CALIFORNIA

EMPLOYEE HANDBOOK

TABLE OF CONTENTS

Contents

INTRODUCTION 1
- **Welcome** 1
- **Employment At Will.** 1
- **Right to Revise Handbook** 1
- **Disclaimer** 1

DISCRIMINATION, HARASSMENT AND RETALIATION PREVENTION POLICIES 3
- **Policy of Non-Discrimination** 3
- **Unlawful/Prohibited Harassment** 4
- **Reporting Discrimination, Harassment and Retaliation** 5

EMPLOYMENT STATUS 7
- **Employment Application** 7
- **Immigration Reform and Control Act** 7
- **Anniversary Date Option** 7
- **Employment Classifications** 7
- **Performance Management throughout Employment** 8
- **Performance Reviews** 8
- **Company Driver, Drivers Licenses, and Driving Record** 8
- **Policy Against Texting and/or Emailing While Driving** 9
- **Certifications and Education Option** 9

WAGES, BENEFITS AND LEAVES OF ABSENCE 10
- **Wages** 10
- **Workweek and Pay Period** 10
- **Hours of Work** 10
- **Timekeeping** 10
- **Remote Electronic Usage** 11
- **Overtime** 11
- **MakeUp Time** 11
- **Paycheck Deductions/Garnishments** 12
- **Meal Periods** 12
- **Rest Periods** 13
- **Recovery Periods** 13
- **Paid Sick Leave** 13
- **Vacation Option** 14
- **Paid Time Off (PTO) Option** 14
- **Holidays Option** 14
- **Medical Insurance Benefits Option** 14
- **Dental & Vision Insurance Option** 14
- **Company Discounts Option** 14
- **Uniforms** 14
- **Pregnancy Disability Leave and Pregnancy Accommodation** 15
- **Lactation Accommodation** 16

TABLE OF CONTENTS
(continued)

California New Parent Leave (based on # of employees)..... 16
Time Off for Jury Duty and Witness Duty and for Victims of Crimes (based on # of employees) 16
Time Off for Voting 17
Parental Leaves for Children in School 17
Bereavement Leave Option 17
Volunteer Civil Service Leave..... 17
Military Leave 17
Military Spouse Leave 17
Civil Air Patrol Leave..... 17
Bone Marrow & Organ Donor Leave 17
Personal Leave of Absence Option 17
Workers' Compensation 17
State of California Insurance Programs 18
EMPLOYMENT ADMINISTRATION 19
Attendance and Punctuality 19
Employee Records 19
Employee Data Changes..... 19
Expense Reimbursement Option 19
Employment References and Verification Option 19
Workplace Search Policy 19
Electronic Communications and Company Provided Technology 20
Personal Property..... 20
CONDUCT 21
Customer Relations..... 21
Conflicts of Interest..... 21
Confidential Information 21
Solicitation 22
Use of Telephone..... 22
Cell Phone Policy 22
Personal Conduct and Appearance 22
Safety Policy 22
Company Equipment and Supplies Option 23
Social Media Policy 23
Blogging Policy Option..... 24
Media Communication Option..... 24
Smoking (Including Electronic Cigarettes) and Use of Chewing Tobacco.. 24
Miscellaneous Standards of Conduct..... 25
WORKPLACE SECURITY AND ANTI-VIOLENCE POLICY 27
A. Prohibited Behaviors:..... 27
B. Identifying Potentially Violent Situations 27
C. Reporting..... 28
D. Robbery 28

TABLE OF CONTENTS
(continued)

SUBSTANCE ABUSE CONTROL POLICY AND PROCEDURE 29
Purpose of Policy 29
Drug Testing Option 30
TERMINATION OF EMPLOYMENT 30
Resignations 30
Final Pay 30
Exit Interview 30

INTRODUCTION

Welcome

Welcome to COMPANY NAME (the “Company”).

We are excited you have joined our Company and we hope you find your position rewarding and our Company to be your employer of choice. Our Company relies on our employees to build and maintain our reputation in our industry. We all work hard to ensure we are providing the best service and outcomes for our customers. By doing so we allow our customers to continue to work with us and provide referrals, in turn this allows us to continue to be successful and grow. We look forward to having you as part of the COMPANY NAME team.

This handbook is provided with the intent of explaining the terms and conditions of employment of all full- and part-time employees and supervisors. It is the responsibility of each and every employee to review this handbook and to be familiar with its policies. Throughout your employment and especially as you begin your employment, please consult this handbook and your manager as questions arise.

We look forward to seeing your success with our Company.

At-Will Employment Status

Your employment with COMPANY NAME is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the TITLE has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the TITLE. If a written contract between you and the Company is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

Right to Revise Handbook

This handbook contains the employment policies and practices of the Company in effect at the time of publication. All previously issued handbooks, policy, or memoranda inconsistent with the policies set forth herein are superseded.

The Company reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment; however, any such changes must be in writing and must be signed by TITLE of the Company. Any written changes to this handbook will be distributed to all employees so that employees are made aware of new policies or procedures and can update their handbooks. No oral statements or representations can, in any way, alter the provisions of this handbook. This employee handbook sets forth the entire agreement between you and the Company as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this

handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

DISCLAIMER

The information provided in this handbook is for general informational purposes only. All information in this handbook is provided in good faith, however we make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability or completeness of any information in this handbook.

Discrimination, Harassment and Retaliation Prevention Policies

COMPANY NAME is an equal opportunity employer and strives to maintain a working environment where all employees feel comfortable and want to come to work and be successful. The Company is committed to providing a work environment free of harassment, discrimination, retaliation, and abusive conduct.

In addition, the Company prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations.

Policy of Non-Discrimination

It is the policy of the Company to accept, support, and practice the concept of non-discrimination in relation to: race, creed, color, sex, gender, gender identity, gender expression, pregnancy, pregnancy-related medical condition, perceived pregnancy, age, national origin (including possession of a driver's license issued under Vehicle Code section 12801.9), ancestry, religion, religious dress practices, religious grooming practices, physical or mental disability, sexual orientation, marital status, registered domestic partner status, genetic characteristics or genetic information, medical condition, military and/or veteran status, perceived membership in a category, association with an actual or perceived member of a category, and/or all other protected characteristics pursuant to applicable federal, state and local law. This policy of non-discrimination pertains to all areas of employment, including, but not limited to, recruiting, hiring, pay, assignments, promotions, demotions, discipline, terminations, layoffs, working conditions, training, benefits, and all other privileges, terms, and conditions of employment.

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship. The implementation of these statutes requires communication and cooperation on the part of both the employee and the employer. Any applicant or employee who requires an accommodation during the hiring process or in order to perform the essential functions of his or her job should request such an accommodation in writing specifying the accommodation he or she needs. If the applicant or employee does not clearly communicate his or her concerns, the Company may not realize that a disability issue is being raised as its management is not medically trained. If it is determined there is a qualifying disability, the applicant or employee and management will then determine whether the qualifying disability impairs or prevents the applicant or employee from performing his or her essential job duties. If it is determined that a qualifying disability will impair or prevent the disabled applicant or employee from performing his or her essential job duties, the Company and the employee must then explore possible accommodations that will allow the applicant or employee to perform his or her essential job duties without creating an undue hardship on the Company.

