

**Charles F. Snyder Funeral Homes & Crematory, Inc.**

**EMPLOYEE HANDBOOK**

**Updated February 16, 2024**

**MODIFICATION**

This employee handbook is subject to change without notice.  
The Charles F. Snyder Funeral Homes & Crematory reserves the right to make  
additions or changes to policies as needed.

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## **SECTION 1: INTRODUCTION**

You are employed by an independently owned and family-operated funeral home that is known throughout Lancaster County as the premier funeral service provider. The Charles F. Snyder Funeral Homes & Crematory, Inc. is dedicated to providing exceptional care to each family we serve whether through our preneed department, at need services, aftercare program, or pet services. Our team is also committed to reaching out to our surrounding community and takes an active role in helping to enhance the community in which we live.

As a new employee, you may have questions about the Charles F. Snyder Funeral Homes & Crematory (the “Company”). This employee handbook is designed to provide you with information concerning personnel policies and procedures. Our policies have been established to promote integrity and long-term preservation of the Company through the assurance of quality services to our clients and the provision of positive working conditions for all employees. The spirit of these policies is *fairness*: to the Company, to clients, to employees, and to each other.

### **Thanks for Joining Our Team**

Congratulations! You are now a member of the premier funeral service provider in Lancaster County. As a team member, you will play an integral part in helping the Charles F. Snyder Funeral Homes & Crematory not only maintain the high level of service we provide to our families, but also will help us to exceed family expectations. Our best wishes to you – and we thank you for joining our team!

### **History of the Charles F. Snyder Funeral Homes & Crematory**

The Charles F. Snyder Funeral Home & Crematory located at 414 East King Street, Lancaster, PA was established in 1947 by Charles F. Snyder, Sr. in a beautiful, Georgian-style mansion. Additions in 1959 and 1985 have added over 10,000 square feet to the funeral home. In September of 1975, Charles F. Snyder, Jr. entered into the family business with his father, taking over the day-to-day operations in 1988. Charles, Sr. continued to work actively at the funeral home until retiring in July of 1993.

The Millersville branch of the Charles F. Snyder Funeral Home & Crematory located at 441 North George Street, Millersville, PA, was acquired in 1989 (the former Richard Bair / Jay Barry Funeral Home). This location is the home of our sister company, Heritage Monuments, LLC.

The Charles F. Snyder Jr. Funeral Home & Crematory located at 3110 Lititz Pike, Lititz, PA, opened in January of 2000. It is a full-service funeral home featuring an easy-access, one-floor design. The formal, non-denominational chapel comfortably seats 200 people. Two additional parlors can easily expand the chapel to accommodate 450 people. The parking lot provides spaces for well over 200 vehicles. In 2010, a state-of-the-art crematory, comfort room and

witness room were installed to ensure that those we serve never leave our care.

In April of 2014, the Charles F. Snyder Funeral Home & Crematory opened Bienvenidos Hispanic Funeral Center at 406 East King Street, Lancaster, PA. Bienvenidos is dedicated to reaching out to the Hispanic population in Lancaster County to provide the community with the same level of exceptional care that is afforded to all communities in the Lancaster area.

Charles F. Snyder Funeral Home & Crematory joined together in 2015 with Spacht Funeral Home to become the Spacht-Snyder Family Funeral Home & Crematory, located at 127 South Broad Street, Lititz, PA. Together, the Spacht-Snyder Family will continue the tradition of providing the highest quality and standards in funeral and cremation services in Lititz borough and the surrounding communities.

In May of 2019, Charles F. Snyder Funeral Home & Crematory proudly acquired the historic Bachman Funeral Home in Strasburg, founded in 1764, the oldest operating, family-owned funeral home in the United States, located at 7 South Decatur Street, Strasburg, PA.

In August of 2021, Charles F. Snyder Jr. Funeral Homes & Crematory broke ground on its sixth location, located at 2421 Willow Street Pike, Willow Street, PA. The building was completed in August of 2022. The facility was built from the ground up on three acres of what was previously an office building and farmland and provide plenty of room for the 12,500 square foot building, as well as its 150 parking spaces. The on-site crematory is the first crematory south of Lancaster City. This means that Charles F. Snyder is the first and only funeral home that is operating on-site crematories North and South of Lancaster City.

In 2021, Charles F. Snyder Jr. Funeral Homes & Crematory acquired two more locations. The downtown Lancaster location (former Andrew T. Scheid Funeral Homes) located at 121 South Prince St and 131 South Prince Street, Lancaster, PA, will be turned into an event center that can be used for receptions after services as well as a center to be rented out to the community.

In January 2023 we completed renovations and moved our sister companies, Cremation Services of Pennsylvania, and Heritage Monuments to 320 Blue Rock Road and 321 Old Blue Rock Road, Millersville, PA.



## **The Employee Handbook**

We have prepared this handbook to answer some of the questions you may have concerning the Charles F. Snyder Funeral Homes & Crematory and our policies and to show what is expected of employees. While the handbook is not able to cover all details relevant to the Company, its practices, and employees, it is hoped that this will provide a concise summary of guidelines, policies, and expectations. When questions arise, you should consult your employee handbook for guidance. If the handbook does not address your question, you may talk to management. We consider each of our employees an integral part of our team, and we wish you every success in your employment.

Our policies have been established for informational purposes only. The Company reserves the right to interpret, modify, or change any or all such plans, policies, and procedures, in whole or in part, at any time without notice. The employee handbook is not and should not be construed as a contract, either written or expressed, between the Company and one or all of its employees.

Absent a signed contract, all employment relationships with the Company are on an at-will basis. Either you or the Company may terminate your employment at any time, for any reason, with or without cause. No Company staff member has the authority to enter into any agreement contrary to this policy.

Failure to comply with any of these policies and procedures may result in disciplinary action or termination of employment, depending on the severity of the situation.

Unless otherwise specified, the policies in this handbook apply to all employees.

### **At-Will Employment**

This handbook is not intended to be, nor does it represent, a contract of employment, and its content is subject to change at any time at the full discretion of the employer. All employees of the Company are employees at-will. Either you or the Company may terminate your employment at any time, for any reason, with or without cause.

### **Standards of Professional Work**

The continued success of the Charles F. Snyder Funeral Homes & Crematory depends on the close following of high professional, ethical, and moral conduct and service.

We are all members of this community in which we live, and your work life should reflect your personal life. The Charles F. Snyder Funeral Homes & Crematory is also a member of several industry associations that require an invitation for membership, and these are held strictly to the standards prescribed by the Bureau of Occupation and Professional Affairs, State Board of Funeral Directors. We are also bound to follow standards set by local, state, and federal agencies with regard to building codes, OSHA requirements, etc.

Every employee is a representative of the Charles F. Snyder Funeral Homes & Crematory and is expected to conduct him- or herself as a professional associate. It is essential that contacts with the public and

assisting institutions, such as hospitals, retirement communities, hospices, and nursing homes, be conducted in a way that will reflect well on the Company and yourself.

All work assignments be they large or small, of a public nature or a private nature, should be considered of utmost importance. If it is going to be done at all, it should be done thoroughly and well, and in a professional manner.

