

PREMIER WAREHOUSING SERVICES, INC.

EMPLOYEE HANDBOOK

TRANSLATION

The Company has translated our Handbook into Spanish for the benefit of our employees. We have diligently tried to translate all of the Handbook policies, provisions and procedures as accurately as possible. If there is any conflict between the translation and the English version of the Company's Handbook, the English version will control.

TRADUCCIÓN

La Compañía ha traducido nuestro Manual al español para beneficio de nuestros empleados. Hemos intentado diligentemente traducir todas las políticas, provisiones y procedimientos del Manual con la mayor precisión posible. Si hay algún conflicto entre la traducción y la versión en inglés del Manual de la Compañía, la versión en inglés será la utilizada.

FOR SOUTH CAROLINA EMPLOYEES ONLY:

THIS DOCUMENT DOES NOT CREATE A CONTRACT OF EMPLOYMENT OR ALTER ANY EMPLOYEE'S EMPLOYMENT-AT-WILL STATUS IN ANY WAY.

DISCLAIMER

THE POLICIES AND/OR PROCEDURES INCLUDED IN THIS EMPLOYEE HANDBOOK ARE OFFERED BY THE COMPANY AS GUIDELINES ONLY. THE COMPANY RESERVES ABSOLUTE DISCRETION TO DEVIATE FROM THESE POLICIES AND/OR PROCEDURES, AND TO ALTER, AMEND, DELETE, OR REVISE ANY OR ALL OF ITS POLICIES AND/OR PROCEDURES AS IT DEEMS APPROPRIATE AND IN THE BEST INTEREST OF COMPANY. YOUR EMPLOYMENT WITH THE COMPANY IS AN "EMPLOYMENT-AT-WILL" RELATIONSHIP UNDER THE LAWS OF THE STATE OF SOUTH CAROLINA. THIS MEANS YOUR EMPLOYMENT MAY BE TERMINATED AT ANY TIME WITH OR WITHOUT NOTICE BY THE COMPANY, FOR ANY REASON OR NO REASON, AND YOU MAY LEAVE YOUR EMPLOYMENT WITH COMPANY AT ANY TIME AS WELL. THIS IS JUST A GOOD BUSINESS PRACTICE FOR EVERYONE.

NOTHING IN THIS HANDBOOK SHOULD BE CONSIDERED AS A CONTRACT OF EMPLOYMENT, OR AS ALTERING YOUR EMPLOYMENT-AT-WILL STATUS WITH THE COMPANY. IN ADDITION, NO ONE EXCEPT THE PRESIDENT OF THE COMPANY, OR ANOTHER AUTHORIZED MANAGEMENT REPRESENTATIVE, MAY ALTER THE EMPLOYMENT-AT-WILL STATUS OF ANY COMPANY EMPLOYEE. ANY SUCH ALTERATION MUST BE IN WRITING, SIGNED BY THE PRESIDENT OR THE AUTHORIZED REPRESENTATIVE, AND CLEARLY STATE THAT THE PURPOSE OF THE WRITING IS TO ALTER THE EMPLOYMENT-AT-WILL RELATIONSHIP.

TABLE OF CONTENTS

	<u>Page</u>
INTRODUCTION.....	iv
IMPORTANT INFORMATION ABOUT THIS HANDBOOK	v
TRANSLATION	1
I. EMPLOYMENT POLICIES.....	1
1.1 EQUAL EMPLOYMENT OPPORTUNITY	1
1.2 POLICY AGAINST HARASSMENT	2
1.3 BULLYING AND ABUSIVE CONDUCT	3
1.4 REPORTING HARASSMENT, DISCRIMINATION, RETALIATION OR BULLYING TO THE COMPANY	3
1.5 FRATERNIZATION.....	4
1.6 IMMIGRATION LAW COMPLIANCE	5
1.7 EMPLOYMENT STATUS.....	5
1.7.1 Exempt Employee	5
1.7.2 Non-Exempt Employee	5
1.7.3 Introductory Period	6
1.7.4 Employment of Relatives/Personal Relationships	6
1.7.5 Terminations.....	6
1.7.6 Reference Checks/Clearances/Licenses.....	7
1.8 CONDITIONS OF EMPLOYMENT	7
1.8.1 Work Schedules	7
1.8.2 Meal Periods	8
1.8.3 Rest Periods.....	8
1.8.4 Lactation Accommodation	8
1.8.5 Attendance	8
1.8.6 Overtime.....	9
1.9 COMPENSATION.....	10
1.9.1 Workweek/Workday	10
1.9.2 Pay Period/Pay Day	10
1.9.3 Payroll Deductions	10
1.9.4 Pay Advances, Loans or Check Cashing	11
1.9.5 Garnishments.....	11
1.9.6 Payroll Errors.....	11
1.9.7 Time Records.....	11
1.10 OUR RULES	12
1.11 CUSTOMERS FACILITIES	12
II. BENEFITS.....	13
2.1 VACATIONS	13
2.2 HOLIDAYS.....	14
2.3 LEAVES OF ABSENCE	14
2.3.1 Insurance and Benefits During All Disability Leaves	14
2.3.2 Disability Leave	15
2.3.3 Family and Medical Care Leave.....	15

2.3.4	Pregnancy-Related Job Modification or Disability Leave.....	17
2.3.5	Workers' Compensation Leave	17
2.3.6	Other Leave Laws	18
2.4	GROUP INSURANCE.....	18
III.	GENERAL POLICIES.....	19
3.1	CONFIDENTIAL INFORMATION.....	19
3.2	VIDEO SURVEILLANCE	19
3.3	UNIFORM AND DRESS CODE.....	19
3.4	SMOKING/USE OF TOBACCO.....	20
3.5	TECHNOLOGY AND COMMUNICATIONS SYSTEMS.....	20
3.6	SOCIAL MEDIA POLICY	22
3.7	USE OF COMMUNICATION DEVICES.....	23
3.7.1	Workplace Use.....	23
3.7.2	Camera Cell Phones/Audio and Video Recording.....	23
3.7.3	Company-Provided Devices and Credit Cards.....	24
3.7.4	Use of Communication Devices While Driving	24
3.8	VISITORS	24
3.9	COMPANY INSPECTION.....	25
3.10	COMPANY PROPERTY	25
3.11	HANDLING OF PRODUCTS	25
3.12	SOLICITATION	25
3.12.1	Solicitation by Employees.....	25
3.12.2	Solicitation by Third Parties	26
3.13	BULLETIN BOARDS.....	26
3.14	EMPLOYMENT REFERENCES	26
3.15	PERSONNEL INFORMATION AND FILES	26
3.16	PAYROLL INFORMATION	26
3.17	USE OF VEHICLES ON COMPANY BUSINESS	27
3.17.1	Personal Automobiles	27
3.17.2	Company Vehicles	27
3.18	EMPLOYEE MEETINGS.....	27
3.19	CONFLICTS OF INTEREST	28
3.20	GIFTS	28
3.21	PUBLIC STATEMENTS AND THE MEDIA.....	28
3.22	BUSINESS EXPENSE REIMBURSEMENT.....	28
3.23	PERSONAL COMMUNICATION DEVICE REIMBURSEMENT POLICY.....	29
3.24	TRAVEL EXPENSE REIMBURSEMENT.....	29
IV.	HEALTH AND SAFETY	30
4.1	WORKERS' COMPENSATION.....	30
4.2	SUITABLE SEATING.....	30
4.3	INJURY AND ILLNESS PREVENTION	30
4.4	FIRST AID.....	30
4.5	ALCOHOL AND DRUG ABUSE POLICY.....	31
4.6	WORKPLACE VIOLENCE	32
4.7	WEAPONS.....	33
V.	PERFORMANCE AND CONDUCT.....	34

5.1	RULES OF CONDUCT	34
5.2	BUSINESS ETHICS.....	36
5.3	DISCIPLINE.....	37
5.4	OPEN-DOOR POLICY.....	37
VI.	ARBITRATION.....	38
VII.	CONCLUSION.....	39

INTRODUCTION

Welcome to Premier Warehousing Services, Inc.! The Company is known for its quality services. Our goal is to provide the highest quality services at a competitive cost. In order to achieve this goal, we must all work together combining our energies as a dedicated team. At the heart of every successful organization is a group of people who work together toward a common goal. We believe we are such a company. We welcome you to our team.

IMPORTANT INFORMATION ABOUT THIS HANDBOOK

This employee Handbook is presented for your information. We hope it will introduce you to Premier Warehousing Services, Inc. (the "**Company**") and enhance your job performance and satisfaction. Employees are expected to read and understand this Handbook. Please take the time to review it so you are familiar with what you can expect from us and what we can expect from you. However, this Handbook cannot address every situation that will arise and, it is not intended to serve as an exhaustive set of rules. **This Handbook is not a contract of employment and does not guarantee your continued employment.**

This Handbook supersedes any prior Handbook, verbal or written policy or procedure that may conflict with its provisions. We reserve the right to modify or change any of the policies or procedures contained in this Handbook as necessary. Any changes will be in writing. No oral statements, representations, conduct or practices of any officer or employee of the Company will modify any of these policies.

None of these policies is intended to interfere with employees' rights protected by Section 7 of the National Labor Relations Act or other federal or state law to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers, or to bring such issues to the attention of management at any time.

All employees of the Company, including you, are employed at will. This means we may change your terms and conditions of employment at any time, with or without advance notice or cause. It also means you may terminate your employment at any time, for any reason, and we have the same right to terminate your employment at any time for any reason. This at-will relationship cannot be modified during your employment unless we enter into a detailed written agreement signed by the President/COO or a Vice President.

