

“Nice people... Great Service!!”®

Who is Rodenhiser Plumbing, Heating and Air Conditioning? Rodenhiser Plumbing, Heating and Air Conditioning is a professional service corporation. Rodenhiser offers a wide variety of services to its clients; repair service, add-on's, replacement equipment, new heat and AC installations, large pipe projects and more. We also provide our clients with:

- Highly skilled technicians
- 24-hour emergency service
- Service and maintenance agreements
- Financing
- Live customer service representatives
- Dispatching for emergency response

Rodenhiser employs only the best and brightest; highly-trained, safe, licensed technicians. All work is completed with the highest regard for quality, value, and client satisfaction.

Who are Rodenhiser's clients? Rodenhiser focuses on both residential and commercial facilities such as offices, restaurants, retail stores, and industrial plants.

What is your typical workday? Rodenhiser technicians are available to the public 24-hours a day, 7-days a week. We utilize a rotating “on call” schedule to split up after-hours, emergency call activity. All employees are scheduled to work beginning at 7am weekdays, and as needed when “on-call.” The office is open from 7am until 5pm Monday through Friday. All after-hours calls are paged from an answering service to a manager, who dispatches the “on-call” technician.

Service technicians start work at 7am and work until finished with their last service call. The customer service team will coordinate early or late appointments to meet client needs. Technicians will be notified in advance of such appointments, except in the case of unexpected emergencies.

Overtime is important to me. How much do you offer? All Rodenhiser employees will earn some overtime each year, matching their own desires and skill-sets with the needs of our clients. During critical summer and winter periods, working extra hours to honor our commitments to our clients is expected.

What about a company vehicle? Rodenhiser provides company vehicles to technicians for business-related purposes. All vehicles are regularly and professionally maintained. Fleet fuel and maintenance cards and GPS tracking are also included with each vehicle.



What tools are provided by Rodenhiser? Rodenhiser provides all tools that are plug-in and battery operated. If you break one of your personal hand tools the company will replace the tool when the damaged tool is presented to us for replacement.

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It is our purpose to build a company that will endure for our friends, associates and clients; a company that will command the respect of our peers and that will quicken the pride of succeeding generations. We realize that good is always the enemy of the best; we seek to be the best. There is always before us the ideal of excellence.

Company Goals

1. To be recognized by our customers as the #1 service provider in our market.
2. To provide a safe, secure environment full of opportunity for all of our associates.
3. To generate profit—profit equals profit sharing.

To accomplish these goals we will:

1. Be a learning organization.
2. Create a work environment that exceeds expectations.
3. Have timely, relevant information.
4. Continuously re-invent competitive advantages.
5. Maintain Rodenhiser standards throughout the organization.
6. Have the best risk-adjusted financial returns in our industry.

The Owner's Values:

1. Be a good husband and father
2. Be respectful to and help all people
3. Be a person of character
4. Be committed to excellence
5. Grow profitability
6. Contribute to the community



The Rodenhiser Principles:

1. The customer must come first
2. Integrity
3. Respect for all people
4. Team approach
5. Management by fact
6. Committed to continuous improvement
7. Real communication

Rodenhiser Plumbing, Heating and Air Conditioning is a proud member of the *Nexstar Network* of service providers, and the following additional prestigious national organizations:

- BSI
- ACCA Mix Group member
- Medway Business Council
- Metrowest Chamber of Commerce
- Commercial Best Management Practice Group
- Northeast Contractor of the Year recipient

Andy Rodenhiser Plumbing and Heating, Inc. offers a comprehensive benefit plan including the following:

- Health Insurance
- Dental Insurance
- Vacation Time
- Sick Time
- 401K Retirement Savings Plan with company match and yearly profit sharing contributions
- Short Term Disability (STD)
- Long Term Disability (LTD)
- Aflac Insurance
- Life Insurance
- Accidental Death & Dismemberment Insurance (AD&D)
- Direct Deposit
- Tuition Reimbursement
- Company Truck
- Tool Replacement Guarantee
- Prepaid Legal
- Company Provided Uniforms
- Discounted BJ's Wholesale Club Membership
- Employee discounts on services we provide

See each section on this page for specific information regarding each of these benefits.