## **SECTION 2: OFFICE INFORMATION**

### **Charles F. Snyder Funeral Homes & Crematory Locations and Phone/Fax Numbers**

#### **Lancaster:**

414 East King Street  
Lancaster, PA 17602  
Phone: (717) 393-9661  
Fax: (717) 393-3153

#### **Lititz:**

3110 Lititz Pike  
Lititz, PA 17543  
Phone: (717) 560-5100  
Fax: (717) 560-5654

#### **Millersville:**

441 North George Street  
Millersville, PA 17551  
Phone: (717) 872-5041  
Fax: (717) 872-1752

#### **Bienvenidos:**

406 East King Street  
Lancaster, PA 17602  
Phone: (717) 393-1482  
Fax: (717) 393-3153

#### **Spacht-Snyder:**

127 South Broad Street  
Lititz, PA 17543  
Phone: (717) 626-2317  
Fax: (717) 626-1324

#### **Bachman Snyder:**

7 South Decatur Street  
Strasburg, PA 17579  
Phone: (717) 687-7644  
Fax: (717) 687-7742

#### **Willow Street:**

2421 Willow Street Pike  
Willow Street, PA 17584  
Phone: 717-464-2109  
Fax: 717-617-2919

#### **Heritage Monuments:**

320 Old Blue Rock Road  
Millersville, PA 17551  
Phone: 717-872-1750  
Fax: 717-872-1752

#### **Cremation Service of Pennsylvania:**

320 Old Blue Rock Road  
Millersville, PA 17551  
Phone: 717-392-3900  
Fax:

### **Office Hours**

Office hours for each location are Monday through Friday from 8:00 AM to 5:00 PM. An on-call funeral director is available during off-hours (please see Section 7: Policies: On-Call Policy). The office is closed for the major holidays (please see Section 4: Benefit Information: Holidays).

### **Websites**

Employee page: <https://www.SnyderFuneral.com> Public

page: <https://www.SnyderFuneralHome.com>

## **SECTION 3: BENEFIT INFORMATION**

### ***Health Benefits***

Group health benefits may be available to full-time staff of the Charles F. Snyder Funeral Homes & Crematory. In addition, supplemental benefits may be available for purchase. These benefits are subject to change without notice at management's discretion. **Please request a current Health Benefit Summary sheet from management.**

### ***EAP (Employee Assistance Program)***

The Company provides this benefit to employees and their families. The EAP may be accessed by calling 800-543-5080. EAP may be used confidentially for services listed below:

- General Mental Health
- Stress and Anxiety
- Grief and Bereavement
- Children's Issues
- Behavioral Issues
- Elder Care Related Issues
- Addictions (cyber, gambling, sexual, etc.)
- Domestic Violence
- Work Related
- Retirement Concerns

We encourage employees to use this service in order to maintain their work-life balance.

### ***401K***

A 401K plan is available to full-time staff. **Please request a current 401K Summary sheet from management.**

### ***Holidays***

The Company recognizes the following holidays for full-time staff members: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. Full-time salaried staff members are entitled to paid time off for the above days in which the office is closed. A funeral director required to be on call on a holiday will be provided another day off ("Comp Day") that must be approved by management and used within 30 days unless otherwise approved by management. **Closing of offices for holidays or early closure prior to a holiday is on a case-by-case basis.**

### ***Paid Time Off (PTO)***

Upon hire, funeral directors may negotiate the terms of their vacation with management, after which the vacation time will be based upon the written scale established by management.

## ***Vacation Scale***

Upon Hiring	5 Vacation days, 6 PTO Days
After Completion of 3 years	10 Vacation days, 6 PTO Days
After Completion of 4 years	11 Vacation days, 6 PTO Days
After Completion of 5 years	12 Vacation days, 6 PTO Days
After Completion of 7 years	1 additional day off for each year completed, days to a maximum of 30 vacation days per calendar year.

During the first year of employment, the employee will receive 5 days PTO after 3 months of employment with the company, then after 6 months will receive the entire PTO package. In the event of an emergency, you may request special consideration if something occurs within the first 3 months of your employment with the company.

No half days off will be granted. If a half day is needed the employee will need to use a full day of vacation.

PTO must be used during the current year, unless an exception is made by management. Any unused days will not be “paid out.”

## ***Days Off Without Pay***

Except for unusual circumstances, no days off without pay are permitted unless special permission is granted by management. This applies to all full-time staff – no exceptions.

## ***Doctor and Dentist Appointments***

If possible, doctor and dentist appointments should be made after 2:30 PM. It is understood that some of these appointments must be done during normal business hours, but please avoid the morning hours if possible.

## ***Funeral Director Time Off***

No more than two funeral directors may take vacation per day.

Interns do not receive paid vacation until completion of internship AND licensure. Interns do not participate in Funeral Director Fridays Off until licensure. Interns receive 3 Personal and 3 Sick days.

Office closure on a Friday or Monday for a respective holiday that falls on Saturday or Sunday is at the discretion of management.

Holidays falling on weekends (including Friday) are covered as part of that weekend’s on-call team responsibility.

## ***Office Staff Days Off***

During regular business hours, these offices must be staffed with front desk personnel:

- Millersville is handled by Kathy Guidos.
- Lititz Pike, King Street, Spacht-Snyder, and Bachman Snyder coverage must be arranged prior to vacation by the person taking vacation time.

## ***Funeral Service Discount***

After a part-time employee has completed a minimum of six months of continuous service, he/she will be entitled to the following funeral service discounts when our funeral home provides the full service:

- Employee, Spouse, or Child      50% discount on services, casket, urn, and vault
- Parent      25% discount on services, casket, urn, and vault
- Sibling or his/her spouse      15% discount on services, casket, urn, and vault

The employee/family will pay cash advances and all other merchandise in full.

## ***Pet Service Discount***

Part-time and full-time employees are eligible for pet services at wholesale prices. This discount applies only to those pets with whom you reside.

## ***Bereavement Time Off***

Death of a spouse or child	5 working days
Death of a parent, grandchild, or sibling	4 working days
Death of a grandparent	2 working days

If a death occurs in extended family, vacation or personal days may be used. Special consideration may be given that will override the one Funeral Director off per day stipulation.

## ***Jury Duty Time Off***

Charles F. Snyder Funeral Home recognizes that jury duty is a civic responsibility of our employees. If an employee is called for Jury Duty, they will be compensated for up to 3 days time off.

## ***FMLA (Family Medical Leave Act)***

The Family Medical Leave Act (FMLA) permits eligible employees to take up to twelve (12) weeks under certain circumstances and twenty-six (26) weeks under other circumstances. Twelve (12) weeks of unpaid or paid leave per twelve (12) month period upon the occurrence of their own illness, illness of an immediate family member (spouse, child, parent), or birth of a child or placement through adoption is available. In calculating this twelve (12) month period, the Company uses a "calendar year" for (January 1 – December 31) for eligibility. **Please refer to the addendum at the end of this manual for details.**

### ***Company Contribution Time (Work Hours)***

Our business operates 24/7/365 and the open office hours are routinely 9 hours per day. The work shift for each full-time staff will be identified by management. A work shift is at least 8½ hours per day unless otherwise directed by management (such as in the case of part-time associates), with ½ hour of (unpaid) break time. For full-time salaried individuals, this is a 40-hour week. On-call responsibilities are covered under the On-Call Policy. Break time can be used for meals, errands, other appointments, personal phone calls, or emails, and if this break time exceeds ½ hour, the associate must request additional time from management. If you do not wish to take a break on a workday, time worked must be approved by management.

If job responsibilities require Company contribution time to exceed 8 hours, this time does not carry over nor accumulate in any way. The only record-keeping of this flexibility will occur within the pay period. If an associate does need to spend more than 8 hours of contribution time, they may choose to work fewer hours on another day within the same pay period. However, leaving early must be approved by management.

### ***Pay Periods, Paydays, and Paychecks***

Employees are paid every two weeks, and the pay period extends from Sunday through Saturday of the following week. The Company provides direct deposit as a service to employees. It is highly recommended that employees participate in this program, as it guarantees access to your paycheck funds on payday. If you opt to receive a paper check, you may not have access to your funds immediately.