A current copy of this Handbook is available to you at the home office of the Company at any time. This Handbook is Company property.

I. EMPLOYMENT POLICIES

1.1 EQUAL EMPLOYMENT OPPORTUNITY

We provide equal employment opportunities to all qualified applicants and employees without discrimination with regard to race, religious belief (including dress or grooming practices), color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breast feeding), age, national origin, ancestry, sexual orientation, gender identification and expression, transgender status, physical or mental disability, medical condition, genetic characteristics, genetic information, family care, marital status, enrollment in any public assistance program, status as military, a veteran or qualified disabled veteran, status as an unpaid intern or volunteer, or any other classification protected by applicable law. We also prohibit discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

We are committed to maintaining a work environment which is free from discrimination, harassment and retaliation. It is offensive to abuse another person's dignity through ethnic, racist or sexist slurs, or other derogatory or objectionable conduct. You may not harass another applicant or employee because of that person's actual or perceived race, religious belief (including dress or grooming practices), color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breast feeding), age, national origin, ancestry, sexual orientation, gender identification and expression, transgender status, physical or mental disability, medical condition, genetic characteristics, genetic information, family care, marital status, enrollment in any public assistance program, status as military, a veteran or qualified disabled veteran, status as an unpaid intern or volunteer, or any other classification protected under applicable law. We will not tolerate discrimination, harassment or retaliation by any employee (including supervisors, managers or co-workers) or independent contractor of the Company, or by any outside persons in contact with our employees and independent contractors (including our customers, potential customers, vendors, delivery persons, etc.).

We will reasonably accommodate the known physical or mental disabilities of an otherwise qualified applicant or employee, unless undue hardship would result. If you require accommodation to perform the essential functions of your job, please contact your Manager or Regional Manager to notify us of your disability and to describe the accommodations you believe are necessary to enable you to perform your job duties. We will work with you to determine whether there are any reasonable accommodations that would enable you to perform your job duties without causing undue hardship to the Company.

The Company will provide reasonable accommodation of an individual's sincerely held religious belief if the accommodation would resolve a conflict between the individual's religious beliefs or practices and a work requirement unless such accommodations would pose an undue hardship to the Company. Individuals who believe they need an accommodation are responsible for requesting reasonable

accommodations by submitting a written request to Human Resources at the home office.

If you have a suggestion, problem or complaint with regard to equal employment, harassment, or retaliation you should contact your Manager, Regional Manager, the Human Resources Manager, or any officer of the Company immediately. This procedure does not require reports to be made to your Manager or to anyone who you believe is participating in the conduct. Instead, you may choose from the above-listed individuals the person with whom you would be most comfortable speaking. In the event that you report the matter to someone other than Human Resources and you are not satisfied with the response, then you should contact Human Resources at the home office. All information regarding any complaints or accusations will be handled promptly, in a thorough manner, and the matter will be kept as confidential as possible. The Company does not authorize or condone discrimination, harassment, or retaliation.

1.2 POLICY AGAINST HARASSMENT

We are committed to maintaining a harassment-free work environment. We prohibit sexual harassment and harassment based on race, religious belief (including dress or grooming practices), color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breast feeding), age, national origin, ancestry, sexual orientation, gender identification and expression, transgender status, physical or mental disability, medical condition, genetic characteristics, genetic information, family care, marital status, enrollment in any public assistance program, status as military, a veteran or qualified disabled veteran, status as an unpaid intern or volunteer, or any other basis protected by applicable federal, state, or local law or ordinance or regulation. We also prohibit harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Our anti-harassment policy applies to everyone involved in the operation of the Company and sets a standard of expected behavior for all persons working in or with our Company. We will not tolerate harassment by any applicant, employee (including supervisors, managers or co-workers) or independent contractor of the Company, or by any outside persons in contact with our employees and independent contractors (including our customers, potential customers, vendors, delivery persons, etc.).

Prohibited harassment is defined as verbal, physical and/or visual behavior where:

(1) The victim must accept the harassing behavior as an explicit or implicit condition of employment or other relationship with the Company.

(2) The victim's acceptance or rejection of the harassing behavior is used as a basis for an employment decision or a decision affecting any other relationship with the Company.

(3) The harassing behavior interferes with a person's work performance or creates an intimidating, hostile or offensive work environment. This behavior may include slurs, jokes, statements, email, texts, instant messages or other electronic messages, gestures, assault, interfering with another's movement or normal work activities, or pictures, drawings or cartoons based upon protected characteristics.

Retaliation against any person for reporting or threatening to report harassment, or for participating in an investigation of harassment, is also prohibited.

Sexual harassment, in particular, refers to all of the prohibited conduct described above, as well as unwelcome conduct such as requests for sexual favors, conversation containing sexual comments and other unwelcome sexual behavior or advances. Sexually harassing conduct may occur between members of the same gender as well as those of the opposite gender. Sexually harassing conduct need not be motivated by sexual desire.

1.3 BULLYING AND ABUSIVE CONDUCT

Bullying, excessive profanity, obscene comments and similar abusive conduct during working time are destructive to our Company culture and can disrupt workplace operations, interfere with others' privacy and hurt other people. You may not engage in this type of behavior while engaged in work on behalf of the Company.

Bullying is defined as repeated intentional and malicious behaviors by an employer or employee at the workplace, directed at an employee, that is intended to degrade, humiliate, embarrass, or otherwise undermine the employee's performance in a manner unrelated to legitimate business interests. It may include verbal abuse (such as repeated derogatory remarks, insults or epithets), offensive conduct or behaviors which a reasonable person would find to be threatening, humiliating or intimidating. It may also include work interference, gratuitous sabotage or undermining of a person's work performance without legitimate business purpose. A single act does not constitute abusive conduct unless it is especially severe or egregious.

If you witness conduct in violation of this policy ask the individual involved to stop immediately and/or report them to your Manager or Regional Manager.

1.4 REPORTING HARASSMENT, DISCRIMINATION, RETALIATION OR BULLYING TO THE COMPANY

If you believe you have been harassed, discriminated or retaliated against, or bullied, or have witnessed or otherwise become aware of an incident of harassment, discrimination, retaliation or bullying, please submit an oral or written complaint to your Manager, Regional Manager, the Human Resources Manager or any officer of the Company as soon as possible after the incident. Your complaint should include details of the incident(s) and the names of the individuals and witnesses involved. This procedure does not require reports to be made to your supervisor or to anyone who you believe is participating in the conduct. Instead, you may choose from the above-listed individuals the person with whom you would be most comfortable speaking. In the

event that you report the matter to someone other than Human Resources and you are not satisfied with the response, then you should contact Human Resources at the home office.

Any supervisor or manager who receives a complaint of discrimination, harassment, bullying or retaliation must immediately report that complaint to the Regional Manager or the Human Resources Manager. We will fairly, promptly and thoroughly investigate your complaint. The investigation will be conducted internally or externally by an impartial and qualified investigator. The investigation process will be documented and tracked for reasonable progress to ensure a timely resolution. Although we cannot promise complete confidentiality, we will maintain confidentiality to the extent permitted by law and will be as discreet as possible throughout the investigation process.

All personnel must fully cooperate in the investigation process. You may not discourage or prevent any victim of harassment, discrimination or retaliation, from using our complaint procedure to report harassing, discriminatory or retaliatory conduct, or discourage or prevent any witness from participating in the investigation. Under no condition will the investigation be conducted by or under the direction of the person reported to have engaged in this alleged harassment or retaliation.

If we determine that harassment, bullying, discrimination or retaliation has occurred, we will take appropriate remedial action to resolve the complaint in light of the circumstances involved.

We will inform the complainant, the accused and any other involved persons about the general results of our investigation. We will not retaliate against you for filing a complaint or participating in an investigation, and we will not tolerate or permit retaliation against you by management, supervisors, employees, independent contractors or other persons.

We urge you to immediately report any incidents of harassment, bullying, discrimination or retaliation so that we can quickly and fairly resolve any complaints.

1.5 FRATERNIZATION

We strongly discourage personal and social relationships between our supervisory and non-supervisory employees, or those of our customers, because they may lead to misunderstandings, complaints of favoritism, lack of objectivity, harassment, or severe employee morale problems.

If you date or ask to date, make sexual overtures toward or accept sexual overtures from, or attempt to establish a romantic or sexual relationship with any employee working under your direct or indirect supervision or management, or an employee of our customers, you must immediately disclose the circumstances to your Regional Manager.

Your relationship with another employee of our Company or our customers (including sexual or romantic relationships, family relationships, close friendships, roommates or similar relationships, whether or not one of you is a supervisor or Manager of the other) must not disrupt Company operations or violate our policy against harassment contained in this Handbook.

1.6 IMMIGRATION LAW COMPLIANCE

We are required by the Immigration Reform and Control Act of 1986 to verify all regular and temporary employees' identity and their right to employment in the United States. Your employment is contingent upon providing this documentation and keeping it current with us throughout your employment.

To meet this obligation, you must provide the Company with documentation establishing your identity and legal right to work in the United States within three working days after your hire date. If you have not completed this verification within three days, you may not work until the verification process has been completed.

The Company will monitor the expiration dates of identity and legal authorizations to work in the United States. You must keep this documentation updated throughout your employment to maintain your continued employment status. You must also notify the Company of any change in your immigration status.

If your right to work documentation expires, you will be put on inactive status, and you will have five business days to submit renewed documentation of your right to work. If you do not do so, we are required to terminate your employment.

1.7 EMPLOYMENT STATUS

Employees may be hired for full-time, part-time or temporary work. The Company reserves the right to dictate the scheduling and work requirements for all such employment classifications, from time to time, subject to applicable law. If you have questions regarding your employment status, please speak with your Manager or Regional Manager.