An employee whose religious beliefs or practices conflict with his or her job, work schedule, or with COMPANY NAME policy or practice on dress and appearance, or with other aspects of employment, and who seeks a religious accommodation must submit a request, preferably in writing, for the accommodation to his or her immediate supervisor. The written request must include a description of how the religious practice conflicts with the employee's job duties and the employee's suggested accommodation.

The TITLE will work with the TITLE to evaluate all disability and religious accommodation requests. Requests will be evaluated and the employee will be involved in an interactive process with the Company to determine whether an accommodation is available that is reasonable and that would not create an undue hardship. An accommodation may be a change in job title, using paid leave or leave without pay, allowing an exception to the dress and appearance code that does not affect safety or uniform requirements, or for other aspects of employment.

Management and the employee will meet to discuss the request and decision on an accommodation. If the employee accepts the proposed accommodation, the immediate supervisor will implement the decision. If the employee rejects the proposed accommodation, he or she may request a review by Senior Management.

Pay disparity between employees of opposite sex or of another race or ethnicity performing substantially similar work, as defined by the California Fair Pay Act and/or federal law, is prohibited. Pay differentials may be valid in certain situations defined by law such as; a seniority system, a merit system, a system that measures earnings by quantity or quality of production or a bona fide factor such as education, training or experience. Employees will not be retaliated against for inquiring about or discussing wages. However, the Company is not obligated to disclose the wages of other employees.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

Unlawful/Prohibited Harassment

In addition to the Non-Discrimination policy, Company maintains a strict policy prohibiting harassment because of; race, creed, color, sex, gender, pregnancy, pregnancy-related medical condition, perceived pregnancy, age, national origin (including possession of a driver's license issued under Vehicle Code section 12801.9), ancestry, religion, religious dress practices, religious grooming practices, physical or mental disability, sexual orientation, gender identity, gender expression, marital status, registered domestic partner status, genetic characteristics or genetic information, medical condition, military and/or veteran status, perceived membership in a category, association with an actual or perceived member of a category, and/or all other protected characteristics pursuant to applicable federal, state and local law.

This policy applies to all persons involved in the operations of the Company and prohibits such harassment by any employee of the Company, including managers, supervisors and co-workers. The Company also enforces this policy with third parties such as vendors and customers.

Prohibited harassment in any form, including verbal, physical and visual conduct, threats, demands, and retaliation, will not be tolerated. Similarly, harassment via any method such as verbal, non-verbal (gestures), email, text, written, fax or other will not be tolerated.

Sexual harassment may include one or more of the following, but is not limited to:

1. Unwanted sexual advances;
2. Sexual advances, propositions, requests or comments,
3. Threats and demands to submit to sexual requests in order to keep your job or avoid some other loss, offers of job benefits in return for sexual favors,
4. Visual conduct such as leering, sexually suggestive posters, photography, cartoons, drawings, or gestures,
5. Verbal conduct such as epithets, derogatory comments, slurs, jokes, invitations, sexual advances or propositions, graphic verbal commentaries about an individual’s body or sexually degrading words used to describe an individual;
6. Sending or otherwise communicating sexually related messages, videos or pictures by any method,
7. Physical conduct such as unwanted touching, impeding or blocking normal movement, or assault;
8. Physical or verbal abuse concerning gender, gender identity or gender expression or
9. Verbal abuse concerning characteristics such as pitch of voice, facial hair, size or shape of a person’s body.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire. Prohibited harassment is not just sexual harassment but harassment based on any protected category.

Other examples of prohibited harassment or discrimination may include but are not limited to the below when concerning any protected class:

1. Written, verbal or electronic jokes,
2. Inappropriate verbal, graphic or physical conduct,
3. Sending, posting or otherwise communicating harassing or discriminatory messages such as; videos, text messages, instant messages or via social media,
4. Racial or ethnic slurs, epithets or any other offensive remarks,
5. Threats, intimidation or other menacing behavior or
6. Other harassing or discriminatory conduct based upon one or more of the protected classes identified in this policy or by federal, state or local regulation.

Prohibited harassment which impairs an employee's working ability or emotional well-being at work violates this policy and will not be tolerated. While such conduct is generally unlawful only if it is severe and pervasive, the Company's policy is a "no tolerance" policy which prohibits all such unlawful harassment even though the harassment may not be sufficiently severe or pervasive to constitute a violation of law.

Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

Reporting Discrimination, Harassment and Retaliation

The Company takes all complaints and concerns of discrimination, harassment and retaliation very seriously. An employee which believes he or she has been discriminated against, harassed, experienced retaliation or has observed discrimination, harassment or retaliation based on a protected class as explained above, should immediately follow these steps:

1. The employee must immediately report, orally or in writing, any complaints or concerns of discrimination, harassment or retaliation to his or her immediate supervisor or any other manager of the Company.

2. If the Supervisor or Manager does not respond timely or if there is continued discrimination, harassment or retaliation concerns, the employee must immediately report complaints or concerns to the TITLE.

The employee should include the details of the incident or incidents such as; the names of the individuals involved, the names of any witnesses, details of the incident, date, time and location.

Managers receiving complaints or concerns of harassment must immediately report such to the TITLE to allow for consistent resolution throughout the Company.

The Company will take various steps to resolve a complaint or concern such as; timely response and impartial and timely interviews or investigations involving all parties and conducted by qualified personnel; investigations will be documented and tracked for reasonable progress; and investigations will be closed in a timely manner. Employees will participate in such interviews or investigations to assure accurate evaluation and determine whether the Company's Non-Discrimination, Unlawful/Prohibited Harassment or retaliation policies have been violated. If the Company determines that a policy has been violated, the Company will take timely, remedial action commensurate with the severity of the offense. Action will also be taken to deter any future violation of Company

policy.

All information obtained regarding complaints or concerns of discrimination, harassment or retaliation and throughout any interview or investigation process will be kept confidential to the extent possible. Only individuals with a legitimate business need to know in order to allow for proper resolution may receive necessary information related to the complaint or concern.

The Company will not retaliate against any employee for filing a complaint or participating in any investigation. The Company will not knowingly permit retaliation by management or co-workers. Any retaliation must immediately be reported using the process above.

Employees should also be aware that the U.S. Equal Employment Opportunity Commission and the Department of Fair Employment and Housing of the State of California have the authority to investigate complaints of discrimination, harassment and retaliation. The nearest office can be found by visiting www.eeoc.gov and www.dfeh.ca.gov.

The Company also recognizes the detrimental consequences of abusive conduct in the workplace such as a reduction in productivity and morale. Abusive conduct means conduct of an employer or employee in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act shall not constitute abusive conduct, unless especially severe and egregious. The Company will review all complaints of abusive conduct.

Upon hire, all employees are provided the “Sexual Harassment, The Facts about Sexual Harassment” brochure. If you require another copy, please contact your supervisor or the TITLE.