### ***Absenteeism and Tardiness***

Unplanned absenteeism and tardiness are disruptive and place an unfair burden on co-workers and the families we serve. Unsatisfactory attendance and tardiness will also affect compensation. Excessive incidences of tardiness or unapproved absenteeism (i.e., illness, etc.) will result in disciplinary action that may include suspension and/or termination.

If you are unable to work because of illness (whether you or a child), you must contact management by 7:00 AM.

## **SECTION 4: DRESS CODE**

### ***Funerals, Pre-arrangements, First Family Viewings, or Day Viewings***

Remember that “first impressions are lasting impressions ...”

- Male funeral directors, interns, and funeral assistants must be dressed in a suit (black, navy, charcoal, or gray only – no tan suits are permitted), white or light blue shirt, tie, and dress shoes.

- Female funeral directors, interns, and funeral assistants must be dressed in a conservative business suit or dress with hosiery and dress shoes.

### ***Transfers or Evening Viewings***

- All persons will wear a suit or dress; or a dark sport coat (black, navy, or gray); pants; a white, light blue, or thinly striped or small-checked shirt; and a tie.
- During cooler weather, a black or dark grey overcoat will be worn.
- During warmer months, at the discretion of the lead director, suit coats may be removed, but ties will remain fully secured at the neck.
- With the exception of when maintenance work is being done, no shorts, jeans, or sneakers will be worn at the funeral home.

### ***Coroner Calls***

This is contingent upon the circumstances of the call. In extreme cases (i.e., severe decomposition), casual pants and collared shirt may be appropriate. Do not wear tennis shoes.

### ***Days with No Services***

On days when there are no funerals, employees may dress minimally in casual slacks, casual dress, dress shoes, and a collared shirt. The wearing of the funeral home embroidered shirts is encouraged. Please see the manager for these items.

### ***Facilities/Crematory Personnel***

- Appropriate clothing for the jobs this position entails is expected. Dirty or sloppy dress will not be permitted. No sleeveless shirts or denim shorts may be worn. In warmer weather, shorts will be permitted, however, they must be hemmed. You are still a representative of the Company while performing your duties.
- For cremation witness, the crematory operator should be dressed in casual pants and a collared, embroidered shirt and must maintain a well-kept appearance.
- Close toed shoes will be required.
- No visible tattoos or facial piercings will be permitted. Cleaning of Soiled Clothes
- Any attire, with the exception of shirts and the attire of the maintenance personnel, will be cleaned at Company expense if they are heavily soiled during a transfer or a funeral.
- Normal, daily wear will be the responsibility of the employee. Extensive damage to attire will be addressed on an individual basis.

### ***Unkempt Appearance***

- Soiled, wrinkled, and generally unsuitable attire will require that person to return home to change. This will be done off the clock.

- **Each funeral director, intern, and facilities/crematory personnel must always have appropriate clothing on hand at the funeral home for any situation (i.e., transfer) that might arise.** This will enable each person to step in and assist whenever needed.

## ***Grooming and Appearance***

### **Male Employees**

- No earrings worn while working, whether at funeral home or away from funeral home.
- No visible body piercings or tattoos.
- Facial hair is acceptable if kept trimmed.
- Hair will not fall below lower edge of collar of a buttoned dress shirt.

### **Female Employees**

- Hair should be styled, well maintained, and pulled back and away from face.
- Makeup, nail polish (one color only, no designs, French nails are acceptable), and perfume may be used in moderation.
- No visible body piercings or tattoos (no multiple earrings, only one earring in each ear is acceptable).
- Skirts and dresses should not be above the knee.
- Shoes should be closed toed only.



## SECTION 5: OUR CULTURE

**OUR VALUE PROPOSITION**  
**We provide meaningful funerals with compassion and care.**

# OUR D-N-A

is defined by our daily decisions, our actions, and our energy.  
It is the values and ethics of our company.

## OUR DECISIONS

**What Principles Direct Our Thoughts**

What **WIRES** us: Willingness  
Integrity  
Respect  
Empathy  
Stewardship

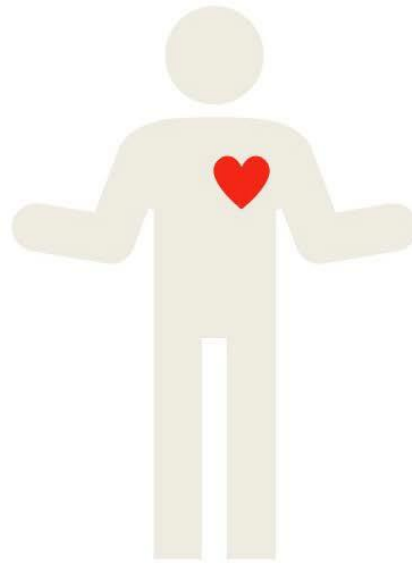
## OUR ENERGY

**What We Are Passionate About**  
**Serving Others & Building Relationships**

## OUR ACTIONS

**What We "Do Unto Others"**

**We Will:** Act with a Servant's Heart  
Serve with Grace and Humility  
Live with Passion and Gratitude  
Act with Integrity  
Seek and Embrace Diversity



## **SECTION 6: EMPLOYEE CONDUCT**

### ***Code of Ethics***

The success of our business is dependent on the trust and confidence we earn from our team members, customers, and community. We gain credibility through how we make **Our Decisions**, expend **Our energy**, and demonstrate **Our Actions** (Our DNA). **Our DNA** is defined by our daily decisions, our actions, and our energy. It is the values and ethics of our company.

When considering any action, it is wise to ask: will this build trust and credibility for Charles F. Snyder Funeral Homes and Crematory? Will it help create a working environment in which we can succeed over the long term? Is the commitment I am making one I can follow through with?

The only way we will maximize trust and credibility is by answering “yes” to those questions and by working every day to build our trust and credibility.

### **Respect for the Individual**

We all deserve to work in an environment where we are treated with dignity and respect. Charles F. Snyder Funeral Homes and Crematory is committed to creating such an environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success. We cannot afford to let anyone’s talents go to waste.

Charles F. Snyder Funeral Homes and Crematory is an equal employment/affirmative action employer and is committed to providing a workplace that is free of discrimination of all types from abusive, offensive, or harassing behavior. Any employee who feels harassed or discriminated against should report the incident to his or her manager or to human resources.

All Charles F. Snyder Funeral Homes and Crematory employees are also expected to support an inclusive workplace by adhering to the following conduct standards:

- Always treat others with dignity and respect.
- Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, offensive, or unwelcome.
- Foster teamwork and employee participation, encouraging the representation of different employee perspectives.
- Seek out insights from employees with different experiences, perspectives, and backgrounds.
- Avoid slang or idioms that might not translate across cultures.
- Support flexible work arrangements for co-workers with different needs, abilities and/or obligations.
- Confront the decisions or behaviors of others that are based on conscious or unconscious biases.
- Be open-minded and listen when given constructive feedback regarding others’ perception of your conduct.

Charles F. Snyder Funeral Homes and Crematory will not tolerate discrimination, harassment or any behavior or language that is abusive, offensive, or unwelcome.

### **Create a Culture of Open and Honest Communication**

At Charles F. Snyder Funeral Homes and Crematory everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.

Management will investigate all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, the company will take appropriate action. We will not tolerate retaliation against employees who raise genuine ethics concerns in good faith.

### **Set Tone at the Top**

Management has the added responsibility for demonstrating, through their actions, the importance of this Code. In any business, ethical behavior does not simply happen; it is the product of clear and direct communication of behavioral expectations, modeled from the top and demonstrated by example. Again, ultimately, our actions are what matters.