1.7.1 Exempt Employee

An exempt employee is one whose wages and duties are not covered by certain wage and time requirements of local, state or federal regulations. An exempt employee does not receive overtime and does not follow the same time card procedures as a non-exempt employee. Exempt employees will be notified of their exempt status by management.

1.7.2 Non-Exempt Employee

A non-exempt employee is paid on the basis of hours worked per pay period and receives compensation for overtime. Non-exempt employees must follow the

timekeeping procedures set forth in this Handbook. All employees are non-exempt unless notified otherwise by management.

1.7.3 Introductory Period

You are considered an introductory employee during your first 90 days of employment with us. During this period, we will evaluate your work attitude, attendance, performance and ability to work with other employees and supervisors. Likewise, during this period, you have the opportunity to determine if you are satisfied with your position and working environment. While in your introductory period, you will not receive Company-sponsored benefits, except as noted or as mandated by law.

When you have satisfactorily completed your introductory period, you will become a regular (full or part-time) employee. Completing your introductory period does not alter your at-will employment status. You retain the right to terminate your employment at any time, with or without cause or notice, and we have a similar right throughout your employment with us.

1.7.4 Employment of Relatives/Personal Relationships

Because of the potential for conflicts of interest and employee morale problems, we will not employ relatives, spouses, registered domestic partners or employees who share a significant relationship if:

- one of the employees will be supervised by the other, or
- a conflict of interest arises or could arise between the employees, or with any other employee.

If these situations arise between you and another current employee, we will consider transferring one of the employees who share a significant relationship. If transferring is not an option, we may ask the two of you to voluntarily decide which one of you will resign. If neither of you voluntarily resigns, we may choose which one of you will be terminated. If you are terminated in this situation, you will remain eligible for rehire to a position for which you are qualified.

1.7.5 Terminations

Termination is the severance of our employee-employer relationship, whether by resignation, layoff, discharge, retirement or death. As an at-will employee, you have the right to terminate your employment at any time and we have a similar right to terminate your employment at any time.

If you choose to resign, we request (but do not require) the courtesy of at least two (2) weeks' written notice so that we can plan ahead for your departure.

If it becomes necessary to reduce staff, we will select employees for layoff based on job performance levels and qualifications, the requirements of available

positions, our need for particular skills and experience, and any other business needs of the Company.

To be rehired, an employee must have left the Company in good standing. An employee seeking re-employment must fill out another application and, if rehired, will be treated as a new hire without any accrued seniority or accrued benefits. An employee who leaves the Company a second time may not be eligible for subsequent rehire without the express approval of your Regional Manager.

Upon termination of employment for any reason or cause, you are required to turn in all of the Company's property and materials in your possession and shall not make or retain any copies. This includes but is not limited to all confidential information, customer price lists, employee handbooks, uniforms, automobiles, keys, computers, telephones, personal devices, credit cards, tools, equipment, manuals and other proprietary information you may have. The Company may, in accordance with any applicable laws, withhold from your final paycheck the cost of any items that are not returned when required. The Company may also take all other action it deems appropriate to recover or protect its property.

A terminated employee must immediately leave the premises of the Company or its customer and not return without the express approval of the terminated employee's Manager or an officer of the Company.

1.7.6 Reference Checks/Clearances/Licenses

We may confirm the educational background, employment and personal references of applicants prior to hire, in accordance with applicable law. If we discover after your hire that you submitted incomplete or false information in your application process, you will be disciplined or terminated.

If a license or certification is required to perform your job duties, you are responsible for obtaining and maintaining that license or certification. If a license (other than a driver's license) or certification is required for your job position, we may reimburse you for the costs of obtaining that license or certification in certain circumstances.

1.8 CONDITIONS OF EMPLOYMENT

1.8.1 Work Schedules

Our normal work schedule for the home office in Rocky Mount, North Carolina (the "home office") is 8:00 a.m. to 5:00p.m. (EST), Monday through Friday. Each warehouse or other customer facility ("Facility") shall have its own work schedule or schedules that will vary and change from time to time according to the product flow schedule of the Facility. Each Facility employee should inquire of his/her Manager to determine the work schedule for the Facility in which that employee may be assigned. Your work schedule is subject to change as necessary to meet the Company's needs, although we will provide you with reasonable notice to facilitate your personal planning.

1.8.2 Meal Periods

Non-exempt employees are entitled to meal periods in accordance with applicable law. Please direct any questions regarding meal periods to your Manager. The time you begin and end your meal period will be recorded in our electronic time record keeping system or on a time sheet. If you perform any work for any reason during your meal period, the time you worked must be recorded on our electronic time record keeping system or on a time sheet so that you can be paid for your time. Working off-the-clock during any meal period is strictly prohibited.

You are entitled to leave the premises for your meal period. You may not skip your meal period in order to work unauthorized overtime, to come in late or to leave early without the prior approval of your Manager. You may not extend the time you have available to you for a meal period by combining meal periods or by adding rest periods to a meal period.

Exempt employees are entitled to take meal periods at reasonable intervals as needed. If your workload prevents you from taking meal periods, let your Manager or your Regional Manager know immediately so we can address the situation.

1.8.3 Rest Periods

Rest periods are available to certain employees in accordance with applicable law. Please direct any questions regarding rest periods to your Manager. You may not extend the time you have available to you for a rest period by combining rest periods or by adding rest periods to a meal period.

1.8.4 Lactation Accommodation

If you are a nursing mother, you are entitled to a reasonable amount of break time to express milk in private in an area designated by the Company. You should use your regular paid rest periods for this purpose. Additional break periods necessary to express milk will be unpaid. We will not discriminate or retaliate against you based upon your lactation needs or activity.

1.8.5 Attendance

1.8.5.1 Absences

We count on you to be present at work during your assigned shifts, unless you have been excused or there is an emergency or unexpected illness or injury. Your absence will be considered “excused” only if you have received prior approval from your Manager to use your available leave time to cover your absence.

If you will be unexpectedly absent for any portion or all of a work day for any reason, you must notify your Manager at least 30 minutes prior to your starting time, or as soon as possible in light of the circumstances. If your Manager is not available, you must personally notify your Regional Manager. If you are unable to reach your Manager or your Regional Manager, you must leave a detailed voice mail message for both, containing the reason for your absence/tardiness, date/time of your return to work, and a telephone number and address at which you may be reached.

If you are absent more than one day, you must provide the same notice each day of absence, unless we have previously approved a specific date for your return to work. If you are absent for three consecutive days without proper notification, we will assume that you have voluntarily resigned your position.

Subject to applicable law, we may require a doctor's certificate for any absence due to illness or injury. We also may require a doctor's certification that you have been released to return to work before you are permitted to return after an illness or injury.

You should not automatically assume that an absence is permissible merely because you have sufficient paid time off benefits available to cover all or a portion of your absence. We may determine that your absences are excessive if, based upon all the facts and circumstances, it is found to be disruptive to the Company, your co-workers or our customers or to cause an undue hardship to the Company. Excessive absences (whether excused or unexcused) or failure to properly report absences may result in disciplinary action, up to and including immediate termination.

1.8.5.2 Tardiness

We expect you to begin work at your scheduled starting time and promptly after any meal period. You will be considered "tardy" if you check in after your scheduled starting time or after your scheduled return from any meal period. Excessive tardiness (whether excused or unexcused) or failure to properly report tardiness may result in disciplinary action, up to and including immediate termination.

1.8.6 Overtime

Business circumstances may require that employees work overtime hours, and we expect you to do so when called upon unless there are exceptional circumstances.

Non-exempt employees will be paid for overtime hours worked as required by applicable law. Generally, this means you will earn overtime pay at the rate of time-and-a-half your usual rate for hours worked over forty (40) in one workweek, unless a different calculation is required by applicable law.

All overtime hours must be authorized in advance by your Manager. If you work unauthorized overtime, you will be paid for your time, but you will also be disciplined or terminated for doing so.

1.9 COMPENSATION

1.9.1 Workweek/Workday

Our work week begins at 12:01 a.m. on each Saturday and ends at midnight on the following Friday. Our work day begins at 12:01 a.m. on each day and ends at midnight that night.

1.9.2 Pay Period/Pay Day

You will receive your paycheck every week on Friday for the work you performed in the prior work week, unless delayed by inclement weather or other events not within the Company's control. If a Company or bank holiday falls on a designated pay day, we will issue paychecks on the day before whenever possible.

You must pick up your paycheck in person or provide your signed written authorization for another person to do so. Your paycheck will be available at the end of your shift. Along with your paycheck, you will also be provided with an itemized wage statement and any other information required by applicable local, state or federal laws.

You may also choose to have your paycheck deposited automatically into your checking or savings account. Forms for enrolling in the Automatic Deposit program are available from your Manager.

Borrowing or other misuse of Company money, including funds collected on behalf of the Company at a Facility, is strictly prohibited and grounds for disciplinary action, up to and including termination.

1.9.3 Payroll Deductions

We will make payroll deductions from your paycheck as required by applicable local, state and federal law. These currently include: Social Security (FICA), State Disability (SDI), and local, state and federal income, school district and county taxes. Other deductions required or permitted by law, such as employee health insurance contributions, may also be made if you authorize it in writing. We will not deduct any amounts from your paycheck unless required by law or authorized in writing by you.

It is Company policy to comply with all federal and state law requirements, including salary basis requirements applicable to exempt employees. The Company prohibits improper deductions from exempt employee salaries. No salary deductions will be made, except to the extent permissible or permitted by applicable law. If an exempt employee believes that an improper deduction has been made to his/her salary,

this matter must be reported immediately to the Payroll Manager or the Human Resources Manager, and any error will be promptly resolved.