EMPLOYMENT STATUS

Employment Application

We rely upon the accuracy of information contained in the employment application and/or the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, our Company is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Company.

Anniversary Date Option

Employment Classifications

There are a number of classifications into which an employee might fall. These include: Full-time, Part-time, Temporary, Intern and Seasonal. All employees, regardless of classification, are in an introductory period during the first ____ days of employment. During the introductory period, you will be able to determine if the position is a fit for you as well as your manager will be evaluating your performance and a review will be conducted upon completion of the ____-day introductory period. Completion of the introductory period does not guarantee continued employment for any period or duration; all employees are at-will even after completion of the introductory period.

Employee Classifications:

1. Full-Time Employees: A full-time employee is an employee who is assigned a definite work schedule of at least _____ hours per work week. The definition of Full-Time employee may be different for some purposes such as medical benefits.

2. Part-Time Employees: A part-time employee is an employee who is regularly assigned a work schedule of fewer than _____ hours per work week. Part-time employees are generally not eligible for employee benefits, other than Sick Leave.

3. Temporary or Intern Employees: A temporary or intern employee is an employee who falls within one or more of the following categories: individuals who are expected to be employed for less than six months at the time of hire; individuals whose hourly work schedule per week is expected to be irregular or on an as-needed basis; individuals who are hired as interim replacements to assist in the completion of a specific project or for time off relief; individuals working through a school or educational program.

   Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary, Intern or Seasonal employees retain that status until they are notified of a

change. These classifications are not eligible for any of the Company's benefit programs, other than Sick Leave.

All positions will further be designated as Non-Exempt or Exempt:

1. Non-Exempt: Non-Exempt Employees are entitled to overtime pay and other requirements as required by applicable federal and state law.

2. Exempt Employees: Exempt Employees are not entitled to overtime pay pursuant to applicable federal and state laws.

Employees will be informed of their assigned employment classification upon hire and as modified. Any questions regarding employment classification should be directed to your manager.

Performance Management throughout Employment

The Company uses disciplinary action to counsel and coach employees such as when for example their work performance, behavior, conduct, attitude and/or compliance with safety rules or other workplace guidelines is unacceptable. Disciplinary action is used to ensure that there is clear communication to the employee regarding: (1) the performance deficiency, problem or issue; (2) the Company's expectation that the deficiency or problem will be promptly remedied; and (3) the consequences to the employee if the performance deficiency, behavioral problem or workplace issue is not adequately and timely remedied. Disciplinary action will be documented, verbal discipline may not require the signature of the employee, written disciplinary action will be presented to the employee and the employee will be asked to sign acknowledging receipt of a copy of the discipline. Disciplinary action records will be retained in an electronic and/or paper format.

Management reserves the right and sole discretion to determine the appropriate level or action taken based upon many factors. In some circumstances, termination may occur without any form of prior disciplinary action.

Performance Reviews

Employees may receive a performance review upon completion of the introductory period, then once each year. The performance review will be a reflection of performance, adherence to policy and contribution to the Company during the prior 12 months. Both employee successes and deficiencies will be identified during the performance review.

Your performance evaluation may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work behavior, and your behavior toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee an increase in wages or promotions. Wage increases and promotions are solely within the discretion of the Company and depend upon many factors in addition to performance.

After any review, you will be asked to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

Company Driver, Drivers Licenses, and Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record allowing for proper insurance coverage. Changes in your driving record must be reported to your manager immediately.

Employees are expected to abide by all motor vehicle rules and regulations, including use of handheld devices. Parking and moving violations are the responsibility of the employee. Moving violations, parking tickets and accidents must be reported immediately.

Should an accident occur, employee is to get to a safe location and call any emergency personnel as necessary.

The employee must obtain the other drivers information to include; name, address and insurance information. An employee must report the accident to their manager immediately, when appropriate, after an accident. A police report should be filed and the employee must provide information provided by the enforcement agency to their manager.

Employees are responsible for the cleanliness of the Company vehicle and should perform weekly inspections of the vehicle to ensure safe and proper functionality. Any concerns about the vehicle must be reported immediately to a manager.

Only COMPANY NAME employees are to be transported in Company vehicles. Under no circumstance may non-employees be transported unless it is a business purpose and permission has been obtained from the TITLE.

Each operator and passenger in a Company motor vehicle or anyone in a private vehicle used for Company business must use seat belts while the vehicle is being operated on or off the premises of the Company.

For safety and security, all Company owned vehicles may be equipped with a Global Positioning System (GPS). Such device may provide data regarding; location, speed, idle time, starting and stopping of the vehicle, etc.

Smoking is prohibited in Company vehicles.

Violations of this policy may result in immediate termination of your employment.

Policy Against Texting and/or Emailing While Driving

Regardless of the circumstances, employees whose job responsibilities include regular or occasional driving may not use, send, read or review text messages, e-mails, access the internet or perform any other activity on a handheld device while driving. Employees who are charged with traffic violations resulting from texting, e-mailing or other use of a handheld device while driving will be solely responsible for all liabilities that result from such actions. Violations of this policy will result in disciplinary action, up to and including termination of employment.

Certifications and Education Option

WAGES, BENEFITS and LEAVES OF ABSENCE

Wages

The Company maintains a compensation program which compensates employees for the position held and their performance in that position. Compensation adjustments may be determined on the basis of performance, adherence to the Company's policies and procedures, the employee's proven ability to meet or exceed the assigned duties and in compliance with State, Federal and Local regulations. In addition, the overall success of the Company will be considered when evaluating compensation increases.

In the event that an employee's compensation is based, in whole or in part, on commissions or piece-rates, the employee will be provided a compensation agreement or plan which explains the details of the commission or piece-rate plan. This agreement will be required to be signed by the employee and a representative of the Company. Such an agreement will remain in effect until any changes are made in writing and signed by both parties.

Tips/gratuities are considered wages and must be reported for compliance purposes. Should an employee receive a tip, please contact the president for proper reporting procedure.

Workweek and Pay Period

The Company's workweek for wage calculation is 12:01 a.m. _____ to midnight on _____ (7-day workweek defined).

Payroll is on a bi-weekly schedule with checks issued _____. Timesheets are to be turned in to your manager by _____ at the end of each pay period. Checks are generally distributed _____. Should the established pay day fall on a holiday, checks will be issued the last working day prior to the holiday. Checks may not be picked up by anyone other than the employee unless the Company is authorized in advance and in writing by the employee.

The Company offers direct deposit as a convenience for employees. To begin automatic deposit, employees must complete a Direct Deposit Enrollment form and return it to payroll.

Any errors in your payroll must be immediately reported to your manager.

The Company does not provide payroll advances or otherwise lend any money to employees.

Hours of Work

Employees will be assigned a work schedule based on their position, classification and the needs of the business. An employees' work schedule shall be established in accordance with the needs of the Company and may vary.

Employees are expected to work their scheduled hours and any variation must receive prior approval from management.

All hours worked must be accurately recorded and reported in compliance with the Company's timekeeping policy.