To make our Code work, managers must be responsible for promptly addressing ethical questions or concerns raised by employees and for taking the appropriate steps to deal with such issues. Managers should not consider employees' ethics concerns as threats or challenges to their authority, but rather as another encouraged form of business communication.

At Charles F. Snyder Funeral Homes and Crematory, we want the ethics dialogue to become a natural part of daily work.

### **Uphold the Law**

Charles F. Snyder Funeral Homes and Crematory's commitment to integrity begins with complying with laws, rules, and regulations where we do business. Further, each of us must have an understanding of the company policies, laws, rules, and regulations that apply to our specific roles.

If we are unsure of whether a contemplated action is permitted by law or this policy, we should seek the advice from the resource expert. We are responsible for preventing violations of law and for speaking up if we see possible violations.

### **Promote Substance Over Form**

At times, we are all faced with decisions we would rather not have to make and issues we would prefer to avoid. Sometimes, we hope that if we avoid confronting a problem, it will simply go away.

At Charles F. Snyder Funeral Homes and Crematory, we must have the courage to tackle the tough decisions and make difficult choices, secure in the knowledge that the company is committed to doing the right thing.

At times this will mean doing more than simply what the law requires. Merely because we can pursue a course of action does not mean we *should* do so.

Although Charles F. Snyder Funeral Homes and Crematory's guiding principles cannot address every issue or provide answers to every dilemma, they can define the spirit in which we intend to do business and should guide us in our daily conduct.

## **Accountability**

Each of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy. If we are concerned whether the standards are being met or are aware of violations of the Code, we must contact the HR department.

The company takes seriously the standards set forth in the Code, and violations are cause for disciplinary action up to and including termination of employment.

## **Do the Right Thing**

Several key questions can help identify situations that may be unethical, inappropriate, or illegal. Ask yourself:

- Does what I am doing comply with the Charles F. Snyder Funeral Homes and Crematory guiding principles, Code of Conduct, and company policies?
- Have I been asked to misrepresent information or deviate from normal procedure?
- Would I feel comfortable describing my decision at a staff meeting?
- How would it look if it made the headlines?
- Am I being loyal to my family, my company and myself?
- What would I tell my child to do?
- Is this the right thing to do?

## ***The Use of Electronic Devices***

### **Cell Phones**

Personal calls and text messaging during the workday can interfere with employee productivity and be distracting to others. Therefore, you should limit the use of cell phones for personal calls to break and meal periods. Charles F. Snyder Funeral Homes & Crematory will not be liable for the loss or damage of personal cell phones brought into the workplace. The use of cell phones for business transactions is acceptable; however, great discretion should be used when taking phone calls in public areas. It is never appropriate to accept a call in public areas, such as a funeral service, viewing, arrangement conference, or any other public gathering. Phone calls should be handled privately, in a place away from public view.

The funeral home may issue a business cell phone to an employee for work-related communications

only. Employees in possession of Company equipment, such as cell phones, are expected to protect the equipment from loss, damage, or theft. If a replacement is needed due to your negligence, you will have to pay for the replacement cost of the new cell phone. Upon resignation or termination of employment, you will be asked to return your Company cell phone. The cost to replace any phone not returned, unauthorized charges, or any monies owed to the Company may be deducted from your final paycheck.

### **Texting**

Texting while in the public view at funeral services, viewings, graveside services, arrangement conferences, or any other public gathering will not be tolerated. If texting is necessary, it should be done in a place away from public view.

### **Computer Usage**

Computers are for business use and not intended for personal use. The occasional use of Company computers for personal reasons is acceptable; however, personal use should not be abused and should be considered as breaktime or lunchtime. The use of Company computers to access inappropriate or offensive materials is prohibited and will be subject to disciplinary measures or termination of employment. Charles F. Snyder Funeral Homes & Crematory maintains the exclusive privilege to monitor employee email.

### ***Visitors***

Occasional visits by friends and family members is acceptable; however, regular visitors are not.

### ***Office Conduct***

While camaraderie and humor are good, caution should be exercised in the office. Loud and raucous behavior in the office will not be tolerated. The office staff, administrative staff, and funeral directors must maintain a high level of professionalism at all times.

### ***Non-smoking Policy***

Smoking is prohibited in all locations within the funeral home (including e-cigarettes). You are permitted to smoke outside the buildings in designated areas only. No employee should ever smoke in any public area and should always be discreet. Smoking (including e-cigarettes) is also prohibited in all Company vehicles. Failure to comply with this policy may result in disciplinary action, including suspension and/or termination.

### ***Confidentiality and Disposal of Documents Containing Confidential Information***

As an employee of the Company, team members will have access to confidential, personal information, such as past, present, and pre-arrangement files, corporation undertakings, and financial issues. Improper disclosure or discussion of this information is strictly forbidden. Any team member who violates this policy will be subject to disciplinary action, including suspension and/or termination.

Families place their personal matters in our trust; we owe them the utmost respect and confidentiality. It is also important to remember that one is bound by professional ethics as well as the Funeral Laws of the Commonwealth of Pennsylvania; both individually and as a company, we are also legally liable for inadvertent disclosure of personal information.

Confidential information is any information used in and for the business operations that is not readily available or accessible to the public or identified as public information. Any information and/or training materials whether on paper or electronic are the sole property of the Company and must be returned or destroyed upon termination or resignation of employment.

### ***Securing of Funeral Home Premises***

It is every employee's responsibility to maintain the security of the funeral home properties and buildings.

Side and rear entrance doors are always to be locked, other than during viewings and funerals. Garage doors are always to be locked – no exceptions. All car doors should be kept locked when they are parked and left unattended on the funeral home parking lots. Keys should only be left in vehicles when there is a person nearby.

The last person to leave the property each day is responsible to check the locks on all doors and windows, and to turn off all lights and electrical equipment. The employee is also responsible to make sure the phones have been turned over to the answering service and to set the security system. Codes for the security system are given to employees verbally by management and must not be shared with anyone else at any time.

Loss of keys must be reported to your manager as soon as possible.

You have a responsibility to the Company and its property, and more importantly, there is a commitment and responsibility to the families who place their loved ones in our care. You will be held accountable for any loss or damage due to negligence.

### ***Personnel in Care Center (Preparation Room) & Crematory***

The only persons permitted in the care center and crematory will be employees of the Charles F. Snyder Funeral Homes & Crematory who have received their Hepatitis B inoculations and who are authorized by management to be in those areas. Under normal circumstances only funeral directors, interns, student trainees who hold a "student license," crematory operator, and transfer personnel are permitted in the care center and crematory.

Employees found within the care center or crematory without Hepatitis B inoculations and/or without prior authorization from management or employees bringing non-employees (i.e., family members or friends) into those areas will be subject to disciplinary action, up to and including termination.

The care center and crematory are not public areas; we owe the families we serve the knowledge that their deceased loved ones are not on display to outside persons and that they are being afforded the respect and dignity they deserve.

## **SECTION 7: POLICIES**

### ***On-Call Policy***

Funeral directors and interns are required to be a part of the Charles F. Snyder Funeral Homes & Crematory on-call team. There are two on-call teams; each team is made up of four directors. On-call will rotate between the teams every other day during the normal workweek and each team off-call every other weekend. On-call will typically begin at 5:00 PM when phones are turned over to answering service for the evening and will conclude at 8:00 AM the following morning when the answering service is turned off. During the weekends, the team leader will determine the on-call schedule for their team.