1.9.4 Pay Advances, Loans or Check Cashing

We do not grant payroll advances, loans or check cashing services to employees.

1.9.5 Garnishments

When your wages are garnished by a court order to repay a debt you have incurred, we are legally bound to withhold the amount required by the garnishment order from your paycheck. If you object to the garnishment, you must take independent action to have it lifted; we cannot intervene on your behalf.

If your financial concerns do not interfere with your job performance, we will make the deductions and payments as required and there will be no job-related repercussions. However, if an excessive number of wage garnishment orders or involvement in legal matters related to your garnishments causes administrative hardship and unnecessary cost for us, we may have to consider separation from employment.

1.9.6 Payroll Errors

If you have questions about errors, inclusions or omissions on your paycheck, promptly address them with your Manager, Regional Manager or the Payroll Manager. Any necessary corrections will be made immediately. If payroll errors result in an overpayment to you, you must promptly reimburse us for that overpayment.

1.9.7 Time Records

All Facility employees must report in and report out with their immediate supervisor at the beginning and end of each shift, and no employee may sign in and sign out for another employee. We will record the time you began your work day, the time you left for a meal period, the time you returned from a meal period, the time you stopped work at the end of the day, and whenever you leave the premises for any reason other than rest breaks or Company business. Working off-the-clock is strictly prohibited. "Off-the-clock" work means work you may perform but that is not reported. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

If you forget to report in or out or if there are errors on the time record, report it to your Manager, Regional Manager or the Payroll Manager immediately so that the Company can correct your time record. Any hours recorded in excess of your scheduled hours (including unscheduled working time or overtime) must be approved in advance by your Manager. The time record must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures, and meal breaks.

You may not be on Company premises, or any Facility, or begin working earlier than your authorized starting time, and you may not remain on Company premises, or any Facility, or stop working later than your authorized ending time, without prior approval of your Manager or Regional Manager.

Unauthorized use of or tampering with the timekeeping system or records, marking another employee's time record (even with that employee's permission), allowing another employee to mark your time record or writing on your or another employee's time record is prohibited. It is also a serious violation of Company policy for any employee or Manager to instruct another employee to incorrectly or falsely report hours. If any Manager or employee instructs an you to: 1) incorrectly or falsely under - or over-report your hours worked; or 2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to Human Resources Manager in the home office.

You will be paid only for time recorded by our time keeping systems, and for other authorized time off. If you have any questions or problems, please discuss them immediately with your Manager, Regional Manager or Human Resources Manager.

1.10 OUR RULES

Every employee of the Company must follow all policies, rules, trainings, practices, procedures, postings and any management directives as set forth or stated by the Company at any time.

1.11 CUSTOMERS FACILITIES

Employees assigned to work at a customer facility must abide by the customer's policies, rules, trainings, practices, procedures, postings and any management directives that apply to anyone on the premises as set forth or stated by the customer at any time. In addition, posters regarding applicable federal, state and local employment laws are posted at customer locations and will be accessible to our employees. Employees should identify the location of these posters and notify their Manager if they have any questions concerning the posters and information contained on them.

II. BENEFITS

This section is intended to provide eligible employees with a brief summary of some of the features of our Company-sponsored benefits. However, it is important to note that more detailed information is contained in the official plan documents and insurance policies that govern our Company-sponsored benefit plans. If there is any conflict between the brief summaries contained in this Handbook and the official plan documents, the official plan documents will control.

2.1 VACATIONS

We provide paid vacation time to full-time employees to provide them with periods of rest and relaxation away from their regular job duties. Vacation eligibility is calculated from your employment anniversary date. It is based on length of continuous service.

If eligible, after the first year of employment, you will earn paid vacation time as follows:

Full Years Worked	Annual Time Off
1 or 2 years	Up to 40 hours (1 work week)
3 – 6 years	Up to 80 hours (2 work weeks)
7 years +	Up to 120 hours (3 work weeks)

Your vacation pay will be based on your average pay week for the preceding twelve-month period. We do not advance vacation time or pay to employees.

You may use vacation time in minimum increments of one-half day (four hours).

The Company strongly encourages eligible employees to use up all of their earned vacation time in the year in which it is earned, so that no vacation time is carried over from year to year. In the event that you do not use up all of your earned vacation time in a particular year, the Company reserves the right to allow you to sell back your unused vacation time to the Company. In the event that the Company does not elect to allow you to sell back your unused vacation time for whatever reason, your accrued, unused vacation time may be carried over from year to year. However, once you have accumulated 1.5 times as many hours as your current annual accrual benefit, you will stop accruing further vacation time until you have taken enough vacation hours to bring you below this accrual cap.

You will not accrue vacation benefits while on a leave of absence. You will not receive additional vacation time if you become ill or injured while on vacation. If a designated paid holiday is observed by the Company during your vacation period, it will

not count against your vacation bank. All accrued but unused vacation will be paid to you at your final rate of pay when you leave the Company.

Vacations must be arranged with your Manager and requests for vacation time must be submitted in writing and approved by your Manager at least two weeks in advance. If there is a conflict in scheduling vacations, we will first consider our business needs. If all other factors are equal, we will then give preference to seniority in approving conflicting vacation requests.

Although you are allotted vacation pay benefits to cover periods of absence for personal time off, you should not automatically assume that an absence is permissible merely because you have sufficient vacation pay benefits available to cover all or a portion of your time off. The Company may determine that your absences are excessive if, based on all the facts and circumstances, it is found disruptive to the Company, co-workers or customers.

We may defer your vacation request, require you to take vacations at certain times, schedule your vacation if you fail to do so or if we deem it necessary, pay out your accrued vacation or shut down all or any part of the Company for vacation purposes if necessitated by business needs or in our sole discretion. We will give you at least 90 days' notice of Company-scheduled vacation time.

2.2 HOLIDAYS

The holiday schedule for home office employees shall be as established from time to time by the President/COO of the Company. The holiday schedule of each Facility employee shall vary based upon the holiday schedule and workload of the Facility in which that employee works.

If you recognize alternative holidays for religious purposes, contact your Manager or Regional Manager to discuss your right to take additional religious holidays without pay.

2.3 LEAVES OF ABSENCE

2.3.1 Insurance and Benefits During All Disability Leaves

If you need a leave of absence for disability purposes other than pregnancy disability leave (including FMLA, Workers' Compensation Leave or other disability leaves), and you are otherwise eligible to participate in our Company-sponsored group health and dental/vision insurance program, we will work with you to help you maintain your group health and dental/vision insurance coverage during your leave, and we will pay our usual portion of your coverage premiums for up to twelve weeks. You must also pay your portion of your coverage premiums as well as for any dependent coverage. If you do not make timely premium payments to us during your leave, your coverage will be cancelled for nonpayment of premiums, and you will receive information regarding your right to continue your coverage under COBRA at your own cost.

You do not accrue paid time off benefits during your leave of absence. If you wish to apply any accrued paid time off to your leave, we will work with you to coordinate your use of paid leave with your state disability benefits where applicable. Any paid time off applied to your leave will count towards your allotted leave time and will not increase the total leave time allowed.

2.3.2 Disability Leave

In addition to any legally-mandated leave to which you may be entitled, we will make every effort to reasonably accommodate your need for an unpaid leave of absence in the event of a disability, as long as it will not pose an undue hardship for the Company. If you require a disability leave, make a written request to your Manager.

You must notify your Manager of your intent to resume work at least one week prior to your expected return date. Before returning to work after a disability leave of absence, you must provide us with a written statement from your physician, stating your ability to return to your regular duties and any restrictions you may have.

Although we cannot guarantee that your job will be held open for you until you return from a disability leave, we will make every effort to return you to the same or a similar job position. If no job opening exists for which you are qualified, you will be separated from employment.

While you are on a disability leave, you may not accept other employment involving the same duties or activities as your position with us. If you do so, or if you fail to return to work at the end of your disability leave, we will assume you have voluntarily resigned your position at our Company.

2.3.3 Family and Medical Care Leave

2.3.3.1 Entitlement to Leave. The federal Family and Medical Leave Act ("FMLA") guarantees eligible employees a medical or family care leave of absence without pay for a maximum of twelve weeks within a rolling twelve-month period measured backward from the date you use any FMLA leave.

To be eligible for this leave, you must (1) have been employed with us for at least twelve months; (2) have worked at least 1,250 hours in the year preceding your request for leave, and (3) work within 75 miles of at least 50 employees in our Company.

FMLA leave will be granted for (1) your own serious health condition that makes you unable to perform the functions of your position; (2) the birth, adoption, foster care placement or serious illness of your child; or (3) to care for your parent, spouse or registered domestic partner who has a serious health condition. Leave for the birth, adoption or foster care placement of your child must be taken within one year of your child's birth, adoption, or placement.

If your own serious health condition continues beyond twelve weeks, we cannot guarantee reinstatement to your position, but we will review the circumstances with you to determine whether further leave time would be a reasonable accommodation without causing undue hardship to the Company. If you do not return to work as scheduled at the end of a leave without obtaining prior approval for continued leave, we will assume you have voluntarily resigned your position with the Company.

2.3.3.2 Key Position Employees. If you are in a "key position" (defined as the highest-paid 10% of Company employees within 75 miles of that worksite), you may not be returned to your former or equivalent position following a leave if keeping your position available would cause substantial economic injury to the Company, as determined on a case-by-case basis. We will notify you and explain your rights if you fall within this designation.

