



STG

Guide to Success

Employee Handbook



STG

STG's Success

STG is building an organization that will provide growth opportunities not only for our current team members but for future generations. The level of our success will be determined by our ability to work together, respect each other, and continuously improve.

As we continue this journey together, we will learn, grow, and develop personally and professionally. This document will be our guide to success in the future. These are tasks, ideas and concepts that will help us reach our goals. You are empowered to make decisions and thrive in the environment we have created.

Purpose

Why we do what we do

We Keep the World Connected, Power & Communications.

We will Improve the Well Being and Quality of Life
for our Dedicated Partners.

Vision

Where are we going

We will grow continuously to better serve our customers
and our team. The only limitation to our growth
is our imagination and our collaboration.

Mission

What we do

We will provide an enjoyable experience for all our partners
through creative growth and continuous improvement.

Every day, we will improve, personally,
professionally and financially.

Our Core Values

What we Expect from Each Other

We are Respectful.

We treat all people with respect and understanding.

We are Responsive.

We will respond to all requests.

We are Resourceful.

We will find a way to serve our partners.

Our Behavioral Values

How we Behave

We are Growing.

Every day, we learn, adapt & grow.

We are Dependable.

We do what we say we will do.

We are a Solutions Provider.

We fix Problems.

Our Success Starts with Our Culture



Successful teams respect each other. There are few gifts you can give that mean more than respect. When you show respect, you show compassion, kindness, and gratitude. We want to create a culture that is built on those behaviors. Every guideline mentioned below is centered around respect.

You are Empowered

You have the ability and power to make decisions.

When making a decision, ask yourself:

Does this decision align with our company's Vision and Mission?"

Will this have short-term or long-term effects on STG?

Acknowledge, Accept and Learn from your mistakes

We just don't want to repeat them.

You are trusted; prove that you should be.

You are not overhead. You are essential to the success of our operation.

Overhead is ancillary costs that are needed to run a growing company such as utilities, insurance, maintenance, supplies, etc.

Your compensation is a direct relation to the Value that you create at STG.

If you feel that you are not creating enough value based on your compensation, please let us know and we will help find ways to help you grow and become more valuable.

If you feel that you are creating more value than you are being compensated for, please let your manager know. We will meet with you to review and discuss your thoughts.

Titles allow customers, vendors and external partners to understand your role in the company.

We will focus on responsibilities so that all necessary elements of the business are being accounted for.

We attempt to provide the best benefits a company can offer.

We value your input and suggestions and we know that together we can provide the best possible for our team. We know that a group buying benefits has much more power than an individual, and we want to share the benefits of being in a group with you. Seek out and discover more about our benefits.

Workplace Conduct

We are committed to having a “Zero-Accident” policy and together we need to maintain this.

Equipment

- Safety equipment will be provided, and it is mandatory that safety equipment is always used when performing your job. We work in life threatening situations.
- We value and promote the use of using the most “cutting” or “leading” edge tools and equipment. We will strive to have as many of the best tools as possible, while being efficient with time and money.
- It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.
- If you are not trained for a certain tool, then don't use it. Ask to be trained and we will do our utmost to provide it.
- We may offer certain allowances, tools, clothing, etc from time to time. We also have the expectation that you will have the tools for your trade. If you don't, then we can assist you with acquiring those tools.
- All company-supplied trucks, tools, technology and company-related work records belong to the company and not to the employee. We have the right to monitor the use of the company-supplied technology if it has reason to believe that it has been used in violation of this policy.
- Company supplied tools are not to be used in business other than STG's business. Inappropriate or illegal use of tools or communications may be subject to disciplinary action.

Training

We value training and strive to provide the best possible.

- We will vary training programs and requirements based on the different work we do. If you have an interest in certain training being offered, please ask. If you notice new training being offered in the marketplace that we don't currently have, please ask and we will consider it.
- Training is for your benefit and the Company benefit. There may be times where the Company pays for all the training, or we share the costs, or we ask you to bear the cost.

Impairment on the Job

We are a Drug Free work place. This should be pretty clear, but please ask if you have questions.