### ***Equal Opportunity Employment Policy***

The Charles F. Snyder Funeral Homes & Crematory is an equal employment opportunity employer that does not discriminate on the basis of race, color, religion/creed, sex, disability, marital status, age, pregnancy, national origin, ancestry, sexual orientation, possession of a General Education Development Certificate as compared to a high school diploma, veteran status, or any other characteristic protected by the applicable federal or state laws. This commitment applies to, but is not limited to, decisions made with respect to hiring, placement, compensation, benefits, promotions, demotions, transfers, terminations, layoffs, return from layoffs, administration of benefits, and all other terms and conditions of employment. Likewise, employees are responsible for respecting the rights of their co-workers, as we must all work together to ensure continued success.

The Charles F. Snyder Funeral Homes & Crematory ensures that personnel actions are administered in compliance with federal, state, and local laws prohibiting discrimination on the basis of any protected status as set forth in the Statement of Equal Employment above. Preventing discrimination is the responsibility of every employee. To carry out our policy, persons are recruited, hired, placed, trained, and promoted according to individual merit. Other personnel actions such as compensation, benefits, transfers, social and recreation programs, demotion, discipline, and termination are administered in a nondiscriminatory manner.

The Charles F. Snyder Funeral Homes & Crematory provides reasonable accommodations for qualified individuals with known disabilities or handicaps to enable them to: (1) apply for employment with the Company; (2) perform the essential functions of their jobs; and (3) enjoy the other terms, conditions, and privileges of employment. Request for accommodations should be made to management.

## ***Discriminatory Harassment Policy***

All employees have the right to work in an environment free from all forms of impermissible employment discrimination, including sexual harassment and harassment based on race, color, religion, creed, sexual orientation, gender, national origin, age, ancestry, nationality, disability, or any other characteristic protected by law. It is, therefore, the policy of the Company that employment discrimination, including harassment in all of these forms, of employees by their supervisors, co-workers, vendors, or customers is strictly prohibited. The Company also strictly prohibits its employees from engaging in such conduct against the employees of the Company's vendors, clients, or others with whom it does business. Any such discriminatory or harassing conduct is not and will not be tolerated and should be promptly reported as outlined in this policy.

## ***Conduct***

Employees at all levels of the organization are always expected to conduct themselves in a business-like and professional manner and to refrain from conduct that might cause or contribute to sexual harassment or any other form of discriminatory harassment.

For purposes of this policy, sexual harassment is defined as unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; or
- submission to or rejection of such conduct is used as the basis for employment decisions affecting the individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Some examples of what might cause or contribute to sexual harassment are: threatening or taking adverse employment actions if sexual favors are not granted; demands for sexual favors in exchange for favorable or preferential treatment; unwelcome flirtations, propositions, or advances; unwelcome physical contact; whistling, leering, improper gestures, or offensive remarks, including unwelcome comments about appearance; sexual jokes or other inappropriate use of sexually explicit or offensive language; the display in the workplace of sexually suggestive objects or pictures, using any media, including telecommunications or computer systems, to send, receive, or exhibit oral, written, or graphic material that is sexually offensive. The above list is not intended to be all-inclusive. Even one instance of such conduct, if severe enough, may constitute sexual harassment.

For purposes of this policy, discriminatory harassment is defined as conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, creed, sexual orientation, gender, national origin, age, ancestry, nationality, disability, or any other characteristic protected by law, or any such characteristics of the individual's spouse, and that:

- has the purpose or effect of creating an intimidating, hostile, or offensive work environment; or



- has the purpose or effect of unreasonably interfering with an individual's work performance; or
- otherwise adversely affects an individual's employment opportunities.

Some examples of conduct that might cause or contribute to discriminatory harassment are: using epithets, slurs, or negative stereotypes; threatening, intimidating, or engaging in hostile acts that relate to a protected characteristic; purported jokes or pranks; placing on a wall, bulletin boards, or elsewhere on Company premises, circulating in the workplace via any media, including telecommunications or computer systems, any oral, written, or graphic material that denigrates or shows hostility or aversion toward a person or group because of a protected characteristic; or engaging in other offensive conduct toward an individual because of any protected characteristic.

### ***Complaints of Harassment Outside Advocate***

Employees at all levels of the organization are responsible for maintaining a workplace that is free of discriminatory harassment by conducting themselves in an appropriate manner in accordance with this policy and by reporting any harassment they may observe or experience. The Company treats all complaints of discriminatory harassment very seriously, and your prompt notification of any problem is essential to maintaining a respectful and harassment-free workplace. It is very important for any employee who feels he or she has a complaint under this policy to utilize the complaint procedure specified below.

If an individual has a complaint or concern regarding discriminatory harassment, including sexual harassment, he or she should report the matter to any one of the following contacts:

- **Charles F. Snyder, III Owner, President**
- **Dan Ostrowski, Director of Operations**
- **Daliah Ferko, Administration and Corporate Services**
- **John Kenderdine, Managing Director**
- **Mark Burkholder, Supervisor**
- **Sam Jordan, Controller**
- **Cam Ferdinand, HR Consultant**
- **Janice Longer, Esq. (Outside Advocate) Appel, Yost and Zee, LLC 717-394-0521**

When making a report of discriminatory harassment, it is important that you provide as much information as possible, including the details of the alleged harassing conduct, any physical evidence of the harassment that may exist, the names of all employees involved in the harassment, any other employees who may have experienced similar harassment, and any individuals who observed or

witnessed the harassment. The Company will treat such information as confidential, to the extent possible consistent with our obligation to conduct a thorough and appropriate investigation.

In the event that you feel that you are being harassed by management or that management is ignoring your report, you may contact our independent advocate, Attorney Janice Longer or one of her associates at Appel & Yost LLP, (717) 394-0521 for assistance.

### ***Eliminating Discriminatory Harassment***

The complaint or concern will be investigated promptly. The details of the investigation cannot be fixed in advance but will vary depending upon the nature of the allegations. All employees are expected to be truthful and cooperative in connection with any complaint and investigation.

Prompt and appropriate action will be taken pending an investigation to ensure that any discriminatory harassment that might exist does not continue. If the investigation indicates that discriminatory harassment may have occurred, the Company will take prompt and appropriate remedial measures to bring the harassment to an end.

Individuals found to have engaged in or condoned any conduct that might cause or contribute to sexual harassment or discriminatory harassment may be disciplined, up to and including discharge. Discipline may include, but is not limited to, any one or more of the following: written warning, demotion, withholding of a promotion, reassignment, temporary suspension without pay, reduction in pay, or discharge.

Retaliation of any kind against any employee who makes a good faith complaint of discriminatory harassment or assists or participates in any manner in an investigation of harassment is absolutely forbidden. Retaliation is a serious violation of this policy and should be reported immediately to the management contacts identified in the reporting procedure set forth above. Any person found to have retaliated against an individual for reporting discriminatory harassment or participating in an investigation will be subject to appropriate disciplinary action as described above.

### ***Drug and Alcohol Policy***

Drug and alcohol abuse adversely affects the health and safety of employees and compromises their ability to provide services to the families we serve. Therefore, the Charles F. Snyder Funeral Homes & Crematory is committed to maintaining a work environment free from the adverse impact of employee alcohol and drug abuse.

#### **Prohibitions**

- A. The use, possession, sale, transfer, offering or furnishing of illegal drugs or other controlled substances (as defined under state and federal law), and the possession of implements and paraphernalia for the illegal use of drugs, while on duty, while on the Company's premises

(including parking lots), while operating a vehicle leased or owned by the Company, or while performing services for or on behalf of the Company, is strictly prohibited.