Timekeeping

The Company requires all non-exempt employees to report actual time worked on a hard copy time card or electronic time card or combination depending on their position. Non-exempt employees must accurately record the beginning and end of each shift, including the beginning and ending of the employee's meal break. All times an employee is engaged in work must be reported as hours worked.

Altering, falsifying, or tampering with your own time records, or recording time on another employee's time record, will subject the employee(s) involved to disciplinary action, up to and including termination.

Exempt employees will be required to report any absences in compliance with Federal and State regulations.

Non-Exempt employees are strictly prohibited from performing any "off-the-clock" work. Employees must report all of their working time, no matter how short in duration. This includes any work performed at work, at home, or anywhere else on behalf of the Company including work performed in hard copy, electronic format or on Company or personal equipment. Employees are required to report all hours worked, including overtime, even if the hours were not previously approved by their manager or management. Violations of this rule will subject the employee to disciplinary action, up to and including termination.

Remote Electronic Usage

Non-exempt employees are not permitted to check their email or perform any work outside of the workplace. This includes, but is not limited to:

- Accessing your email through any device; laptop, smartphone, or any other device, and responding to or sending work-related emails;
- Logging onto the Company's computers through remote computing access or any other cloud computing or remote services (including SaaS, Webmail, Outlook, GoToMeeting, or any other similar Company provided service);
- Checking voice mails and responding to phone calls or voicemails; or
- Texting others for work purposes.

Overtime

Non-exempt employees will be paid overtime where appropriate. Overtime is any work performed beyond 8 hours in a day, beyond 40 hours worked in a week and the first 8 hours worked on the 7th consecutive day of work in the established workweek. Overtime is paid at a rate of 1.5 times the employees' regular rate of pay. Double time is any work performed beyond 12 hours in a day and any hours worked beyond 8 on the 7th consecutive day of work in the established workweek. Double time is paid at a rate of 2 times the employees' regular rate of pay.

Only hours worked are counted when computing overtime. Holiday, vacation, sick, PTO or other forms of compensable hours which are not actually worked are not considered when calculating overtime.

All non-exempt employees must receive prior approval from his or her manager before working any overtime. Violations of this rule will subject the employee to disciplinary action, up to and including termination. All overtime work must be reported on the employee's time card, whether or not prior approval to work the overtime was requested and/or granted.

MakeUp Time

The Company allows non-exempt employees to utilize makeup time to tend to personal obligations. The Company does not encourage, discourage or solicit the use of makeup time.

Employees must complete the Makeup Time Request form for each occurrence and receive approval 24 hours in advance of either taking the time off or making up time, whichever occurs first. Makeup time is subject to management approval and the needs of the business.

Time taken off and makeup time must occur in the same Company-established work week and employees may not work more than 11 hours in any work day or more than 40 hours in a workweek.

Should an employee take time off and then be unable to work the scheduled makeup time, unworked time will be unpaid. Similarly, should an employee request makeup time then no longer need the scheduled time off, the employee must receive prior approval from his or her manager before working any overtime.

Paycheck Deductions/Garnishments

The Company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

When an employee's wages are garnished by a court order, our Company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our Company will, however, honor federal and state guidelines which protect a certain amount of an employee's income from being subject to garnishment.

Should an employee identify an error in their deductions or garnishments, they must immediately report their concern to payroll for further evaluation and correction.

Meal Periods

Each non-exempt employee is authorized and permitted to take a minimum of 30-minute unpaid meal period during each day in which he or she works at least five (5) hours. Managers will inform employees when they are scheduled for a 30-minute unpaid meal based upon their position. Each non-exempt employee must begin his or her 1st meal period before working over five (5) hours and is entitled to a 2nd unpaid meal period before working ten (10) hours. If an employee works over 10 hours, but not more than 12 hours, the employee may voluntarily waive his/her 2nd meal period as long as he/she has taken the first meal period. If an employee works a shift that is *less than* six (6) hours, the employee may voluntarily waive his/her meal period. However, the shift must be completed in six (6) hours and a meal period waiver must be on file in advance of the employee skipping the meal period in order to take advantage of this exception. COMPANY NAME does not require its employees to waive meal periods.

Rules Related to Meal Periods:

1. Non-exempt employees are provided an unpaid meal break (of at least 30 minutes) ***before*** working more than 5 hours
2. Non-exempt employees are provided a 2nd unpaid meal break before they work over 10 hours. (Employee can waive this 2nd meal period if they will complete their shift in less than 12 hours and have taken their first meal break.)
3. Employees are relieved of all duty during their meal periods
4. The meal periods are uninterrupted and at least 30 minutes in length
5. Employees are free from the control of the employer during their meal periods
6. Employees are free to leave the premises during their meal periods.
7. Employees are required to clock out for their meal periods and must record the time the meal period started and ended on their timecard

If, for any reason, an employee believes that he/she is not being provided or afforded meal breaks in accordance with the rules set forth above, the employee must immediately report the concern to the TITLE. No employee will be retaliated against for bringing a complaint related to meal or rest breaks to management’s attention.

Rest Periods

Each non-exempt employee is authorized and permitted to take a paid ten (10) minute rest period for every four (4) hours worked or major fraction thereof. However, employees whose total daily work time is less than three and one-half (3½) hours are not entitled to any paid rest period. Rest periods should be taken near the middle of the morning and afternoon work periods.

Hours Worked	Number of 10-minute Rest Breaks
0 to 3.5 hours	0
3.5 to 6 hours	1
6 to 10 hours	2
10 to 14 hours	3

Rest periods should not be added to meal breaks nor can they be subtracted from the number of hours you are assigned to work each day. Employees are free to leave the premises during rest periods however must be back by the end of the 10 minutes. Employees who do not adhere to Company policies and state law regarding meal breaks and rest periods will be subject to disciplinary action, up to and including termination.

If, for any reason, an employee believes that he/she is not being provided or afforded rest breaks in accordance with this policy, the employee should immediately report the concern to the TITLE. No employee will be retaliated against for bringing a complaint related to rest breaks to management's attention.

Recovery Periods

Employees working in outdoor temperatures shall take recovery periods and seek shade and water as necessary to avoid heat illness. Should you have any questions regarding recovery periods or heat illness, speak with your manager.

Paid Sick Leave

Employees will be provided the greater of 24 hours or 3 days of Paid Sick Leave upon hire and every January 1 thereafter. Employees may elect to use Paid Sick Leave beginning the 90th day of employment by making a written or oral request to their manager for purposes outlined below. If the need for Paid Sick Leave is foreseeable, employees must provide such notice to their manager. Available Paid Sick Leave may be used in two-hour increments.

Paid Sick Leave may be used for an employees' self or a family member for the diagnosis, care or treatment of an existing health condition or preventive care, or specified purposes for an employee who is a victim of domestic violence, sexual assault, or stalking.

