

## SECTION 1.0 | INTRODUCTION

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### 1.1 | Welcome

*Revised: 11/18/2022 | Effective: 04/30/2020*

We believe that every employee helps to make Hindsight Electric, LLC successful. We hope that you will be proud to be a member of our team.

This handbook describes many of our policies and outlines the programs and benefits available to eligible employees and will answer many questions you may have about your employment at Hindsight Electric, LLC. We suggest that you become familiar with the handbook as soon as possible.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Jon Bauer  
Owner

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### 1.2 | Introductory Statement

*Revised: 11/18/2022 | Effective: 04/30/2020*

This handbook has been prepared to provide our employees with a general understanding of our personnel policies, work rules, and benefits. All employees are responsible for becoming familiar with our policies and procedures. If you have any questions regarding the material in the handbook, please contact your supervisor or any other member of management for clarification.

The handbook should not be construed as an employment contract or agreement for employment for any specified period of time. Hindsight Electric, LLC reserves the right to make changes to these policies at any time. When changes are necessary, we will provide you with amended pages for your handbook.

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### 1.3 | Customer Relations

*Revised: 09/21/2022 | Effective: 04/30/2020*

Our customers are vital to the success of our business. Every employee represents Hindsight Electric, LLC to customers and the public. One of the highest priorities at Hindsight Electric, LLC is to help our customers or potential customers. Nothing is more important than being courteous, friendly, prompt, and helpful to customers.

If a customer wants to make a specific comment or a complaint, you should direct the person to the Owner for appropriate action. Your contacts with the public, your telephone manners, and any communications you send to customers reflect not only on you but also on the professionalism of Hindsight Electric, LLC.

Good customer relations build customer loyalty.

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