2.3.3.3 Leave for Care of Family Members in the Military. You may take up to 12 weeks of FMLA leave because of any special circumstances that arise out of the fact that your spouse, child or parent is on active duty or has been called to active duty as a reservist, National Guardsperson or existing active duty serviceperson. This leave applies even if no medical condition or injury exists that would otherwise qualify for FMLA leave.

2.3.3.4 Leave for Care of Injured Military Family Member. You may take up to 26 weeks of FMLA leave to care for a parent, child, spouse, nearest blood relative or registered domestic partner who is injured while on active duty in the U.S. Armed Forces within the five years preceding the date of your requested leave.

2.3.3.5 Applying for Leave. Submit your request for leave in writing to your Manager. We will notify you in writing if your leave has been approved. At least one week prior to your return to work, you must provide written notice to your Manager of your intent to resume work.

If your request for leave is because of the serious health condition of yourself or a qualified person, you must provide us with a physician's certificate along with your request for leave. The certificate must set forth the date when the condition commenced, its probable duration, an estimate of the time needed for care and a statement that the condition warrants the leave. Before returning to work after a leave of absence based on your own medical condition, you must provide us with a written statement from your physician, confirming your ability to return to your regular duties and any restrictions you may have.

2.3.3.6 Disability Benefits. You may be eligible for State Disability Insurance (“SDI”) for the unpaid portion of your leave. Information regarding your SDI benefits may be obtained from your Manager. If you wish to apply any accrued paid time off to your leave, we will work with you to coordinate your use of paid leave with your state disability benefits where applicable.

2.3.4 Pregnancy-Related Job Modification or Disability Leave

If you are pregnant, you may request leave, a modification of your job duties or a transfer to a less strenuous or hazardous position. We will accommodate your request for leave, a modification or transfer if it is medically advisable and can be reasonably accommodated without undue hardship to us. You must provide a certification from your health care provider confirming the medical need for a job modification or transfer. Before returning to your normal work duties or schedule, you must provide a written statement from your physician, confirming your ability to return to your regular duties and any limitations upon your ability to work.

For more information regarding your eligibility for a leave and the impact of the leave on your seniority and benefits, please contact your Manager.

2.3.5 Workers’ Compensation Leave

If you suffer a work-related injury or illness, you are entitled to an unpaid leave of absence. Your leave will continue until one of the following situations occurs:

1. You are released for full or modified duty and can return to work, with or without reasonable accommodation;
2. We receive medical evidence that you will be unable to return to work at any time in the future; or
3. You resign your position or do not return to work after your approved leave has expired.

We may require an examination by a medical professional of our choice at no cost to you to verify your ability to begin or remain on a medical leave.

If you return to work at the end of your leave of absence, you will be reinstated to your former position, unless business conditions have caused us to eliminate your job position. If your position is not available, you will be offered any available opening in a comparable position for which you are qualified. If there is no such position, you will be terminated.

FMLA may run concurrently with your workers’ compensation leave.

2.3.6 Other Leave Laws

The Company complies with all other applicable local, state and federal leave laws. Please direct your questions regarding these various leave laws to the Human Resources Manager.

2.4 GROUP INSURANCE

Subject to applicable law, the Company may, from time to time, make available certain types of insurance coverage, and eligible employees may elect to participate in those plans. Employees will be eligible for coverage in accordance with the terms of the applicable policy and, in the case of health care coverage, the Affordable Care Act as well as any equivalent local, state or federal laws. Depending on the type of coverage in which the employee elects to participate, the terms of the particular policy and applicable law, the Company may pay a portion of the premium for the eligible employee. Eligible employees generally must pay the monthly premiums for dependent coverage of dependents and registered domestic partners. Eligible employees will pay their share of the premiums through payroll deductions. When employment ends, eligible employees will be covered through the end of the work day. After that, employees may be eligible to continue coverage through COBRA at their own cost. Our insurance benefits may be changed or eliminated at any time. The details of our insurance benefits are controlled by the terms of the plan. Employees may obtain further information regarding our insurance benefits from Human Resources.

III. GENERAL POLICIES

3.1 CONFIDENTIAL INFORMATION

We use our resources to develop confidential information and trade secrets that are essential to our Company, clients, customers and employees. Our confidential information and trade secrets are developed by our employees as part of their job duties and responsibilities.

Our confidential or trade secret information includes financial data, product information, the names and contact information for customers, vendors and other potential customers, technological data, marketing information, and other non-public and confidential details of our business. This information may be contained in our written materials or in our electronic databases.

You must take great care to protect our trade secrets and other proprietary and confidential information, as well as our customer's trade secrets and other proprietary and confidential information. You may not disclose any trade secrets or proprietary and confidential information to third parties, either during or after your employment. You must store all proprietary, confidential and trade secret information in a manner that protects and maintains the confidentiality of that information. Employees are also responsible for the internal security of such information.

3.2 VIDEO SURVEILLANCE

The Facility in which you work may have video cameras placed in strategic areas so that our customers discover any security problems. Storage rooms, outside storage and other Company areas may also be monitored in accordance with applicable law. This use of video surveillance is done at the sole discretion of the customer.

3.3 UNIFORM AND DRESS CODE

We expect you to report to work in clothing that is suitable to your position and your working environment. Radical departures from conventional dress or personal grooming are not permitted. Clothing should be neat, clean, in good taste and should not constitute a safety hazard. In general, you are expected to use good judgment and to groom yourself in accordance with accepted industry standards.

The uniform of Facility employees consists of a t-shirt and/or sweatshirt. The uniform must be worn at all times while at work and failure to do so is subject to disciplinary action up to and including termination.

Steel-toed shoes must be worn at all times while at work in a Facility and failure to do so may subject you to disciplinary action up to and including termination of employment. An employee's decision of whether or not to use a back belt and the manner of its use are done at the employee's own risk. Upon the request of a Facility employee, the Company will provide a back belt.

If a customer requires an ID badge or other identification or security measure for those working on the customer's premises, you shall maintain and wear the ID badge at all times while on the customer's premises or otherwise comply with the identification or security measures required by the customer.

The Company provides the uniform to Facility employees. As a condition of your employment you are required to wear a clean and complete uniform and steel-toed shoes each working day. You are responsible for laundering your uniform, it may not be intentionally defaced or damaged and it is to be used solely as a uniform during working hours. Upon termination of employment the items provided by the Company must be returned to the Company. If you fail to return the uniform, subject to applicable law, the cost of those items may be deducted from your final paycheck. You must sign our policy that acknowledges your responsibility for all uniforms and other equipment that you are furnished and authorizes a wage deduction, to the extent permitted by applicable laws, for the cost of the uniform or other items of equipment that are not returned clean and in proper condition upon your termination of employment with the Company. To assure a safe and appropriate working environment, we will actively monitor these dress standards. If you do not comply with these requirements, we may ask you to leave work and return in proper attire, and you will not be paid for this time. We reserve the sole discretion at all times to determine whether your attire is appropriate for the workplace.

Nothing in this policy is intended to interfere with your religious dress or grooming practices. If these requirements impact your religious dress or grooming practices, or if you require alternative dress or grooming practices related to a disability, please see your Manager to discuss a reasonable accommodation.

3.4 SMOKING/USE OF TOBACCO

Because you are working in off-site customer locations, you must observe the no smoking/no tobacco rules there. Generally, you will not be permitted to smoke (including e-cigarettes and vaporizers) or use tobacco anywhere inside the Facility, or within 20 feet of any entrance to the Facility. If you are smoking or using tobacco during rest breaks, you must not smell of smoke or tobacco when you return to the workplace. The number, length, and scheduling of breaks must be approved by the immediate Manager. Excessive breaks will not be tolerated. Under no circumstances is smoking permitted while performing job duties or while on company business.

3.5 TECHNOLOGY AND COMMUNICATIONS SYSTEMS

Our technology and communication services, equipment and content ("Communications System") include mail, electronic mail ("e-mail"), facsimiles, telephones, voicemail, personal computers, computer networks, on-line services, Internet connections, computer files, video equipment and tapes, tape recorders and recordings, dictation machines, pagers, cellular phones, PDAs, smart phones, text messages, Internet posts, bulletin boards and any similar communications or equipment. As technology progresses, there will no doubt be additions.

Our Communications System is our Company property. You have no personal rights and no right of privacy in any use of our Communications System. We will access and monitor every employee's use of the Communications System, including all content created or stored on it.

The task of administering personal computers and digital devices, networks, software and other technologies belongs solely to the Information Technology Manager. All requests for hardware, software, system access, maintenance, relocation, etc. should be directed to the Information Technology Manager. All hardware/software requests can be submitted to the Information Technology Manager.

Non-employee access to company computer systems is prohibited except through company-provided portals containing appropriate security. If there is a question with regard to a non-employee desiring access to our systems or network, please contact the Information Technology Manager.

When using our Communications System, you must comply with the following guidelines:

- You are to use the Communications System for business purposes. Excessive personal use of the Communications System is not permitted, and you should not expect privacy with regard to any unauthorized personal use.
- You may not send or receive personal mail or e-mail with our Communications System.
- You may not use our Communications System to harass others, to gossip or bully others, or to send anonymous communications.
- We may access any employee's use of our Communications System at any time; however, you may not access another employee's use of our Communications System without that person's advance permission to do so.
- We have access to your use of the Communications System at all times, and your use of personal passwords does not prevent us from doing so. If you implement personal passwords, you must disclose them to your Manager, but you may not disclose your personal passwords to any other employee without the prior approval of your Manager.
- You may not tell outside parties that your voicemail or email is private or confidential, since it may be accessed by us or by other employees as necessary.

