



2024 EMPLOYMENT AGREEMENT PAINTER

Employee Name: _____

Effective Date: _____

The following agreement stipulates the terms of employment that must be adhered to by all technicians employed with Grade A Painters Ltd.

Company Values

Grade A Painters values form the foundation of the company. We are not just a residential house painting company; we are a customer centric business determined to provide an exceptional customer experience through exceeding expectations. Adhering to our values will help us build a strong and healthy organization.

GAP's Core Values: *Passion Integrity Professionalism Empathy*

1. *CARE: We enjoy what you do and show that through our service.*
2. *Build a POSITIVE TEAM environment.*
3. *DO WHAT YOU SAY, always deliver on a promise.*
4. *TIMELINESS, if you are going to be late, call or text ahead. No exceptions.*

Deliverables and Accountabilities

The painter's role is a key part of the fulfillment of the promises we make to our customers. The company's ability to deliver on our brand and customer experience relies on the proper execution of the responsibilities of this role.

The areas of accountability are as follows:

1. *Provide an exceptional customer experience*
 - *One Detailed Site Visit: Perform services correctly, the first time*
 - *Shiny, Organized Job Site: Maintain daily*
 - *Friendly, Uniformed Painters: Be them always*
2. *Respectful and safe use of tools and equipment*
 - *Maintain stock with all materials, supplies and equipment for the day and season*
 - *Keep tools, equipment and other provided assets safe, clean and organized*
 - *Treat all tools and other equipment with respect. Report damages immediately*
3. *Communicate effectively with our customers and team members*
 - *Be open and honest, and operate with integrity*

- *Communicate with the team in a friendly and professional manner*
- *Communicate with our customers to provide all job-related updates, including being late or not able to make the scheduled appointment that day*

Painter Expectations

Expectations

1. You will work a minimum of 40 hours per week.
2. We arrive on site by 9 a.m. each day, unless otherwise indicated.
3. If we're doing an exterior project and it rains during the week, you're expected to catch up hours during the weekend.
4. If a job finishes before noon one day, be prepared to move to a new job same day.
5. Provide minimum 2 weeks' notice for any holidays or time off requests
6. Show up on time to job sites
7. Wear a company T-shirt, painter whites and acceptable footwear at all times. When necessary, wear boot socks when indoors.
8. There is a strict no-smoking policy on all job sites. If you need to smoke, wear a sweater over your company shirt and go at least 3 doors down.

Independence

Independence is strongly encouraged. You should think of each job as your job, and each customer as your customer.

Part of being independent is taking responsibility for supplies and equipment. Being aware of the supplies you need are your responsibility. If extra paint is needed, you may be responsible for calling it into the paint store and picking it up (Please purchase it under Grade A Painters, keep the receipt and you will be reimbursed by the end of that week).

Payment

All team members are paid on a bi-weekly interval with a pay stub issued via email.

Team members will be required to create a profile on the QuickBooks mobile app where you will view schedules, and clock in from your phone.

You will be entitled to two 15-minute paid breaks and one unpaid 30-minute lunch break.

Base pay rate: \$

Vacation & Statutory Pay

A Vacation pay rate of 4% is provided and paid out on every paycheck.

Overtime

All overtime hours must be approved by the project manager prior to starting them.

Daily Overtime:

- Employees are entitled to overtime pay if they work more than 8 hours in a day.
- The first four hours over 8 hours will be paid at 1.5 times the employee's regular wage (time-and-a-half).
- Any hours worked beyond 12 hours in a day will be paid at 2 times the regular wage (double time).

Weekly Overtime:

- Employees are entitled to overtime pay if they work more than 40 hours in a week.
- Hours worked over 40 hours in a week must be paid at 1.5 times the employee's regular wage.
- If the hours over 40 in a week include daily overtime hours, they are not counted twice; the higher rate applies.

Hours of Work

1. Typically, 9:00am – 5:30pm, job dependent. It is expected that you will arrive 5 - 10 minutes prior to your scheduled start time and be ready for work at 9:00am.
2. Weekly production goals must be met each week. If this cannot be completed from Monday-Friday, we expect extra hours on the weekend to meet the quota.
3. 9:00 am start time at the latest. Many customers notice if you're 5 minutes late and this is unacceptable.
4. If you know you are going to be late ahead of time, you MUST let your foreman know as soon as possible.

Customer

1. Complete the job
 - a. Full walk around with customer / touch ups if necessary. (Foreman)
 - b. Extra work is GREAT but may require estimating if not in contract.
2. Always respect our customers and their property. Make sure you leave the yard/property as it was when we arrived.

Move the crew kit and equipment if necessary (if it is on grass and we're there for more than a few days).

Crew Kit

- Each crew must organize throughout the job.
 - Everything in a generally neat and tidy order. This is something both the customer and I notice.
 - Let myself and the production manager know when you have almost finished the job or require any material or safety equipment to complete

Updates and Communication

1. You and the team are expected to take ownership of the job site and be responsible for the job from start to finish.
2. Mandatory prior to 4pm check-ins, set an alarm for 3:30pm.
 - c. Paint needed for the next 2 days.
 - d. Use a checklist for soft supplies (tape, putty, spackle, sandpaper, rags, etc.). (back of crew kit lid)
 - e. How far did you get today / How much time is left on the job? Did you hit the hours goal you set yourself in the morning?