For purposes of Paid Sick Leave, "Family Member" is defined as any of the following:

1. A child, biological, adopted, foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis. This definition of a child is applicable regardless of age or dependency status
2. A biological, adoptive, or foster parent, stepparent, or legal guardian of an employee or the employee's spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a

minor child
3. A spouse
4. A registered domestic partner
5. A grandparent
6. A grandchild
7. A sibling

Paid Sick Leave will be paid at the employees' regular rate of pay.

The Company has established the 12-month period for Sick Leave as January 1 through December 31. Unused Paid Sick Leave does not carry over from year to year and unused Paid Sick Leave will not be paid out upon separation of employment. Employees which separate employment and return to the employer within 12 months will have the amount of available sick leave upon separation reinstated upon rehire.

An employee will not be retaliated or discriminated against for the request or use of paid sick leave as defined. Sick leave will run concurrent with leaves of absence where permitted by state and federal regulations.

This Paid Sick Leave policy is intended to comply with California's Healthy Workplaces/Healthy Families Act requirements and should be construed and implemented accordingly.

Vacation Option

Paid Time Off (PTO) Option

Holidays Option

Medical Insurance Benefits Option

Dental & Vision Insurance Option

Medical Contributions (Section 125 Plan) Option

Retirement Plan Option

Company Discounts Option

Uniforms

COMPANY NAME provides uniforms upon hire to certain employees at no charge. The uniforms are maintained by a uniform service. Proper care of these uniforms is required. If uniforms are not properly cared for (i.e. gross negligence, etc.) this could result in further disciplinary action up to and including termination.

All uniforms, accessories or name tags issued by COMPANY NAME must be returned in good condition upon leaving COMPANY NAME.

Pregnancy Disability Leave and Pregnancy Accommodation

It is the policy of COMPANY NAME to provide pregnancy disability leave to employees in accordance with the California Pregnancy Disability Act.

An employee will be provided pregnancy disability leave for that period of time when she is disabled and unable to work due to pregnancy, childbirth, breastfeeding, and/or related medical condition up to a cumulative maximum of four months' (one-third of a year or 17 1/3 weeks) of leave per pregnancy. The four-month period is defined as the number of days the employee would normally work within four calendar months, if the leave is taken continuously, following the date the pregnancy disability leave commences. For a full-time exempt employee or a full-time hourly employee who works 40 hours per week, the employee is entitled to 694 hours of leave. For hourly employees who work more or less than 40 hours per week, the number of working days/hours of leave is calculated on a pro rata or proportional basis. If an employee's schedule varies from month to month, a monthly average of the hours worked over the four-month period prior to the beginning of the leave will be used to calculate the employee's normal work month.

A pregnant employee is entitled to a reasonable accommodation in the workplace, where medically necessary or advisable and if no undue hardship is caused to the Company. Such accommodation may include a temporary job transfer or temporary reassignment of non-essential job duties. The following rules and policies apply to all requests for pregnancy disability leave, transfer and/or pregnancy accommodation in the workplace.

Employees who need to take pregnancy disability leave must inform the Company when a leave is expected to begin and how long it will likely last. Prior to the commencement of a pregnancy disability leave, the employee must present her health care provider's certificate certifying that she is disabled and unable to work as a result of the pregnancy, childbirth, or related medical condition, and the employee must return to work as soon as her health care provider certifies that she is again capable of working. Pregnancy disability leave begins when ordered by the employee's health care provider. The certification from the employee's health care provider should contain:

- The date on which the employee became disabled due to pregnancy;
- The probable duration of the period or periods of disability due to pregnancy, childbirth and/or breastfeeding; and
- A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.

Such certification must be provided within 15 days of the request to provide is made by COMPANY NAME.

If the need for a leave or job transfer is foreseeable, employees should provide notification at least 30 days before the pregnancy disability leave or job transfer is to begin. If 30 days' advance notice is not possible, notice must be given as soon as practical. Employees must also consult with the Human Resources Department regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company.

Upon the request of a pregnant employee and recommendation of the employee's health care provider, the employee's work assignment may be changed if necessary to protect the health and safety of the employee and her child. Requests for temporary transfers of non-essential job duties will be reasonably accommodated if the jobs and rights of others are not unduly affected and there is no undue hardship to the Company.

While on pregnancy disability leave, an employee's Company-sponsored health benefits will be continued and the employee will be responsible for her share of the regular co-pay as if she were continuing to work. No sick, holiday, or vacation benefits will accrue during a pregnancy disability leave of absence.

Duration of the leave will be determined by the advice of the employee's health care provider, but a pregnancy disability leave may not exceed, cumulatively, four months or 17 1/3 weeks. Pregnancy disability leave includes any period of time of actual disability caused by the employee's pregnancy, childbirth, or related medical condition, including time off for severe morning sickness, prenatal or postnatal care, bed rest, gestational diabetes, pregnancy-induced hypertension, preeclampsia, post-partum depression, and/or loss or end of pregnancy.

Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed. For employees who take intermittent leave or work a reduced work schedule during pregnancy disability leave, the Company will account for increments of intermittent leave or reduced work schedules using an increment no greater than the shortest period of time the Company uses to account for use of other forms of leave, but not greater than one hour. If the employee's health care provider provides medical certification that an employee has a medical need to take intermittent leave or leave on a reduced work schedule because of pregnancy, the Company may require the employee to transfer temporarily to an available alternative position that meets the needs of the employee. If the Company requires the employee to transfer to an alternative position, the employee will receive the same rate of pay and benefits as those earned in the employee's regular position.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to a comparable position, if one is available. However, an employee returning from a pregnancy disability leave has no greater right to reinstatement to the same position (or a comparable position) than if she had been continuously employed with the Company. If an employee returning from pregnancy disability leave cannot be reinstated to her original position, the Company will evaluate the current job vacancies and will endeavor to provide a comparable position for which she is qualified on her scheduled reinstatement date or within 60 calendar days of that scheduled reinstatement date. During this 60-calendar day period, the Company will affirmatively look for comparable vacancies and will provide notice to the employee of available positions in person, by letter, telephone or email, or by links to postings on the Company's website (if the Company devotes a section on the website to job openings.)

Such above stated leave will be unpaid unless Paid Sick Leave is available. If Paid Sick Leave is available, it must be used during Pregnancy Disability Leave.

Pregnancy Disability Leave may run concurrently with other leaves where applicable and in accordance with State and Federal laws.

Please contact TITLE for more information and/or to request use of Pregnancy Disability Leave.

Lactation Accommodation

The Company will reasonably accommodate employees who want to express breast milk at work and will provide unpaid break time for this purpose. The Company will provide the use of a private place to express breast milk other than the restroom. Employees can use any paid rest breaks available to them so that the lactation break is paid. If, however, an employee requires additional time over and above the paid rest breaks, then the time spent on the lactation break will be unpaid and non-exempt employees should report these unpaid breaks on their timecards or use the time clock to punch out for these breaks.