401K Retirement Savings Plan: Employees become eligible to participate in our 401K plan after one year of service and the completion of at least 1000 hours of service. A 25% match, up to 4% of the amount you contributed, is contributed each week to your 401K account. At the end of the year, a profit sharing contribution is made to your account. Profit sharing contributions vary each year. Employees are vested after 5 years participation in the plan.

Short Term Disability (STD): Company paid STD is offered through MetLife. Full time employees are eligible for coverage on the first day of the month following 90 days of employment. There is no waiting period for accidents, a 7 day waiting period for illness. Benefits are paid at 60% up to a \$750.00 maximum per week for 26 weeks.



Long Term Disability (LTD): Company paid LTD is offered through MetLife. Full time employees are eligible for coverage on the first day of the month following 90 days of employment. These benefits take effect upon expiration of STD and are paid at 60% up to a \$750.00 per week maximum until age 65.

Aflac Insurance: This is a supplemental insurance policy that financially protects you and your enrolled family members against various accidents and illnesses. This plan is voluntary and all costs are borne by the employee.

Life Insurance: A \$10,000 company paid life insurance policy is provided through MetLife to all full time employees as of first day of the month following 90 days of employment.

Accidental Death and Dismemberment Insurance (AD&D): A \$10,000 company paid AD&D insurance policy is provided through MetLife to all full time employees effective on the first of the month following 90 days of employment.

Direct Deposit: Direct deposit is available for your weekly paycheck. This allows your funds to be available first thing each Friday morning, and eliminates standing in line at the bank. Deposit to multiple accounts is also available.

Tuition Reimbursement: Tuition reimbursement is available for approved, work-related subject matter. All requests should be submitted for approval before the course begins.

Company Truck: All technicians are provided with a late-model, air conditioned company truck that they are allowed to take home in the evening.

Tool Replacement Guarantee: If your personal hand tools are broken or worn out in the course of executing the company's work, they will be repaired or replaced upon presentation of the broken tool.

Prepaid Legal: This benefit allows you to prepay for legal services at a rate of \$14.95 per month, and is available to all employees.

Company Provided Uniforms: Rodenhiser provides each technician with a variety of clothing; sweat-shirts, tee shirts, hats, and a winter-weight coat. It is the technician's responsibility to launder these items regularly. We also subscribe to a uniform service which provides each technician with shirts, pants, and two medium-weight jackets. All clothing is provided at no cost to technicians.

Discounted BJ's Membership: All employees are entitled to a discounted membership at BJ's as of their hire date or anytime thereafter. Please see the Finance Manager to obtain a letter to take to BJ's to redeem this benefit.

Health Insurance

Health insurance is offered through Harvard Pilgrim Health Care. Full time employees are eligible for coverage on the first day of the month following 90 days employment and may select either individual or family coverage. Rodenhiser currently pays 50% of the premium cost for eligible employees.

Co-payments are: \$20 office visits
\$100 emergency room visits

Prescription drug co-payments are based on a three-tier system (based on brand name/generic) for a cost of: \$15/\$30/\$50
\$30/\$60/\$150 90-day supply by mail

2008 employee weekly contribution deductions for this plan are:

Best Buy HMO 1000 Plan: Individual Plan \$37.38
Family Plan \$99.44
Best Buy HMO 2000 Plan: Individual Plan \$30.17
Family Plan \$80.24

Dental Insurance

Dental insurance is offered through Delta Dental. Full time employees are eligible for coverage on the first day of the month following 90 days employment and may select either individual or family coverage. Rodenhiser currently pays 50% of the premium cost for eligible employees

Type I—Preventative: These expenses are covered at 100% and include such things as cleanings, x-rays, fluoride treatments and sealants.

Type II—Basic Restorative: These expenses are covered at 80% and includes such things as fillings, oral surgery, periodontics, endodontics and emergency dental care.

Type III—Major Restorative: These expenses are covered at 50% and include dentures, crowns, etc.

2008 employee weekly contribution deductions for this plan are: Individual Plan \$5.63 per week
Family Plan \$15.56 per week