3. Many customer questions can be handled by the production manager, but DO NOT hesitate to ask the production manager or myself any skill or efficiency related questions. This will help you beat budgets and limit touch ups at the end of the job.

Marketing

1. Make sure there is a lawn sign at the front of the house as soon as we get there. Ask the customer at the end of the job if it can stay there for a couple weeks.
2. Each team is responsible for delivering at least 50 door hangers to neighbors in the vicinity of the jobsite on every job site.

Partner

As mentioned before, take responsibility for the job. If your partner is slacking, late, sloppy etc., it is your responsibility to let me know or deal with it civilly. If you are unable to solve the problem, let me know and I will intervene.

Performance and Wage Review

1. A 3-month probationary period will be in effect from the start of employment.
2. Full sit-down performance reviews will take place on a 6-month basis.
3. Casual performance reviews will be an on-going occurrence with your manager.

Sick Days

1. Employees must notify the production manager if they are sick and require a day off. A doctor's note will be required for illnesses requiring more than 2 consecutive days off.
2. As per BC Labor standards there are 5 paid sick days per calendar year (these will be allowed at 1 sick day paid for every 2 months of the calendar year, up to 5 for the year).

Respect for Customers and their Property

Painters must be very careful when working on a customer's home – it is their biggest and most prized asset and needs to be treated as such. All staff are required to make a positive impression while working around a customer and show a high level of care for their property.

Professional behavior around customers

Crew members must balance having fun on their job with maintaining a professional and positive customer experience. Actions and discussions must be regulated with the following guidelines:

- No smoking on jobsite or in a Grade A Painters uniform
- No spitting or swearing when on or near a customer's property
- Appropriate discussions only. No talking about alcohol, drugs, sex, parties, or any illegal and questionable activity

Respect for customer's property

Signs of respect for a customer's property will go a long way towards creating an outstanding experience. The little things count, and customers are watching for the details. Painters are to abide by the following rules when on customer property:

- Aim to park on the roadside unless it is necessary to park in a customer's driveway.
- Booties must be placed over shoes or socks when working inside a customer's home, especially on new carpets.
- All items moved inside must be placed back to their original position
- No walking through plants unless required for access
- All customer property that is moved during the job must be returned prior to the customer walk-around
- Ladder stabilizers are to be used when accessing a roof over gutters
- Drop sheets or rags are to be placed in between any metal-to-metal contact
- All new floors must be masked around edges and drop sheets used all times, all ladders and equipment must have rubber guards on the bottom. (Be careful not to drop tools and pick up all nails, screws and large debris.

- No debris or garbage is to be left on customer property unless authorized by the customer
- All gates are to be closed prior to leaving the property

Resignation, Employee Enforcement & Termination

Resignation

Technicians agree to give a full 2 weeks' notice to the company prior to resignation.

Enforcement

Certain circumstances may lead to reprimanding prior to termination by way of a "3 strike you're out" scenario. Such actions may include but are not limited to:

- Unsatisfactory completion of work or fulfillment of your position
- Not showing up to work or not showing up to work without proper notice
- General disinterest towards the job (brings down the morale of the crew)
- Overall bad attitude

At the first incident an official verbal warning will be given. Upon a second incident, an official written warning will be issued outlining the parameters of the warning. If management has reason to issue a third notice, termination of the employment agreement may be considered.

Grounds for Termination

Certain circumstances may lead to immediate termination. Such actions may include but are not limited to:

- Fighting (with other employees, subcontractors, customers, or suppliers)
- Being intoxicated while on the way or at work.
- Stealing from the company, employees, subs, customers, or suppliers

- Reckless use of employee equipment
- Endangering yourself or others by un-safely going about completing tasks

All terms of this Employment Agreement are subject to change. No terms of this agreement should be considered prescient settings for upcoming employment contracts. By signing this document, I agree to and understand all of the preceding policies.

I _____ and Grade A Painters agree to the above base pay rate and terms of this document as of this _____ day of Employee Signature

PAINTER

GRADE A PAINTERS OWNER

Bonus Program

Overview of Bonus Program

1. Leads of Customers Requesting Quote: \$20 per lead
2. Google Reviews: \$10 per review
3. Employee Referral: \$1,000 referral bonus

*All bonuses are paid on a bi-weekly basis in the same cadence with each payroll period.

1. Leads of Customers Requesting a Quote

Employees who capture all client information/details and send it correctly to management emails will be eligible to receive \$20 per lead. This will be provided solely for the person who sends the lead in.

Information Required:

1. Client First & Last Name
2. Client Phone Number
3. Client Email Address
4. Client Home Address
5. Work requested
6. Photos of areas of House to be quoted *If possible*

2. Google Review

All employees on a jobsite who receive a google review that is posted to the “Grade A Painters” google maps page will be eligible to receive \$10 per google review. This will be provided to each painter on-site.

3. Employee Referral

Employees who refer new hires to our team can be eligible for up to a \$1,000 Referral bonus:

- **First Bonus:** \$250 paid on the first day of employment.
- **Second Bonus:** \$250 paid after 31 days of continuous work.
- **Third Bonus:** \$250 paid after 61 days of continuous work.
- **Final Bonus:** \$250 paid after 91 days of continuous work.

Eligibility:

- Referred employees must be employed at the time of the bonus payout
- Employee must work a minimum of 24 hours/week for duration they are employed