- B. Except as provided below, the Company prohibits the use of alcohol by personnel directly before or during the workday, including lunch and breaks. The use of alcohol during the workday under Company-related and approved circumstances (whether on or off the Company's property) such as Company's representative luncheons or dinners; specific celebrations; while conducting other Company-related business or socializing; or while otherwise representing the Company, is permitted only to the extent that it does not lead to impaired performance, inappropriate behavior, endanger the safety of any individual, or violate applicable law. The Company expects self-control and will not tolerate negative behavior from impaired performance, nor is the Company liable for any negative outcome while the associate is traveling from the specific event.
- C. Unless otherwise authorized by this policy, reporting to work, returning to work, being or remaining at work, while under the influence of alcohol, illegal drugs, or any other controlled substance (not specifically prescribed by the employee's medical provider), or having any of the substances in your system while on duty, while on the Company's premises, while operating a vehicle leased or owned by the Company, or while performing services for or on behalf of the Company, is prohibited.
- D. Off-duty abuse of alcohol that results in excessive absenteeism or tardiness or is the cause of accidents or poor performance will result in corrective action, up to and including termination, in accordance with the Company's policies regarding absenteeism, tardiness, poor performance, and unsafe work practices.
- E. Off-the-job illegal drug use or activities, or convictions relating to such illegal drug use or activities, is also a violation of this policy. Off-the-job illegal drug use or activities or conviction relating to such use is likely to adversely affect the organization in many ways, including without limitation, one or more of the following: adverse effect on job performance or attendance, jeopardizing the safety or welfare of the employee, fellow employees, and/or the organization's clients, risking damage to Company business or property.

### **Prescribed and Over-the-Counter Drugs**

This policy does not prohibit the use of a therapeutic drug unless such therapeutic drug affects the employee's capacity to properly perform job duties or creates a danger to him/her or to others in the workplace. "Therapeutic drugs" include legally obtained prescriptions and/or directions. Any employee whose use of any therapeutic drug(s) may affect his/her capacity to properly perform job duties or may create a danger to himself/herself or to others in the workplace is required to report the therapeutic drug use to management. An employee may be allowed to continue to work, even though under the influence of a therapeutic drug, if the Company has determined, after consultation, that the employee does not pose a threat to his/her own safety or health or the safety or health of other employees, and the employee's job performance is not significantly, detrimentally affected by the therapeutic drug. Otherwise, the employee may be required to take a leave of absence or comply with other appropriate action determined by the Company.

### **Drug and Alcohol Testing**

To ensure compliance with this policy, the Company reserves the right to require employees to undergo blood tests, urinalysis, or other procedures designed to detect the presence of alcohol or the illegal use of drugs under the circumstances described below, and pursuant to Pennsylvania law.

### **Work-Related Accidents**

Employees involved in work-related accidents resulting in any bodily injury (either to themselves or to others) or property damage will be subject to drug and alcohol testing.

### **Reasonable Suspicion**

The Company reserves the right to test those employees that management reasonably suspects may be violating any portion of this policy.

### **Post-Treatment/Post-Rehabilitation Testing**

Employees who successfully complete an approved counseling or rehabilitation program pursuant to this policy may be subject to unannounced testing.

Any employee who (a) fails to cooperate with an investigation into possible violation of this policy; (b) refuses to sign the consent to, or to take a drug or alcohol test; or (c) tampers with any sample or test result will be subject to corrective action, up to and including termination.

### **Test Confidentiality**

Results of drug and alcohol tests will be kept confidential. Only those individuals who need to know test results will be notified of or permitted to review the results.

### **Employee Assistance**

The Company encourages employees with alcohol and/or drug abuse issues that may impact job performance to seek assistance from qualified professionals. It is the responsibility of the employee to seek assistance from qualified professionals before alcohol and/or drug problems are discovered by the Company. Any attempt by an employee to seek such assistance after a violation of this policy has been detected may have no effect on the corrective action, up to and including discharge, which the Company may determine, in its sole management discretion, is appropriate. The Company may require that an employee who has violated any portion of this policy (in its discretion, the employee will be allowed the opportunity to continue employment) to seek assistance from qualified professionals or participate in a rehabilitation program, at the employee's expense, as a condition to any continued employment with the Company. To the extent that it may differ from the above policy, the Company will adhere to all federal and state laws adhering to this issue. **The contact information for Company-provided EAP is 800- 543-5080.**

### ***Searches***

The Company reserves the right to conduct searches of the organization's premises, including work areas, rest areas, parking lots, offices, Company vehicles, desks, and cabinets. In addition, the Company

reserves the right to conduct searches of employee possessions, including purses, briefcases, or motor vehicles, while the employee is on Company property or on duty. The Company also reserves the right to take custody of and submit for testing any item, article, or substance it discovers during a search that appears to the Company may be evidence of a violation of this policy. Searches may be conducted at any time without advance notice. Any employee who refuses to cooperate with such searches will be subject to corrective action, up to and including discharge.

## ***Social Media Policy***

“Social media” is the term commonly given to websites and online tools that allow users to interact with each other in some way – by sharing information, opinions, knowledge, and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

Generally, what employees do on their own time is their own affair. However, employees should consider the impact such activities may have on their job performance or upon the business interests of Charles F. Snyder Funeral Homes & Crematory. Employees should be aware that their actions captured via images, posts, or comments can reflect on our funeral homes that may ultimately affect your employment.

Blogs and social networking sites often attract the attention of the news media. Employees should remember they are legally responsible for any personal opinions or commentary aired via a blog or social networking site and take steps to protect their privacy.

This policy has been developed to help each employee monitor their personal conduct. Violation of this policy may result in disciplinary action, up to and including termination.

- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author’s alone and do not represent the views of the funeral homes. Be clear and write in first person. Make your writing distinct that you are speaking for yourself and not on behalf of the funeral homes.
- Information published on your blog(s) should comply with the funeral homes’ confidentiality and disclosure of proprietary information policies. This also applies to comments posted on other blogs, forums, and social networking sites.
- Social media activities should not interfere with work commitments.
- Your online presence reflects on the funeral homes. Be aware that your actions captured via images, posts, or comments can reflect that of our funeral homes.
- Do not reference or cite funeral home clients, partners, or customers without their express consent. In all cases, do not publish any information regarding a client family.
- Funeral home trademarks may not be used without written consent.
- If you have images contained on social networking sites that could be unfavorably viewed by the public or customers, take necessary precautions to restrict these images from the public domain.

- Electronic images (photos or videos) from the workplace have the potential of disclosing confidential funeral home information. Therefore, taking such images in the workplace is prohibited unless approved by management.
- Under no circumstances may a photo or video be taken of a decedent for any reason without the approval of management. Publishing photos or videos of decedents is a blatant violation of privacy of the deceased and their families. It is also a violation of Pennsylvania law and considered “abuse of a corpse.” Violation of this policy will result in termination of the employee.

This policy is not intended to restrict an employee’s right to discuss working conditions and other work-related information with co-workers. The funeral homes want to ensure that its client families, employees, and vendors are not defamed or injured through blogs and social networking sites. For that reason, the funeral homes will take a strong stance against employee blogs or social networking sites containing false information or false accusations.

Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with management if you are uncertain.

## ***Company Vehicle Policy***

### **Overview**

As an authorized driver of a Company vehicle, you have been given certain privileges. You assume the duty of obeying all motor vehicle laws, maintaining the vehicle properly at all times, and otherwise, following the policies and procedures outlined below:

### **Vehicle Fleet Purpose**

Company vehicles are provided to support business activities and are to be used only by qualified and authorized employees. They are not to be considered a part of an employee’s compensation and must not be used as an inducement for employment. In all cases, these vehicles are to be operated in strict compliance with motor vehicle laws of the jurisdiction in which they are driven and with the utmost regard for their care and cost-efficient use. Company vehicles may not be used for business activities of other companies.

