



Homestead Training Center
11700 SW 304th Street
Homestead, FL 33033

May 27, 2026

From: Chris Donaldson, Operations Manager

To: All Employees

Subject: Addition to Employee Handbook/Employee Conduct

HTC is dedicated to satisfying customers by knowing and meeting quality requirements and following HTC policies and procedures. Our customers deserve quality products and courteous, attentive treatment. The customer experience, perceived, or actual, is the subject of this memorandum.

Current Policy: "We expect every employee to be fully alert while on the job to ensure safety of all employees and to properly serve our customers. Therefore we will not tolerate sleeping or inattention on the job" For further clarification, the following is added to the Employee Handbook, page 40.

Inattention defined in the work place: Failure to pay attention to job duties, resulting in an unsafe, unprofessional work environment, for which you are being paid.

RSO's: Use of personal cell phones, including texting, on a public bay with customers present is prohibited. You must request and be relieved of duties, or use the phone only when your public bay is empty of customers. The use of wireless technology such as earbuds, AI glasses, etc, that are attached to a phone are also prohibited. Repairing, assembling, or disassembling customer firearms is prohibited. Clearing a malfunction or stoppage of a customer firearm for safe operation is acceptable. Use of personal firearms while customers are present is prohibited. Phone use is prohibited while driving or operating any company owned equipment.

Office: Use of personal cell phones/tablets, etc., are prohibited behind the check-in counter. The break room, or outdoors is an acceptable location. You must request and be relieved of duties prior to use. Personal phones or text messaging are not to be used for anything related to reservations for customers.

Facilities Department: Using phones while operating any equipment or vehicles is prohibited. Authorized use during breaks, lunch, or when authorized by a Manager.

Manager's/Supervisors: Responsible for enforcement, oral or written corrective action for the employee, and for placement into employee files.