- We have pre-employment, random, post-accident and for cause drug testing. You will be asked to take a drug test at some point. We require testing in compliance with best practices, our customer's standards, and the government standards. It is for all our benefit.
- Prescription medication can be an impairment that will not allow you to do your job safely. If you have this issue, please ask and we will make a determination with you.
- Although we can't tolerate drugs in the workplace, we respect your privacy in your personal time. If you have an issue, we are here to help you with various resources.
- Above all, we value healthy people.

Punctuality

Please arrive minutes before you are expected to be present

- Being late to work, meeting, job site affects many others. Please be aware and be on time. We understand there are circumstances that affect this, so please communicate them and we will correct them together.
- A meeting doesn't start until everyone is there. It shows your respect toward the organizer and the value of the meeting.

Regular attendance is essential to the Company's efficient operation and is a necessary condition of employment.

- When team members are absent, schedules and customer commitments fall behind, and other employees must assume added workloads.
- We become at risk of breaking promises [i.e. customer deadlines, service outages, etc] if work is completed on time.

If a customer or team member has a deadline, meet it. If you cannot for a valid reason, please let them know prior to the deadline.

Meetings and Discussions in Front of Others:

- Please show up on time (3-5) minutes prior to start time for meetings. Respect everyone's time.
- The Meetings will start on time and finish on time.
- If additional time is needed due to the incredible value and momentum, the facilitator will ask for permission of the attendees.
- Praise in a public setting and always have private conversations when discussing negative performance or behavior.

Confidentiality

- We work on and in other people's property. Please remember this when deciding to share information related to your work.

We sign Confidentiality Agreements with many customers not to share their private information.

Many customers trust us with proprietary information and it is our obligation to keep it private.

- We live in a connected world. Please keep this in mind, as this includes social media posts and anything made available to the general public, when sharing your personal information and / or information related to our company.
- If you have questions related to what is considered confidential, please ask and we will provide guidance. It is much easier to follow up with someone with information at a later time as it is to correct or fix a situation where information was shared that should not have been shared.

Be the Best

We want to promote and encourage everyone to be the best they can be.

- We will provide as many opportunities for advancement as possible.
- You are free to choose to take advancement opportunities or be the best at your current role with us.
- Please provide suggestions and additional opportunities for advancement. We are always open to suggestions.

We may not be the best choice for you for employment for life. We recognize this and embrace it. Here are some reasons we may part ways.

- We have many laws and regulations to abide by within our company, industry, and in our society, which if broken, may affect your employment.

- Your job or skills may be valued more by someone else, and we will encourage you to take those.
- Your behavior may not fit into our culture.
- Above all, we want to maintain a future relationship and will do everything in our power to help you be a better person.

Communication

Communication in person is the most impactful and can build strong relationships. Phone calls allow for everyone involved to speak their mind in the moment. Emotion is heard and felt. Email and text allow you to contemplate, document, and file away important information. All three are necessary and should be used when appropriate.

As it pertains to any verbal or written communication, please keep this in mind:

- Reply when you are addressed with a question or request.

Let the person know that you are 'on it'.

- Leave negative emotions or angry thoughts out.

If you are upset, request a meeting or phone call to discuss.

Writing out your anger or frustration is not appropriate.

The use of Electronic Devices

You have a life beyond this company. We want you to attend to that life. All we ask is that you are respectful to your team members and the company while doing so.

- Meetings: Please refrain from using Cell Phones/Tablets/Computers in meetings. "Wherever you are, be there" Electronic devices can distract you from valuable information. This is also very disrespectful to the people who are talking.

The use of Profanity

- You will never offend someone by not speaking in profanity. However, you may offend them when you do use an expletive - let's not take the chance. Use language that would make your parents proud.

Create the Ideal Environment

We believe that our environment plays a major role in our happiness and success. We also believe that simple daily actions can create a better environment. It has been said that it takes three weeks to form a habit. We have listed some daily habits that you can instill into your life to create an environment that will help you find joy and prosperity for years to come.

1. Gratitude

People want to know that what they are doing is appreciated. Be over thankful and be Sincere. Don't wait until Thanksgiving to tell people how much you appreciate them; do it each day.