California New Parent Leave (based on # of employees)

Time Off for Jury Duty and Witness Duty and for Victims of Crimes (based on number of employees)

Jury Duty

Witness Duty

Victims of Domestic Violence, Sexual Assault, or Stalking

Crime Victim or Family Member of Crime Victim

Time Off for Voting

In the event that an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may take off enough working time to enable him or her to vote. Such time off shall be taken at the beginning or the end of the regular working shift, whichever allows for more free time. An employee will be allowed to take off only that amount of time that is necessary to vote. Up to two hours of time off to vote is paid time off (exempt employees will be paid for a full day's work so long as the employee worked at least part of the workweek). Where possible, the employee shall give his or her manager at least two work days' notice that time off to vote is needed. Employees will be required to show proof of voting.

Parental Leaves for Children in School

Bereavement Leave Option

Volunteer Civil Service Leave

Military Leave

Military Spouse Leave

Civil Air Patrol Leave

Bone Marrow & Organ Donor Leave

Personal Leave of Absence Option

Workers' Compensation

Employees must report immediately all job-related injuries to their manager, regardless of the severity of the injury. In accordance with state law, the Company provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include: medical care; monetary benefits to replace lost wages; and assistance to help qualified injured employees return to suitable employment. To ensure receipt of any workers' compensation benefits to which an employee is entitled, the employee must:

- Immediately report any work-related injury, illness or accident to his/her manager
- Seek medical treatment and follow-up care (if required), with the health care provider designated by the Company
- Complete a written Employee's Claim for Workers Compensation Benefits (*DWC 1 Form)* and return it to the TITLE.

Upon submission of a medical certification that an employee is able to return to work after a worker's compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on Workers' Compensation leave would have been laid off had he or she not gone on leave, or if the employee's position has been eliminated or filled in order to avoid undermining the Company's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

Workers Compensation Leave will run concurrent with any other applicable leave of absence such as FMLA, CFRA or any others in accordance with federal and state regulations.

An employee's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Company's obligations to the employee may include reasonable

accommodation, as governed by the Fair Employment & Housing Act and/or the Americans with Disabilities Act.

The Company provides medical treatment for work-related injuries through a medical provider network that the Company has chosen to provide medical care to injured employees because of their experience in treating work-related injuries. This information is posted in the employee break room.

State of California Insurance Programs

California State Disability Insurance ("SDI") is funded by deductions from your paycheck as required by law. This entitles you to receive certain wage replacement benefits for non-job related illness and injuries. Employees who are absent because of their own disability may be eligible for SDI benefits.

Paid Family Leave ("PFL") is a state-mandated insurance program within the SDI program. It applies to employees at companies of any size to provide them with partial wage replacement for up to six (6) weeks in any twelve-month period while they are absent from work to care for a sick child, parent, spouse, registered domestic partner, or for the birth, adoption, or foster care placement of a new child of the employee or of the registered domestic partner. Like SDI, PFL does not create the right to a leave of absence, and does not require the employer to create a leave of absence policy or guarantee reinstatement rights other than those already mandated by law.

The Company is required by law to withhold taxes which fund these programs from all employees' paychecks.

Contact TITLE for more information on the SDI and PFL programs. These programs are administered by the Employment Development Department. More information can be found at www.edd.ca.gov.

EMPLOYMENT ADMINISTRATION

Attendance and Punctuality

Regular attendance and punctuality are expected of all employees. Employees are expected to be in the office ready to work at their scheduled starting time each day. Employees are to remain on duty except during meal and rest periods. Employees should notify their manager and receive approval in advance if they need time off for personal business. Doctor appointments and/or other personal matters should be scheduled during non-work hours whenever possible.

If an employee is unable to report to work or will be late, the employee is expected to notify his/her manager within timeframe. If the employee's manager is unavailable, the employee is to contact TITLE. It is not acceptable to leave a voice mail message or send a text or email except in emergencies. Employees must personally speak with a manager. When an employee must leave a voice mail message, a follow-up call must be made later that day, except in emergency situations. An employee must call in each day that he/she is unable to attend work, unless he/she has already indicated the exact number of workdays that he/she will be absent from work.

If an employee must leave the office during the workday, for illness or any other reason, the employee must notify his/her manager or another member of management prior to leaving the office, except in emergency situations.

Continued tardiness or excessive absenteeism, other than for protected leaves, may result in disciplinary action, up to and including termination. Furthermore, any employee who is absent from work for four consecutive days without notifying the Company will be considered to have voluntarily resigned.

Employee Records

Information in employee files is a confidential record of their employment with Company and is the property of the Company. The contents of employee files are not available to any sources outside the Company unless authorized by the employee in writing or if required by law, e.g., in response to a subpoena.

Upon written notice, an employee is allowed to review his or her own employee file in the Company's office and in the presence of the TITLE or a designee of the TITLE. Alternatively, an employee may request a copy of his or her own employee file. You may be charged the actual cost for copying your employee file. In terms of timing, a current or former employee will be permitted to inspect/obtain a copy of his/her employee file within 30 calendar days from the date the written request is made.

Employee Data Changes

It is the responsibility of each employee to advise payroll of any change in name, address, telephone number, marital status or registered domestic partner status, name(s) and number(s) of dependents, and individuals to be contacted in the event of an emergency. If employee information changes, a new form W-4 and an employee data sheet should be filed so that the personnel records can be updated.

Expense Reimbursement Option

Employment References and Verification Option

Workplace Search Policy

The Company may provide office furniture and electronic devices including, but not limited to, computers, cellular phones/camera phones and handheld wireless devices for the convenience and use of its employees at Company's expense. Employees should remember that all such equipment remain the sole property of the Company. Accordingly, the Company reserves the right to conduct random or periodic searches for work-related

purposes, including searches for unauthorized possession of Company property and for illegal drugs, alcohol, or contraband on the Company's premises. Such searches may be of Company property, such as desks, file cabinets, and office equipment, and/or of an employee's personal property on Company's premises, such as purses, backpacks, briefcases, and vehicles, if reasonable suspicion exists to warrant the search. If an employee has personal property that he or she prefers to keep private, the employee should not bring that property into the workplace and should not have that property in his/her car that is driven to the worksite. Furthermore, the Company reserves the right to review and/or record all data or phone calls maintained on electronic equipment including computers, land lines, the voicemail system, cell phones, PDAs, notebooks, laptops and/or notepads owned by the Company.

Such an inspection can occur at any time, with or without advance notice or consent, and will be limited to the extent necessary to affect the work-related purpose for the search. Such an inspection may be conducted during, before or after working hours by any manager or person designated by Company management. Results of the search will only be disclosed to those persons within the Company who have a business need to know or otherwise to the extent required by law. Employees who fail to cooperate in any inspection will be subject to disciplinary action, including possible suspension or discharge. The Company is not responsible for any articles that are placed or left in a desk or elsewhere on Company premises that are lost, damaged, stolen or destroyed; or for any data lost or deleted from a computer or disk. Therefore, employees are discouraged from bringing large sums of cash or other valuables with them to work.

The Company may conduct electronic surveillance through the use of visual recording devices for loss prevention and risk management purposes.

Electronic Communications and Company Provided Technology

The Company provides various forms of electronic communication, including, but not limited to, e-mail, Internet access and voicemail. These devices are provided for each employee in communication with others at the Company and externally to help improve productivity, shorten the decision-making cycle, and meet the needs of our customers. All electronic devices, including software and hardware, remain the sole property of the Company and are intended for Company business.

