Media:** Sending or reading text messages, emails, social media or any form of written communication while driving is prohibited.
- **Hands-Free Devices:** Employees may use hands-free devices (e.g., Bluetooth headsets, built-in vehicle systems) to make or receive calls while driving. However, the use of such devices should be minimized and should not distract from safe driving.
- **Emergency Situations:** In emergency situations, where safety is at risk, using a cell phone to call emergency services is allowed. Pull over to a safe location if possible before making or receiving emergency calls.
- **Speed Limits:** Adhere to posted speed limits and adjust speed according to road conditions.
- **Alcohol and Drugs:** Driving under the influence of alcohol or drugs is strictly prohibited. This includes prescription medications that may impair driving ability.

## 6. Equipment Use Guidelines

- **Authorized Use:** Equipment is to be used only for its intended purpose and by authorized personnel. Personal use of company equipment is prohibited unless explicitly authorized.
- **Safety:** Always follow safety protocols, including wearing appropriate personal protective equipment (PPE) where required. Never bypass safety features or operate equipment in an unsafe manner.
- **Operation:** Operate equipment according to the manufacturer's instructions and company procedures. Ensure all safety guards and devices are in place and functioning.
- **Reporting:** Report any damage, malfunction, or irregularities to a supervisor immediately. Do not attempt to repair equipment unless authorized and trained to do so.
- **Employees:** Responsible for using equipment safely and following this policy. Report any equipment malfunctions or safety concerns immediately.

## 7. Equipment Security

- **Access Control:** Restrict access to equipment to authorized personnel only. Use locks, security codes, or other measures as necessary to prevent unauthorized use.
- **Monitoring:** Regularly monitor equipment usage and inventory to detect and address any unauthorized access or misuse.

## 8. Safety Procedures

- **Emergency Procedures:** Familiarize yourself with emergency procedures for equipment, including shutdown protocols and emergency contact information.

- **Accidents and Injuries:** Report any accidents or injuries involving equipment to a supervisor immediately. Complete any required incident reports and follow company procedures for accident investigations.

## 9. Vehicle and Equipment Maintenance

- **Regular Maintenance:** Vehicles and Equipment must undergo regular maintenance and safety inspections as per manufacturer recommendations.
- **Pre-Trip Checks:** Drivers should perform basic pre-trip inspections, including checking tire pressure, fluid levels, and lights.

## 10. Accident Procedures

- **Reporting:** Report all accidents or incidents with vehicles or other equipment immediately to a supervisor or designated contact, regardless of severity.
- **Documentation:** Complete all required accident reports and cooperate with any investigations.

## 11. Vehicle Security

- **Parking:** Park vehicles in secure locations when not in use.
- **Valuables:** Do not leave valuables in vehicles unattended.
- **Keys:** Ensure keys are securely stored in the assigned location and not left in or on the vehicle or taken home.

## 12. Policy Compliance

- **Monitoring:** Regular audits and monitoring of vehicle use and compliance with this policy will be conducted.
- **Disciplinary Actions:** Failure to adhere to this policy may result in disciplinary action, up to and including termination.

## COMPUTER, INTERNET AND PHONE USE

Employees have access to one or more forms of electronic media and services (computers, email, telephones, voicemail, Internet, online messaging systems, online meetings and calls, and other services). With the rapidly changing nature of electronic media, this policy cannot lay down rules to cover every possible situation. Instead, it expresses the company's philosophy and sets forth general principles to be applied to the use of electronic media and services. The following procedures apply to all electronic media and services that are accessed on or from company premises, accessed using company computer equipment, or via company-paid access methods, and/or used in a manner which identifies the individual with the company.

Computers, email, telephones, voicemail, Internet, electronic media and services are primarily for company business use. Limited, occasional or incidental use of electronic media (sending or receiving) for personal, non-business purposes is understandable and acceptable when necessary — as is the case with personal phone

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calls. However, employees need to demonstrate a sense of responsibility and may not abuse the privilege. Personal use that interferes with work-related duties and responsibilities will not be tolerated.

Computers, email, telephones, voicemail, Internet, online messaging systems, online meetings and calls, and other services provided by the company are company property, and their purpose is to facilitate company business. The company reserves the right, in its discretion, to review any employee's calls, electronic files and messages and usage to the extent necessary to ensure that electronic media and services are being used in compliance with the law and with this and other company policies.

Employees should therefore not assume calls, electronic communications and their actions on the work computers are totally private and confidential and should transmit sensitive information in other ways. Company owned computers, electronics, and devices will be turned in immediately upon request.

### CLOSING REMARKS

EFS/SWG is a winning organization and we are excited to have you as part of our team. We believe you are a winner and we will be a better company with you here. Thanks for placing your trust in us and we are looking forward seeing the future of this business with your help!

One last thing, we value your opinion. You may have an idea or solution that we have not thought about. We encourage you to present your ideas to us. Thank you for being here! Let's work together to make this a better place to work. You will always be valued here!



I, \_\_\_\_\_, have been presented with this Employee Handbook and have been offered ample time to review and ask questions. EFS management encouraged me to reach out to get any clarification. I understand the contents of this handbook and agree to abide by these policies.

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Signature

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Date