- You may not install or download any software, Internet add-in, toolbar, software update or other addition to our Communications System without the advance approval of your Manager.
- You may not send our Company information or property to your personal e-mail or other outside location except as required in your job duties, and you may not download Company information or property to any external drive or storage device.

In addition to any disciplinary action that may be imposed, we also may advise legal authorities of any illegal use of our Communications System.

3.6 SOCIAL MEDIA POLICY

Social media refers to blogs, chat rooms, forums and social networking sites such as MySpace, Facebook, Twitter, LinkedIn, Instagram, Vine and YouTube, among others. You have the right to engage in personal social media activities to express your thoughts or promote your ideas, as long as your activities are not performed on working time or by using our Communications System, and do not defame or otherwise cause harm to others or conflict with our policies or business.

If you engage in social media activities on your own time, you must comply with the following guidelines as a condition of employment with us:

- Do not disclose our confidential and proprietary information or trade secrets.
- Do not write or post harassing or offensive material in violation of law or our Company policies.
- Do not unlawfully defame the Company or our personnel, activities or competitors.
- Do not use or reproduce our website link or other proprietary Company information without advance permission of the President/COO of the Company.
- When expressing your opinion or position, you must use your own name and Internet account, not the Company name or Internet account. Your comments or posts must be yours alone, and you are not authorized and must not indicate that you are a representative of or approved by our Company.

Remember that you are responsible for your comments or posts on social media sites. You can be sued by the Company, its personnel or by any third party if you post defamatory, proprietary, harassing, libelous, or pornographic comments.

If you want to use social media to promote our Company's activities, products or initiatives, you must obtain advance approval of the President/COO of the Company.

You are not required to disclose your personal social media passwords or to grant management access to your private social media postings or the postings of any third parties. Your postings may be subject to disclosure by law or in the context of a workplace investigation. You should be aware that any content posted or published on the Internet is, by its very nature, subject to disclosure in any number of ways (including by third parties who have received or viewed your posts), and you do not have secure privacy rights with regard to your social media activity.

Nothing in this policy is intended to interfere with employees' rights protected by Section 7 of the National Labor Relations Act or other federal or state law to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers, or to bring such issues to the attention of management at any time. We will enforce this policy only to the extent necessary to protect our trade secrets, enforce our policies and protect Company personnel and customers.

3.7 USE OF COMMUNICATION DEVICES

3.7.1 Workplace Use

Because they create distractions and disrupt regular work routines, you may not use personal communication devices such as cell phones, PDAs, smart phones and pagers during work time and in work areas, unless you are using a Company-provided device for business purposes.

You must restrict your personal use of your own communication devices to your official meal or rest periods or other non-work time such as work breaks. Even while on break, your personal communications must not disrupt other Company personnel. If you have an emergency situation requiring you to be reachable (such as a family member undergoing surgery or the imminent birth of a child), you must obtain the prior approval of your Manager to use a communication device during working hours.

You may not forward business calls to or from a cell phone or other personal device unless you have prior approval from your Manager.

3.7.2 Camera Cell Phones/Audio and Video Recording

Unless specifically required by your job duties, to protect Company security and employee privacy, our general rule is that employees may not take pictures or video or audio recordings on Company or customer property without the prior written approval of the Company. Exceptions to this rule apply if the activity involves protected concerted activity under the National Labor Relations Act (e.g. documenting working conditions, picketing or similar activity). Additionally, using a cell phone or another device to engage in any form of audio or video recording on Company or customer

premises without the consent of the individual or individuals involved may be a violation of federal, state or local laws.

3.7.3 Company-Provided Devices and Credit Cards

Company-provided cell phones, laptops and credit cards must be used only for business purposes. If you use a Company-provided cell phone for personal use, you must reimburse us for the cost of the call(s).

3.7.4 Use of Communication Devices While Driving

Using a cell phone or similar communications device while driving creates a safety hazard for the driver and the general public. If you are driving a Company-owned or rental vehicle, or driving a personal vehicle on Company business, you must use a hands-free device with your cell phone or similar communications device to make and receive telephone calls while driving. We suggest that employees should pull off the road and safely and lawfully stop the vehicle before engaging in the above activities. Safety must come before all other concerns.

If you are driving a Company-owned or rental vehicle, or driving a personal vehicle on Company business, you may not write, send or read text messages, emails or instant messages using any cell phone or other electronic wireless communications device while driving, unless you are using a device which allows hands-free or voice operation for text messages and you are using it in that manner.

If you are under the age of 18, you may not use your cell phone for any purpose while driving, even with a hands-free device.

In addition to disciplinary action, violations of this policy may result in personal liability as well as monetary fines imposed by law enforcement authorities. Employees must report all citations for violations of any law while driving on Company business or driving a Company-owned, leased, or supplied vehicle. All reports must be made to your Regional Manager or the President/COO of the Company.

No manager, supervisor or employee is authorized to approve activities in violation of this policy. Violations should be reported to your Regional Manager or the President/COO of the Company.

3.8 VISITORS

For safety and security reasons, personal visits to the Facilities and work sites by relatives, friends, and former employees are not allowed. Terminated employees are not allowed on Company or customer premises without the express consent of the former employee's Manager.

3.9 COMPANY INSPECTION

We can and will inspect all Company property and its contents at any time we believe it to be necessary or appropriate. Remember that other employees may also enter or access the Company property you are using as needed to perform their job duties. We also reserve the right to search any bags, purses, briefcases or other personal items that you bring onto Company or customer Facility premises. Failure to consent to a search or to display personal property for visual inspection may be grounds for discipline, up to and including termination of employment.

We are not responsible for loss, damage, theft or destruction of any articles that you place or leave in Company or Facility storage areas. Do not bring anything into the workplace that you would not want to lose.

3.10 COMPANY PROPERTY

We expect you to take good care of our Company owned or leased property and to use this property only for authorized business purposes. Employees must immediately report any defective, damaged or unsafe equipment.

Subject to applicable law, an employee may be held accountable for such property and may be required to pay for loss or damage. If this is the case, the employee will be advised of the amount of loss or damage for which the employee is responsible and the procedure for repayment to the Company.

You may not take Company supplies or property off Company or Facility premises without prior approval of your Manager. You must return all Company property issued to you when your employment ends or upon our request.

3.11 HANDLING OF PRODUCTS

Employees shall report promptly any damage to products, goods or packaging. Subject to applicable laws, employees may be held responsible for the cost to replace or return products or packaging that is damaged due to the employee's mishandling.

3.12 SOLICITATION

3.12.1 Solicitation by Employees

You may not solicit, collect money or sell products or services during your working time (which does not include break or lunch periods). In addition, even if you are not on work time, you may not solicit employees during their work time. Finally, you may not distribute materials in work areas at any time (work areas do not include lunch or break rooms). This rule is not intended to curtail your free speech rights; it is intended to prevent disruption and to avoid undue pressure upon employees to make financial contributions.

3.12.2 Solicitation by Third Parties

Any person who is not an employee or an agent of the Company is prohibited from any and all forms of solicitation, collecting money, vending, and posting or distributing bills or pamphlets on Company property at all times.

3.13 BULLETIN BOARDS

We post information on the bulletin boards regarding employee rights, working conditions and hours, safety, Company policies, items of interest and other matters pertaining to your employment. In addition, mandatory employment law posters are posted on site in appropriate locations.

3.14 EMPLOYMENT REFERENCES

We will provide only your dates of employment and positions held in response to requests for information about your employment with us. If you want any additional information released, you must give us written authorization to do so. We will respond only to written requests for information. Only the Home Office may respond to requests for employment information.

3.15 PERSONNEL INFORMATION AND FILES

We keep your name, home address, telephone number and personal e-mail address so that you can be reached in an emergency. You must keep this information updated with your Manager. Your contact information will not be released to anyone outside the Company without your written permission or unless required by law. Your personnel records also contain information related to your performance and any grievance related to your performance.

Only you, a representative authorized in writing by you and authorized members of management have access to your personnel file. You or your representative designated in writing by you may review the contents of your personnel file in the presence of your Manager or that person's designee, but you may not remove, alter or mark any document in your file. You, or a representative authorized in writing by you, are also entitled to receive copies of any document in your personnel file, although you may be required to pay for the cost of such copies.

Requests to review your personnel file or to receive copies of your file must be made in writing to the Human Resources Manager. Within thirty (30) days of receiving the written request, your personnel file will be made available for inspection at a time and place designated by the Company. If you have requested copies of your file, those copies will be sent to you at the address you have designated within thirty (30) days of receiving your written request.

3.16 PAYROLL INFORMATION

You may review your payroll records (including time records) in the presence of the Human Resources Manager or that person's designee within 21 days of making an

oral or written request to the Human Resources Manager. You may also request copies of your payroll records, but you must pay the copying costs.

3.17 USE OF VEHICLES ON COMPANY BUSINESS

3.17.1 Personal Automobiles

You may not drive your personal automobile on Company business unless you have received prior written permission from your Manager. We may revoke your right to drive your personal vehicle on Company business for any reason, including when you have a revoked or suspended driver's license, a moving violation or accident, or any situation that makes you uninsurable or insurable only at higher-than-standard rates. If driving your personal vehicle for Company business is necessary to perform your job duties and you lose your right to drive or we revoke your right to drive your personal vehicle on Company business, you will be terminated.

We will reimburse you for your mileage at the prevailing rate per mile set by the Internal Revenue Service. To receive mileage reimbursement, you must log your mileage and submit an expense report to your Manager.

We are not responsible for any damage, parking tickets, equipment violation citations or moving violations occurring while you are operating your personal vehicle on Company business.