### **Driver Licensing**

Company drivers and anyone authorized to drive the Company vehicles must have a valid driver’s license issued in Pennsylvania for the class of vehicle being operated and must be able to drive a vehicle. Obtaining a driver’s license is a personal expense.

### **Driver Qualifications**

Driver qualifications are as follows:

1. Is an authorized employee of the Company.

2. Must be at least 21 years of age.
3. Have at least one year of driving experience.
4. Must meet licensing requirements.
5. Will not qualify to drive a Company vehicle if, during the last 36 months, the driver had any of the following experiences:
  - Convicted of a felony.
  - Convicted of sale, handling, or use of drugs.
  - Had automobile insurance canceled, declined, or not renewed by a company.
  - Convicted of an alcohol- or drug-related offense while driving.
  - Had driver's license suspended or revoked.
  - Been involved in two or more chargeable accidents.

### **Review of Motor Vehicle Record**

State Motor Vehicle Records (MVRs) will be used as the source for verifying driver history. MVRs will be obtained and reviewed periodically for all employees. (The insurance company requires that we provide them with the driver's license number and date of birth for anyone who may drive a Company vehicle.) Driving privileges may be withdrawn or suspended from any authorized driver not meeting the above requirements. In addition, appropriate disciplinary action may be taken, up to and including termination of employment.

**PLEASE READ, DATE, AND SIGN APPENDIX B: EMPLOYEE AUTHORIZATION FOR MVR REVIEW.**

### **Personal Use**

Company vehicles are provided primarily for business purposes; however, occasional personal "de minimis" use is permitted. Personal use is a privilege extended only to the authorized employee, with appropriate permission granted by management.

Rules applying to personal use of Company vehicles:

- Only authorized employees may drive Company vehicles.
- Personal use of Company vehicles by employees should be on an occasional basis only.
- Personal trailers, including boat and recreational vehicles, are not to be pulled.
- Company vehicles are not to be driven while under the influence of alcohol or any controlled substance.
- Possession, transportation, or consumption of alcohol or illegal drugs by anyone in the Company vehicle is not permitted.
- The driver and all passengers must wear available personal restraints.
- Report any accident immediately to police and management.

Any exceptions to these rules require advance, written approval by a manager or ownership. Violation of these rules will result in disciplinary action – from removal of driving privileges to termination of

employment.

### **Maintenance**

Authorized drivers are always required to properly maintain Company vehicles, including but not limited to refueling when the tank is below half and thoroughly cleaning the interior of the vehicle after use. Vehicles should not be operated with any defect that would inhibit safe operation during current and foreseeable weather and lighting conditions. While preventative maintenance is the responsibility of the fleet manager, any maintenance problems or safety concerns should be reported immediately.

### **Employee Use of Other than Company Owned Vehicles – For Business Use**

The Company does not assume any liability for bodily injuries or property damage the employee may become personally obligated to pay arising out of an incident occurring in connection with operation of other than Company-owned vehicles. The Company will reimburse the employee for standard operating costs up to the per diem rate per mile specified by the federal government.

### **Traffic Violations**

Fines for parking or moving violations, towing storage, or impoundment are the personal responsibility of the employee. The Company will not condone nor excuse ignorance of any motor vehicle violations that result in court summons being directed to itself as the owner of the vehicle.

Each driver is required to report all moving violations to Sam Jordan, Controller, within 24 hours. This requirement applies to violations involving the use of any vehicle (company, personal, or other) while on Company business. Failure to report violations will result in appropriate disciplinary action, including revoking of driver privileges and possible termination of employment.

Please be aware that motor vehicle violations incurred during non-business (personal use) hours will also affect your driving status as well and are subject to review.

### **Cellular/Mobile Phones**

Cellular/mobile phones should not be used while operating a vehicle. Using a cell phone while driving leads to an increased risk of having an accident through a lack of attention to driving. Inattention is the #1 cause of vehicle accidents in America. Inattention can also involve adjusting the radio, eating, daydreaming, talking to passengers, engaging in things outside the vehicle, and other distractions.

- Allow voice mail to handle your calls and return them at your safe convenience.
- If you need to place or receive a call, pull off the road to a safe location.
- Ask a passenger to make or take the call.
- Keep your hands on the wheel and your eyes and mind on the road while driving.

#### Safety Issues for Cell Phone Use

Employees whose job responsibilities include driving Company vehicles are expected to refrain from using their phone (including text messaging) while driving. Safety must come before all other



concerns. If you are charged with traffic violations resulting from the use of a cell phone while driving, you will be solely responsible for all liabilities that result from such actions.

### **In the Event of an Accident**

- Call the police on all accidents and obtain a copy of the police report.
- Do not admit negligence or liability.
- Do not attempt settlement, regardless of how minor.
- Get the name, address, and phone number of injured person and witnesses if possible.
- Exchange vehicle identification, insurance company name, and policy numbers with the other driver.
- Take a photograph of the scene of accident if possible.
- Complete the accident report in your vehicle.
- Turn all information over to Sam Jordan, Controller, as soon as possible but within 24 hours.

### **Thefts**

In the event of the theft of a Company vehicle, notify local police and Sam Jordan, Controller, immediately.

### **Driver Responsibilities**

Each driver is responsible for the actual possession, care, and use of the Company vehicle in their possession. Therefore, a driver's responsibilities include, but are not limited to, the following:

- Operate the vehicle in a manner consistent with reasonable practices that avoid abuse, theft, neglect, or disrespect of the equipment.
- Do not smoke or vape in Company vehicles.
- Obey all traffic laws.
- The use of seat belts and shoulder harness is mandatory for driver and passengers.
- Vehicles should not be operated with any defect that would prevent safe operation.
- Pay attention to and practice safe driving techniques and adhere to current safety requirements.
- Restrict the use of vehicles to authorized personnel.
- Report the occurrence of moving violations.
- Accurately, comprehensively, and timely report all accidents by an authorized driver and thefts of a Company vehicle to Ben Kremer, Fleet Manager.

Failure to comply with any of these responsibilities will result in disciplinary action, up to and including termination of employment.

### **Preventable Accidents**

A preventable accident is defined as any accident involving a Company vehicle, whether being used for Company or personal use, or any vehicle while being used on Company business that results in property

damage and/or personal injury, and in which the driver in question failed to exercise every **reasonable precaution** to prevent the accident.

### **Safety Guidelines to Prevent Accidents**

- Don't follow too closely.
- Don't drive too fast for conditions.
- Don't fail to obey signs.
- Don't make improper turns.
- Don't fail to observe signals from other drivers.
- Don't fail to reduce speed.
- Don't park improperly.
- Don't pass improperly.
- Don't fail to yield.
- Don't back up improperly.
- Don't fail to obey traffic signals or directions.
- Don't exceed the posted speed limit.
- Don't drive while intoxicated (DWI) or drive under the influence (DUI) or similar.

### ***Employee Travel***

Upon acceptance of travel, accommodations such as flight and hotel will be coordinated in our business office. Please see Ashley or Dolly for assistance. This will eliminate reimbursements.

Before you leave for the trip, if you do not already have a business credit card, one will be provided to you on loan. In addition, \$100.00 cash for cash-only transactions will be provided. Receipts should be returned to Dolly with the remainder amount. Please be mindful of all receipts.

Purchases and reimbursements are only intended for the use of three meals a day and social events that other participants of events and conventions are included in. Alcoholic beverages are not reimbursable outside of customer entertainment or business meals with external guests.

No outside tours or souvenirs will be reimbursed.

If you are using your own personal vehicle for travel, you will be reimbursed at the IRS standard mileage rate. Uber and taxi expenses will be fully reimbursed.

### ***Company Overtime Policy***

Finding balance with each employee's personal life and work is a priority for the Company. In order to have an equal balance, minimizing unnecessary overtime above your 40-hour workweek is necessary.