Electronic communications/media may not be used in any manner (including accessing and viewing) that would be discriminating, harassing or obscene, or for any other purpose which is illegal or against Company policy.

Employees should have no anticipation of privacy with respect to Company-provided voice mail, e-mail, text-messages, instant messages, or any other computer or electronically based communications – regardless of whether such information is stored on the Company's systems or by an outside provider. All systems and all information on those systems can be accessed, recorded and reviewed by management without prior notice at any time and for any reason.

No programs/applications may be uploaded or downloaded into Company systems without the permission of the IT Department. This rule protects the Company in two important respects: first, it helps avoid licensing issues; second, it protects Company data from the importation of unwanted viruses and/or inappropriate material.

Any use of these systems which are not work-related including, but not limited to, instant messaging, blog review or maintenance, personal email, message board participation, electronic social networking (i.e. Myspace, Facebook, Snapchat, YouTube, Twitter, Instagram) and photo sharing is restricted. The Company reserves the right to inspect the usage of these electronic communications/ media, even though such usage is not during work time.

Personal Property

The Company is not liable for damage, loss or security of personal property. Personal items of monetary or emotional value should not be brought in to the work area.

CONDUCT

Customer Relations

Customers are critical. Without satisfied customers, the Company's reputation, integrity and our positions are in jeopardy.

Employees are expected to be polite, professional, courteous, prompt, and attentive to every customer. If you encounter an uncomfortable situation that you do not feel capable of handling, you should call your supervisor immediately.

Customers are to be treated courteously and given proper attention at all times. Never regard a customer's question or concern as an interruption or an annoyance. You must respond to inquiries from customers, whether in person by telephone or by email, promptly and professionally.

All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

Never argue with a customer. If a problem develops, or if a customer remains dissatisfied, follow department procedure and/or ask your supervisor or manager to intervene.

Conflicts of Interest

Employees are not to place themselves in a position which conflicts with the interests of the Company. This not only includes publicly speaking on behalf of the Company without authorization but also receiving gifts, gratuities, favors, fees, compensation, or discounts which, if known, would be viewed as a kickback or inducement for inappropriate conduct. Any violation of this policy may lead to discipline up to and including termination.

Confidential Information

The protection of confidential, proprietary business information and trade secrets is vital to the interests and success of the Company. In addition to the protections stated herein, employees may be required to review and execute a Confidentiality & Non-Disclosure Agreement upon hire. Such confidential information includes, but is not limited to, the following examples:

- ✓ Client and consumer proprietary, secret or personal information
- ✓ Financial information of the Company or clients
- ✓ Marketing strategies and information related to strategic planning
- ✓ Pending projects and proposals
- ✓ Proprietary production processes, patent and trademark data
- ✓ Personnel/payroll records
- ✓ Internal communications related to Company proprietary information
- ✓ Information obtained about a customer or a customers' business or business practices

Confidential information about the Company and its customers, employees, managers of the business, directors, and officers should not be divulged to anyone unless that person has a clear right to have the information. When in doubt whether certain information is or is not confidential, prudence dictates not to disclose without first clearly establishing that such disclosure is authorized. The basic policy of caution and discretion in handling confidential information extends to both internal and external disclosure. Confidential information available to one employee of the Company should be shared with other employees only when a legitimate business need to know exists.

In addition, the posting on the Internet of confidential information, trade secrets or proprietary information is forbidden, including in blogs and in e-mail communications.

No data, documents or information regarding the business of the Company should be removed from the premises except as necessary to accomplish a specific Company purpose. When the need to use or reference such documents is completed, such documents and all copies thereof should be returned to the offices of the Company. Upon termination of employment, all information and data of the Company must be returned. Any copies or electronic storage of Company data must be destroyed and deleted. Use of such information or data for any purpose other than the specific business of the Company is strictly prohibited.

Employees accessing business information remotely must take all reasonable precautions to ensure that no business information is viewed or accessed by non-employees, including family members or others sharing the employee's household. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Solicitation

Persons who are not employees of the Company shall not be allowed to solicit for any reason, whether on behalf of clubs, charities, political parties, labor unions, religious organizations, or for any other purposes, on Company premises. Any employee who observes an outsider soliciting on Company premises must immediately report the occurrence to management. No employee shall use working hours (working hours shall not include meal periods and rest periods) to solicit other employees who are on working time for any reason. No solicitation materials of any type may be passed out by any employee, or sent electronically, at any working areas at any time or in any non-working areas during working time.

Use of Telephone

The Company's telephones are intended for the use of serving our customers and in conducting the Company's business. Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line. To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit incoming personal telephone calls during working hours.

Cell Phone Policy

While at work, employees are expected to exercise discretion in using mobile devices. Personal calls or other communication or mobile device activity during work hours can interfere with employee productivity, safety and may be distracting to others. Employees are encouraged to make any necessary personal calls or handle other mobile device activity during breaks and meal periods and to ensure that friends and family members are aware of the Company's policy. Mobile devices may not be used to defame, harass, intimidate or threaten any other employee, customer or other individuals employees may come into contact with while working. Employees are prohibited from using their cell phones in any illegal, illicit, or offensive manner with other employees, customer or other individuals the employee may come into contact with while working. The Company will not be liable for the loss or destruction of personal cellular phones brought into the workplace.

Personal Conduct and Appearance

The Company's image and the nature of our work call for cleanliness and observance of the rules of good hygiene. Presenting a neat, well-groomed appearance is important because employees represent the Company. All employees are to be well-groomed, neatly attired and dressed appropriately for our business and the employee's position in particular. Employees are also expected to conduct themselves in an orderly and considerate manner. Your language, attire and grooming should be in keeping with the Company's business atmosphere.

Safety Policy

The Company is firmly committed to maintaining a safe and healthy working environment. All employees of the Company are expected to be safety conscious on the job at all times and to comply with all safety and health requirements established by management or federal, state or local law. Managers are responsible for inspecting work areas, becoming familiar with all safety and health procedures, instructing employees in matters of health

and safety, identifying unsafe conditions, and reporting any accidents.

Employees must report any concerns of unsafe conditions or hazards to a manager immediately, even if you believe you have corrected the problem. Employees must also immediately report any injuries in the workplace, regardless of how minor or insignificant the injury may appear. If you suspect a concealed danger is present on Company premises, or in a product, facility, piece of equipment, process or business practice for which the Company is responsible, bring it to the attention of a manager. The manager or designated individual will perform an assessment and arrange for the correction of any unsafe condition or concealed danger immediately.

The Company has in place a written Injury and Illness Prevention Program (IIPP). If you have not reviewed a copy of this program, please contact TITLE. It is your responsibility to read, understand and follow IIPP provisions applicable to your work assignment. The Company also will conduct periodic safety meetings. The Company also provides information to employees about workplace safety and health issues through training sessions, bulletin board postings, memoranda, and other written communications.