3.17.2 Company Vehicles

You may be assigned a Company vehicle to drive on Company business. We may request an updated DMV driving record report at any time. We may also revoke your right to drive a Company vehicle for any reason, including when you have a revoked or suspended driver's license, a moving violation or accident, or any situation that makes you uninsurable or insurable only at higher-than-standard rates.

You must report any accident, theft or damage involving a vehicle used on Company business to your Manager, regardless of the extent or damage or lack of injuries. Such reports must be made as soon as possible but no later than forty-eight (48) hours after the incident. You are expected to cooperate fully with authorities and the Company in the event of an accident.

If driving a Company vehicle is necessary to perform your job duties and you lose your right to drive or we revoke your right to drive a Company vehicle, you will be terminated.

3.18 EMPLOYEE MEETINGS

A meeting is held periodically where employees meet with management. This is an opportunity for you to bring forward suggestions and recommendations and for management to convey directly to our personnel information regarding the operation of the Company. Personal matters should be handled directly with your supervisor or your Manager whenever possible.

You are required to attend all mandatory meetings that are announced by management or posted. When you are required by the Company to attend a Company meeting, you will be paid for your time spent in the meeting, including any overtime that may result. You may also be invited to attend certain Company meetings which are not mandatory, and time spent in these optional meetings will not be compensated unless required by law. If you are not required to attend a scheduled meeting, you may choose not to attend without fear of retaliation.

3.19 CONFLICTS OF INTEREST

We recognize the right to engage in lawful outside conduct during non-working hours away from our premises/customer facilities. However, a conflict of interest occurs when your private interests (the private interests of your immediate family members) interfere with your job responsibilities. You must not place yourself or our Company in a position of conflict. If your lawful off-duty activities create a conflict of interest or prevent you from successfully performing your job duties, we will ask you to choose between terminating the off-duty conduct and resigning from your position with us.

3.20 GIFTS

You may not give or accept cash or gifts, loans, expensive entertainment or anything else that might be expected to influence your conduct with our customers, representative of a customer, of a potential customer, Facility owner or of a financial institution (in connection with any transaction or business the Company may have with such customer, potential customer, Facility owner or financial institution) or their families, business associates, vendors or other persons providing goods or services to us, or other employees or independent contractors of our Company.

3.21 PUBLIC STATEMENTS AND THE MEDIA

We have designated the President/COO as the sole spokesperson to represent our Company for public purposes. You must not discuss any confidential aspect of our Company or our customers with the media. You do not have the authority to make public statements to the media or other outsiders on behalf of our Company without the prior approval of the President/COO. If you are contacted by a representative of the media (i.e., newspapers, magazines, radio, television, etc.), refer them to the President/COO.

3.22 BUSINESS EXPENSE REIMBURSEMENT

We will reimburse you for business expenses incurred while performing your job duties for the Company. You may not incur business expenses without obtaining the prior written approval of your Manager. To be reimbursed for business-related expenses, submit your receipts and proof of payment to your Manager within 30 days of incurring the expense.

You will be reimbursed for your mileage at our prevailing rate for business-related travel in your own vehicle, other than your initial commute to your first work location that day and your commute away from your last work location of the day at the

end of your shift. You will also be paid for your time during a business-related commute, other than your initial commute to your first work location that day and your commute away from your last work location of the day at the end of your shift. You may be paid for a portion of your commuting time and/or mileage for your commute to and from work in exceptional circumstances where your temporary work location is farther away from your usual work location.

3.23 PERSONAL COMMUNICATION DEVICE REIMBURSEMENT POLICY

You may not make, receive or forward business-related calls, e-mails, text messages or other electronic communications using a personal cell phone or other personal communication device unless you have prior written approval from your Regional Manager. In the event that you are authorized or required to use a personal cell phone or other personal device to perform of your job duties, you may do so only when a less costly alternative (such as use of a business telephone) does not exist.

To be reimbursed for your business-related usage on a personal communication device, you must track and submit proof of that usage to your Manager within 30 days of receiving your monthly billing statement.

If the actual cost of your business-related usage cannot be accurately determined by the Company (e.g., you have an unlimited minutes/texting/data personal plan), then we will work with you to determine a reimbursement amount that constitutes a “reasonable percentage” of your bill, in light of your approved usage, the individual plans rates and other factors involved.

If you feel the reimbursement amount or the approved “reasonable percentage” specified by the Company is insufficient or inaccurate, you should immediately bring your concerns to your Regional Manager or the Human Resources Manager so we can work with you to ensure that an appropriate reimbursement is provided.

3.24 TRAVEL EXPENSE REIMBURSEMENT

We will reimburse you for travel expenses incurred while performing your job duties for the Company. You may not incur travel expenses without obtaining the prior written approval of your Manager. If you are required to travel on behalf of the Company, contact your Manager for further information regarding your travel arrangements and reimbursement of expenses.

IV. HEALTH AND SAFETY

4.1 WORKERS' COMPENSATION

All employees are covered by our workers' compensation insurance, which covers occupational illnesses and injuries you suffer while performing your job duties on behalf of our Company. You are eligible for this coverage at no cost to you upon your first day of employment. Workers' compensation insurance provides weekly disability payments as well as payment for medical and hospital expenses for injuries or illnesses arising out of your job.

Regardless of the nature or severity, you must immediately report all injuries incurred while on the job to your Manager or Regional Manager. In case of serious injury, we may refer you to a physician or a hospital. You may not be eligible for benefits if your illness or injury is caused by your consumption of alcohol or illegal drugs, or arises out of your voluntary participation in any off-duty recreational, social, or athletic activity that is not a part of your work-related duties.

You may not file a knowingly false or fraudulent claim, and you may incur criminal penalties for doing so. It is unlawful to make a knowingly false or fraudulent material statement or representation to obtain Workers' Compensation benefits or payments.

You are entitled to an unpaid leave of absence during your recovery from a workplace illness or injury. For more information regarding this leave, see the Workers' Compensation Leave of Absence policy in this Handbook.

4.2 SUITABLE SEATING

We will provide you with access to suitable seating if the nature of your work reasonably permits the use of seats. If the nature of your work requires standing, we will provide an adequate number of suitable seats within a reasonable proximity to your work area. These seats are provided for your use when it does not interfere with the performance of your job duties.

4.3 INJURY AND ILLNESS PREVENTION

We have an Injury and Illness Prevention Program, which is accessible to all employees. Every employee is responsible for observing safety rules and maintaining safe working conditions. We provide the best facilities and safest conditions possible, but being alert and using good common sense is essential in preventing accidents.

4.4 FIRST AID

Report any injury requiring first aid or medical treatment to your Manager or Regional Manager. First aid supplies and personnel are available for emergency treatment of minor injuries, but employees suffering major physical disorders or illness on Company or customer premises will be taken to the nearest available emergency

treatment facility. Medical clearance is required from your Manager or Regional Manager for any employee who leaves the premises as a result of an occupational illness or injury. In case of emergency, dial 911 immediately.

4.5 ALCOHOL AND DRUG ABUSE POLICY

We are committed to maintaining a safe, efficient and productive work environment. We also want all employees to perform their duties safely and efficiently, in a manner that protects their interests and those of their co-workers. We recognize that the use of alcohol or unlawful drugs, or misuse of legal or prescription drugs, can be extremely disruptive and harmful to the workplace. It can adversely affect the quality of work and employee performance, pose serious safety and health risks to the user and others, and have a negative impact on work efficiency and productivity. For these reasons, we have a strict policy against inappropriate use and possession of drugs or alcohol. Every employee must comply with this policy at all times.

You must report for work fit to perform your job. You may not use or possess alcohol or illegal drugs, or misuse legal or prescription drugs. If you need to take a prescription drug that could affect your ability to perform your job duties, you must discuss possible reasonable accommodations with your Manager or Regional Manager so that you are not working in an impaired state.

Although some jurisdictions have legalized marijuana for medicinal purposes, the Company is not required to allow the medicinal use of marijuana in the workplace. Use or being under the influence of marijuana is strictly prohibited while on work time and may result in discipline, up to and including termination. A Medical Marijuana Identification Card is not sufficient to overcome these prohibitions. If you have a medical issue for which your doctor wants to prescribe marijuana, you may bring this to our attention and we will work with you to consider any available leave of absence or allow you to find another treatment method that does not cause you to be under the influence of marijuana while working for the Company. We will not accommodate an employee who has already violated this policy and is subject to disciplinary action.

You may not use, possess, transfer, distribute, manufacture or sell alcohol or any illegal drug while on our property, during on-call status, while operating a vehicle or potentially dangerous equipment owned or leased by the Company, while on duty or while representing the Company in any manner. You also may not report for work, begin work, or remain on duty or on on-call status while under the influence of or impaired by any illegal drug or alcohol, or sufficiently impaired by a legal or prescription drug that you create a danger in the workplace or inappropriately inhibit your ability to perform the job.

For purposes of this policy, a drug will be considered an "illegal drug" if its use is prohibited or restricted by law or if you improperly use or possess the drug, regardless of whether such conduct constitutes an illegal act.

We may require you to undergo drug and alcohol testing at a laboratory designated and paid for by the Company, to test for the presence of drugs and/or alcohol and to agree in writing to allow the results of those tests to be furnished to and used by the Company, in the following circumstances and in accordance with applicable law:

1. Whenever we have a reasonable suspicion that you are under the influence of drugs or alcohol during work time (for example, when you exhibit slurred speech, erratic behavior, loss of balance and coordination or similar conduct or appearance).

2. If you work in a safety-sensitive job. If you hold such a job, you will be notified in writing if you are subject to random drug testing.