2. 'Hate' Nothing

Challenge: try to never use the word 'Hate'. Treat it like profanity [See #7]. The 'H-word' builds walls around you, leaving opportunities for growth and new adventures on the outside.

3. Let People Finish Their Thoughts

Bite your tongue. When you allow someone to finish their thoughts two things can happen; you will earn their respect and you may learn something. Once you cut them off, you lose both. [5 out of 5 bars on the "Respect Meter"]

4. Eliminate Harmful Gossip

When talking about someone behind their back, try saying only nice things. There are few things so pleasing then to hear that someone was talking nicely about you to someone else.

5. Smile

This is the simplest and easiest way to make others feel good about themselves. A smile is a gift that gives twice; the person receiving it and the person giving it. The smile also represents humble confidence and self-control.

6. Keep your work space Organized & Clean

A clean environment sets the stage for high quality service and productivity. Organization gives off the feeling of being in Control.

7. The use of Profanity

Some people are okay with profanity; some are not. Don't take any chances. Profanity represents a lack of control and professionalism.

8. Forgive

Hatred and grudges effect only the person holding them. Forgiving someone does not mean that you are okay with what they did; it just means that you are not going to allow someone else's actions to continuously impact your life.

9. Filter Your Entertainment

The music you listen to, the TV that you watch and the online content that you view should all have a positive impact on your life. If you do not feel inspired or motivated to grow by the entertainment you choose, maybe you should try something different.

10. Do not Judge

Everyone has a story. Assume that every person you meet is facing a difficult challenge in their life and you will never be wrong.

11. Invest – Don't Spend

Believe that every gift you give, whether it is time, money, or a random act of kindness, just made someone's life a little better. Invest knowing that your efforts will create value not only for you but for others.

12. Don't use 'But' After an Apology

People will not remember anything before your 'But'. Apologize sincerely then stop.

13. Listen More – Talk Less

Try to listen twice as much as you talk. You will learn so much more from listening.

14. Eliminate Excuses

When you give excuses, you lose an opportunity to learn from the situation. Take every circumstance in life as a learning experience.

15. Be Punctual

Show up on time – or at least call and notify. Let people know that their time is incredibly valuable [5 out of 5 bars on the "Respect Meter"].

16. Take Notes and Follow up

By writing down your promises, you are much more likely to follow through. You will become known for your integrity and reliability. Also, you never want to miss a great idea or thought.

17. Complain Less, Praise More

Complaining overrides gratitude. Gratitude is one of the most valuable assets you can own. When you complain, you decrease your assets.

18. People are Good; Believe it!

We believe that all people are good, by nature. When you really believe this, you will be surprised how many 'good' people surround your daily life. Like attracts like.

19. Compliment Sincerely

The ultimate goal in life: Everyone is a little better for having known you. A sincere compliment, no matter what the subject, has a huge positive impact on people. Give them out as if they were free – because they are.

20. Act Like Everyone is Watching

With cameras everywhere, this is probably true. You should be the same person, whether you are alone or surrounded by people. As a spouse, parent and leader, people are watching you. They will learn from your every move. Make sure it is a lesson worth learning.

21. Finally, and Most Importantly, Love Everyone.

Love is kind. Love is gentle. Love is compassionate. When you love, you bring out the best in yourself and in others.

Before every action, take a moment to reflect on the outcome.

Ask yourself, will this action contribute or detract from my environment? Does it bring value or diminish worth? Everything we do should have a positive impact on our lives and the lives of the people we share it with. Self-Awareness is the ability to recognize how you make people feel in your presence and even long after. Refine your self-awareness and you will become a blessing to everyone.

At the end of your life, you will not be remembered for your strategic decision making or your ability to answer tough technical questions. You will be remembered for how you made people feel and the joy they felt in your presence. Become the environment that you wish to surround yourself with.

We want your time at STG to be one that brings value to you as well as everyone you encounter. We cannot teach attitude and desire. You get to choose your attitude and desire. We can teach business and construction. Here is to a successful relationship.

Thank you for being a part of the Team!

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