If you find it necessary to work five hours over your normal work hours, please consult with your supervisor before working overtime and have the supervisor sign, stating permission was granted. This will help the supervisor and the Company to understand the needs of the team while also helping everyone achieve a healthy balance of work and personal life.

## ***Employee Events***

### **Required Event**

Any time an employee is required to attend an event outside of normal working hours, employees will be notified via email, and it will be noted that this is a “required” event. Employees are expected to be present, unless excused from attending by a manager.

Employees will be compensated based on their normal working wage and any additional overtime that would apply.

### **Optional Event**

If an event is optional and not required, employees will be invited via an email notification, and it will be noted that this is an “optional” event. Although the employee is encouraged to attend, it will not be required.

Employees will **not** be compensated for optional events.

## ***Open Door Policy***

Employees are encouraged to share their concerns, seek information, provide input, and resolve problems/issues. The Company is committed to listening to employee concerns, encouraging their input, and seeking resolution to their problems/issues. Please initially address questions and/or concerns with your immediate supervisor. If you are dissatisfied or concerned with your supervisor’s response, please request an appointment with management.

## ***Corrective Action Policy***

It is your responsibility to be reliable, dependable, and caring, and to follow established work policies. The Company has a progressive corrective action policy. Violation of Company policies will result in the following corrective action:

- verbal warning after the first offense
- written warning after the second offense, whether related to the initial offense or not
- suspension from active status for a period determined by management of up to one month after the third offense, whether related to either of the previous offenses or not
- termination (additional violation of Company policy)

The Company reserves the right to advance the level of corrective action, including verbal warning, written warning, probation, suspension, and termination, depending on the nature of the violation and the incidence of previous corrective action taken. Misconduct, theft, abuse, or any other violations of Company policy are grounds for immediate dismissal.

### ***Resignation Policy***

If you resign from the Charles F. Snyder Funeral Homes & Crematory, a two-week notice is requested. Failure to give a two-week notice will be noted in your file. To close out your file, a signed letter of resignation (including the date, your reason for leaving, and your last day of work) is required. The Charles F. Snyder Funeral Homes & Crematory may in its sole discretion waive the notice period.

### ***Dismissal from Employment***

The Charles F. Snyder Funeral Homes & Crematory desires that our relationship with employees is long-term and mutually rewarding. However, since this is an at-will relationship, the Company reserves the right to terminate the employment relationship at any time, with or without cause or notice for any reason.

### ***Non-compete Policy***

All families we serve are exclusive clients of the Charles F. Snyder Funeral Homes & Crematory. In order to protect both the Company and its employees, the Company has implemented a **Non-compete Agreement (please see Appendix C) that must be signed and notarized.**

### ***Lunchroom/Hospitality Room Policy***

The hospitality room at the Lititz Pike location is designed for employee and customer use. The use of the hospitality room by employees is only permitted when there are no viewings or services being conducted. If there are services going on, full-time employees are asked to take their lunch to the directors' office. Part-time staff members are not permitted to be in the hospitality room during services except to assist family members.

If the lunchroom/hospitality room is utilized by staff, it is expected that it will be kept clean. If something is spilled, please clean it up; and if dishes are used, it is your responsibility to wash your own dishes or to place the *rinsed off* dirty dishes in the dishwasher.

***Appendix A – Written Statement Acknowledging Company Vehicle Policy***

COMPANY VEHICLE POLICY

I have read and will abide by the conditions as stated in the Company Vehicle Policy regarding the safe operation of any vehicle for the Charles F. Snyder Funeral Homes & Crematory, Inc. or personal business.

Name (printed) \_\_\_\_\_

Signature \_\_\_\_\_ Today's Date \_\_\_\_\_

Witness \_\_\_\_\_ Today's Date \_\_\_\_\_

## ***Appendix B – Employee Authorization for MVR Review***

### EMPLOYEE AUTHORIZATION FOR MVR REVIEW

As a prospective employee or current employee, I understand a Motor Vehicle Abstract will be ordered and reviewed to assess minimum eligibility to determine driving privileges.

As a driver of a Charles F. Snyder Funeral Homes & Crematory, Inc. vehicle or my own vehicle on the Company's behalf, I understand that it is my responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. Drivers must have a valid driver's license for the type of vehicle to be operated and keep the license(s) with them at all times while driving. All drivers must comply with all applicable regulations.

I also understand that my employer will periodically review my Motor Vehicle Record to determine continued eligibility to drive a Company vehicle or operate my own vehicle on the Company's behalf. In accordance with the Fair Credit Reporting Act, I have been informed that a Motor Vehicle Record will be periodically obtained on me for continued employment purposes.

I acknowledge the receipt of the above disclosure and authorize my employer or its designated agent to obtain a Motor Vehicle Record Report. This authorization is valid as long as I am an employee or an employee candidate and may only be rescinded in writing.

Employee Name (printed) \_\_\_\_\_

Driver's License Number \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Reviewer's Signature \_\_\_\_\_ Date \_\_\_\_\_

(Sign and retain the original copy in the employee's fil

***Appendix C – Acknowledgment of Receipt of Handbook***



The Employee Handbook contains important information about Charles F. Snyder Funeral Home & Crematory, and I understand that I should consult management regarding any questions not answered in the handbook. I have entered into my employment relationship with Charles F. Snyder Funeral Home & Crematory voluntarily, and understand that there is no specified length of employment. Accordingly, either Charles F. Snyder Funeral Home & Crematory or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

I understand and agree that no person other than the executive officers may enter into an employment agreement for any specified period of time, or make any agreement contrary to the company's stated employment-at-will policy.

Since the information, policies, and benefits described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur, except to the company's policy of employment-at-will. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the President of Charles F. Snyder Funeral Home & Crematory has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally-binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask management any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it. I further agree that if I remain with the company following any modifications to the handbook, I thereby accept and agree to such changes.

I have received a copy of the Charles F. Snyder Funeral Home & Crematory's Employee Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign the two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to the company's representative listed below on the date specified. I understand that this form will be retained in my personnel file.

\_\_\_\_\_  
Signature of Employee    Date

\_\_\_\_\_  
Employee's Name - Printed

\_\_\_\_\_  
Company Representative    Date

## Appendix D – Code of Ethics / Discriminatory Harassment Policy



Charles F. Snyder, Jr.  
Funeral Director/Owner

Charles F. Snyder, III  
Funeral Director/Owner

www.SnyderFuneralHome.com  
info@SnyderFuneralHome.com



This is to certify that I have reviewed:

- Discriminatory Harassment Policy
- Code of Ethics and Business Conduct

With my supervisor. I understand and agree with the aforementioned policy and statement.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

LANCASTER CITY 414 E. King St. Lancaster, PA 17602 717.393.9661 Charles F. Snyder, Jr. Supervisor	MANHEIM TWP 3110 Litzitz Pike Litzitz, PA 17543 717.560.5100 Charles F. Snyder, III, Supervisor	MILLERSVILLE 441 N. George St. Millersville, PA 17551 717.872.5041 Mark D. Burkholder, Supervisor	SPACHT-SNYDER 127 S. Broad St. Litzitz, PA 17543 717.626.2317 Jacqueline H. Adamson, Supervisor	BIENVENIDOS 406 East King St., Lancaster, PA 17602 717.393.1482 Zarita Herasme, Ambassador	BACHMAN SNYDER 7 S. Decatur St. Strasburg, PA 17579 717.687.7644 Norman T. Mable, Supervisor	WILLOW STREET 2421 Willow Street Pike Willow Street, PA 17584 717.464.4600 Kelly G. Townsend, Supervisor
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