Subject to applicable law, employees working at customer facilities may be required to undergo drug and alcohol testing pursuant to the customer's drug testing policy.

Refusing to be tested, interfering with the validity of the testing process and testing positive will be considered violations of this policy.

If you voluntarily request the opportunity to enter and participate in an alcohol or drug rehabilitation program, we will reasonably accommodate your request by granting a leave of absence for that purpose, provided that it does not impose an undue hardship on the Company. You may use accrued paid time off benefits during the leave of absence. We do not pay for the rehabilitation program. You must provide proof of attendance in the program. You are not eligible for a leave of absence if you are already subject to discipline or termination for a violation of this policy or any other Company policy.

The Company's home office will maintain a copy of the Substance Abuse Policy and a list of rehabilitation resources. The home office may be contacted by telephone at (252) 93 7-4877.

4.6 WORKPLACE VIOLENCE

We have a zero-tolerance policy for workplace violence. Acts or threats of violence, including intimidation, harassment and/or coercion that involve or affect Company personnel or that occur on Company property will not be tolerated and may result in legal action.

"Acts or threats of violence" include conduct that creates a hostile, abusive or intimidating work environment for Company personnel. It also includes acts or threats of violence occurring on Company or customer premises between any individuals, involving any person acting on behalf of the Company in any location, or which impacts the Company's legitimate interests.

Specific examples of conduct that may be considered threats or acts of violence include the following:

- Hitting or shoving another person.
- Threatening to harm another person or that person's family, friends, associates or property.
- Intentional destruction or threat of destruction of Company property.
- Harassing or threatening phone calls.
- Unauthorized surveillance or stalking.
- Unauthorized possession or inappropriate use of firearms or weapons.
- The conviction of an employee or any other representative of the Company under any criminal code provision relating to violence or threats of violence.

Our prohibition against threats and acts of violence applies to all persons involved in our operations, including employees, independent contractors, contract and temporary workers, customers and anyone else on our property or interacting with our Company.

Report any threats or acts of violence to your Manager or Regional Manager immediately. State, federal or other laws may impose additional reporting obligations.

4.7 WEAPONS

You are absolutely prohibited from using, possessing, selling or purchasing weapons or dangerous materials at any time on Company or customer premises (including in your vehicle parked on Company property or in a bag, briefcase or purse you bring into the Company, unless specifically permitted by applicable law), during work hours, or while representing the Company or conducting Company business anywhere. In addition to disciplinary action, doing so may subject you to additional legal action.

If you observe that any person is in possession of a weapon or dangerous material on Company property or during Company activities, report it to your Manager or Regional Manager immediately.

V. PERFORMANCE AND CONDUCT

5.1 RULES OF CONDUCT

All employees are expected to meet acceptable performance and conduct standards and otherwise conduct themselves in an acceptable manner. The standards discussed below are listed for your general information and to guide your conduct on a day-to-day basis; however, nothing in this policy is intended or will be construed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment or other activities protected by law.

Since it is not possible for us to list every situation that could arise that would result in discipline or immediate termination, it is important to understand that various other situations may arise that would result in discipline or immediate termination. Likewise, it is important to understand that each problem that may arise will present a unique set of circumstances, and, therefore, the company's response will be based on the particular situation presented and the relevant surrounding circumstances, including, where appropriate, the employee's past performance, conduct, and disciplinary history.

Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples:

- Sexual or other harassment, retaliation or discrimination of any kind, against another employee or anyone else affiliated with the Company.
- Dishonesty, including falsification of records or knowingly providing false or misleading information or making omissions from such information.
- Fighting, physical assault and/or battery, other express or implied acts of violence, including abusive language, express or implied threats of harm, including references to weapons, incidents of workplace violence or use of violence to resolve problems; intimidating, aggressive, bullying or coercive behavior; interfering with employees, customers or others while at work; gang-related activity. For the purposes of this rule, a gang is any group of two or more persons whose purposes include the commission of illegal acts.
- Insubordination or refusing or failing to perform assigned duties, follow Company policies, procedures or rules (including but not limited to safety rules and regulation), or follow direction from a supervisor or Manager.
- Theft or misappropriation of, tampering with, deliberate destruction or abuse of, or unauthorized use of, property or products of the Company, one of its customers, Facility owners or employees. Excessive waste of Company, customer or Facility owner materials, supplies or resources.

- Reporting for work or working while under the influence of alcohol, drugs or other controlled substance, or possessing the same while at work. Failure to submit to a drug or alcohol test, as requested, or other interference with such a test.
- Possessing weapons, firearms or explosives at work (small knives and razor blades can be used for job related activities such as cutting plastic or tape).
- Gambling or other illegal or immoral conduct while at work or on premises of the Company or serviced by the Company.
- Signing in or out another employee.
- Making or publishing of knowingly false and/or malicious statements concerning employees, the Company or its customers or Facility owners.
- Taking unauthorized breaks or excessive time for breaks or leaving work without permission. Working unauthorized overtime.
- Unexcused absence for three consecutive days, or a pattern of misuse, fraudulent and/or abusive attendance practices or continued tardiness. Unexcused means proper notification was not given and permission was not granted by the supervisor.
- Using profane or obscene language.
- Poor, careless or unsatisfactory job performance.
- Failure to exercise reasonable care or harassment, discrimination or endangering the rights of other employees, customers or others while at work.
- Failure to cooperate in any search, inspection examination or screening test.
- Creating or contributing to unsanitary or unsafe conditions or other personal conduct dangerous to others.
- Solicitation or distribution in violation of our policy.
- Posting or tampering with bulletin boards without permission.
- Sleeping, loitering or wasting time during working hours. Conducting personal business on Company time or with Company resources. Personal cell phone use is prohibited during employee work time and also

is prohibited at all times in work areas. Personal cell phones must be turned off at all times cell phone use is prohibited.

- Failure to report an accident.
- Smoking (including e-cigarettes) or other use of tobacco products, eating or waiting for work in an unauthorized area.
- Failing to comply with uniform and protective equipment requirements, personal hygiene and grooming standards.
- Misuse, removal or other conversion from the premises of the Company or its customers, without prior authorization, confidential records or any other property of the Company or its customers.
- Illegal conduct.
- Horseplay, scuffling or practical jokes.
- Independently soliciting or quoting unloading or other services to any person or company.
- Failure to report for a scheduled medical treatment or examination arranged by the Company.
- Any violation of these policies, or of any rule, practice, procedure, policy or management directive set or stated by the Company at any time.

5.2 BUSINESS ETHICS

The Company strives to comply with applicable federal, state, and local laws and regulations. Employees are expected to comply with all applicable laws and regulations in carrying out their duties.

The Company prohibits its employees from engaging in any activity, practice, or act which conflicts with, or appears to conflict with, the interests of the Company, its customers or Facility owners. Since it is impossible to describe all of the situations which may cause or give the appearance of a conflict of interest, the prohibitions included in this policy are not intended to be exhaustive and only include some examples.

You are expected to represent the Company in a positive and ethical manner and have an obligation both to avoid conflicts of interest and to refer questions and concerns about potential conflicts to your Manager.

Employees are expected to report suspected legal violations and violations of the business ethics policy to the Company President/COO. Retaliation, harassment, or

other reprisal against employees who in good faith report known or expected violations is prohibited.

5.3 DISCIPLINE

Our intent is to implement discipline as a corrective action and as an instrument for improvement, rather than as punishment, whenever possible. We administer disciplinary action as we deem necessary in each individual case, based upon the circumstances at hand.

Disciplinary action may include verbal counseling or warning, written counseling or warning, probation, performance improvement periods, demotion, administrative leave, suspension or termination. These disciplinary methods may be used at any time, in any order, and we may skip or repeat various forms of discipline in our sole discretion. This policy is not a promise or guarantee that a specific course of discipline will be administered in any case or in every case, or that any lesser form of discipline will be implemented prior to termination.

Our use of any particular form of discipline or decision whether or not to impose discipline in any particular case does not change your at-will employment relationship with the Company.

5.4 OPEN-DOOR POLICY

Suggestions for improving our policies, practices and procedures are always welcome. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your complaints, questions, and suggestions are important to us.

If you have an issue that concerns you, please talk to your Manager, Regional Manager or the Human Resources Manager or any member of the management team. If you feel that your concern has not received appropriate attention, please raise the issue with another member of management.

We cannot guarantee that every problem will be resolved to your satisfaction. However, we value your observations and you should feel free to raise issues of concern, in good faith, without fear of retaliation.

VI. ARBITRATION

We are committed to maintaining a work environment where employees are treated fairly and in compliance with all applicable laws. However, there may be times during or after your employment when you believe that you have a legal claim arising from your employment with the Company. In that case, it is in our mutual best interests to have that dispute resolved fairly and expeditiously.

We believe that the best way to do so is to arbitrate any claims you may wish to pursue. Binding arbitration is typically a less costly and more efficient manner of resolving disputes. You and the Company are each responsible for paying your own legal fees; however, when you submit your claim to binding arbitration, we pay the arbitration fees associated with that claim.

For these reasons, we ask that you agree to submit any claims arising from your employment with the Company to final and binding arbitration whenever possible under the law by signing our Arbitration Agreement.

VII. CONCLUSION

In this employee Handbook, we have given you an outline of our major policies, procedures and benefits. If you have questions about the material covered in this Handbook or about anything concerning your employment with us, please discuss these questions with your Manager.

Finally, the Company intends to comply with all applicable federal, state, and/or local laws. To the extent that any provision of this Handbook conflicts with any such law, the applicable law will govern.

Again, welcome to our Company. We look forward to working with you!