All employees are encouraged to submit suggestions concerning safety and health matters. No employee will be discharged or discriminated against because of suggestions received. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, including termination of employment.

Company Equipment and Supplies Option

Social Media Policy

The Company understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, or app, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

Know and Follow the Rules

Understand and follow the policies regarding workplace conduct and communications contained in this Employee Handbook. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our management's open door policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, employees, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, creed, color, sex, gender, pregnancy, pregnancy-related medical condition, perceived pregnancy, age, national origin (including possession of a driver's license issued under Vehicle Code section 12801.9), ancestry, religion, religious dress practices, religious grooming practices, physical

or mental disability, sexual orientation, gender identity, gender expression, marital status, registered domestic partner status, genetic characteristics or genetic information, medical condition, military and/or veteran status, perceived membership in a category, association with an actual or perceived member of a category, and/or all other protected characteristics pursuant to applicable federal, state and local law.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Never post any information or rumors that you know to be false about the Company, fellow employees, clients, customers, suppliers, or individuals working on behalf of the Company or competitors.

Post Only Appropriate and Respectful Content

Maintain the confidentiality of the Company's trade secrets and confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how, technology, projects, client lists, or marketing plans. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.

Express only your personal opinions. Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Company, fellow employees, customers, clients, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of the Company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of COMPANY NAME."

Using Social Media at Work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager. Do not use your Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is Prohibited

The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

If you have questions or need further guidance, please contact the TITLE.

Blogging Policy Option

Media Communication Option

Smoking (Including Electronic Cigarettes) and Use of Chewing Tobacco

The use of tobacco or non-tobacco, but related products, including cigarettes, chewing tobacco and vapor or e-cigarettes, is only permitted in authorized and designated locations outdoors. Employees are strictly prohibited from using these products while conducting work at a customer location or when otherwise in the presence of a customer.

Miscellaneous Standards of Conduct

Employees who violate any of the Company's rules or standards of conduct shall be subject to disciplinary action, including the possibility of employment termination.

It is impossible to list all examples of conduct which would be considered inappropriate in the workplace. Some of the general types of actions which are inappropriate are listed below. This list is not intended to be comprehensive and is by example only:

- Falsification of employment records, employment information, or other Company records.
- Recording the work time of another employee or allowing any other employee to record your work time, or allowing falsification of any time card, either your own or another's.
- Theft or deliberate or careless damage of any Company property or the property of any employee or customer.
- Provoking a fight, fighting, or threatening violence during working hours or on the Company's property.
- Carrying firearms or any other dangerous weapons on the Company's premises at any time.
- Being under the influence of alcohol and/or drugs during working hours or at any time on the Company's property, or possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace.
- Deliberate destruction of any Company property or the property of any employee or client.
- Insubordination, including, but not limited to, the use of abusive or threatening language towards anyone, or the failure or refusal to perform work as requested.
- Excessive tardiness and/or absenteeism, or unreported absence from work.
- Unauthorized use of Company equipment, time, materials, facilities, or the Company's name.
- Sleeping on the job.
- Failure to observe work schedules, including rest and lunch periods.
- Engaging in criminal conduct whether or not related to job performance.
- Causing, creating or participating in a disruption of any kind during working hours or on the Company's property.
- Failure to timely notify an available supervisor or manager when unable to report to work.
- Failure to obtain permission to leave work for any reason during normal working hours.
- Removing or borrowing the Company's property without prior authorization.
- Failure to provide a physician's certificate when requested or required to do so.
- Wearing extreme, unprofessional or inappropriate styles of dress while working.
- Using abusive or profane language at any time on the Company's premises.
- Violation of any safety, health, or security rule or any other Company rules.
- Working overtime without authorization or refusing to work assigned overtime.
- Committing a fraudulent act or a breach of trust under any circumstance.
- Working for others during a leave of absence without advance written permission.
- Sexual or other unlawful or unwelcome harassment of co-workers, customers, or visitors.
- Unauthorized disclosure of Company trade secrets or confidential information.
- Unsatisfactory performance or conduct.

- Violation of any policy in this Handbook.

Discipline, up to and including termination will be administered for a violation of these rules. The Company reserves the right to utilize whatever disciplinary measures, including termination upon first offense, it deems appropriate under the circumstances. No statement in this list or elsewhere in the Employee Handbook is intended to or should be taken to affect the at-will employment relationship between the Company and its employees. Similarly, no policy, statement or other language contained in this policy or elsewhere in this handbook is intended to unlawfully restrict an employee's right to engage in any rights contained in Section 7 of the National Labor Relations Act as further defined in the Employee Handbook policy.

Workplace Security and Anti-Violence Policy

The Company is committed to providing and maintaining a workplace that is secure and free from acts or threats of violence. Security and safety in the workplace are each employee's responsibility. The security of our property and the welfare of our employees require that each employee be constantly aware of potential security risks.

All employees who are issued keys to the office are responsible for their safekeeping. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend settings, and all appliances and lights are turned off with the exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from the Company.

In keeping with our commitment to provide a safe and secure workplace, the Company has established a policy that provides "zero tolerance" for actual or threatened violence against co-workers, clients, visitors, and any other persons who are either on our premises or have contact with employees in the course of their duties. Compliance with this anti-violence policy is a condition of employment and will be evaluated together with other aspects of an employee's performance. Due to the importance of this policy, employees who violate its terms, who engage in or contribute to violent behavior, or who threaten others with violence will be subject to disciplinary action, possibly including immediate termination from employment.

A. Prohibited Behaviors:

The following examples of prohibited behavior(s) will not be tolerated and are grounds for disciplinary action up to and including termination:

- ✓ The carrying of firearms, explosive devices, knifes or cutting devices other than those customarily used in the performance of an employee's job duties is prohibited.
- ✓ Threats of physical harm either implicit or implied are prohibited.
- ✓ Intimidation which includes behavior designed to inspire fear in a reasonable person by an implied or direct threat of violence is prohibited.
- ✓ Acts of or threats of violence by any employee are strictly prohibited.
- ✓ Intimidation or threats intended to pressure a person not to report possible violations of this policy are also prohibited.

Similarly acts or threats of violence by non-employees against employees of COMPANY NAME, will not be tolerated and appropriate action will be taken.

B. Identifying Potentially Violent Situations

If you ever have concerns about a situation which may turn violent, alert any manager immediately. It is better to err on the side of safety than to risk having a situation escalate.

The following are warning indicators of potential workplace violence which must be reported to management:

- ✓ Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior.
- ✓ Numerous conflicts with customers, co-workers, or managers.
- ✓ Bringing a weapon to the workplace (unless necessary for the job), making inappropriate references to guns, or making idle threats about using a weapon to harm someone.
- ✓ Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides.
- ✓ Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide.
- ✓ Direct or veiled threats of harm.

- ✓ Substance abuse.
- ✓ Extreme changes in normal behaviors.

C. Reporting

Each verbal or physical threat of violence must be treated seriously and reported immediately to your manager. Where a violation of this policy is found, appropriate corrective action will be taken. In situations where you become aware of an imminent act of violence, a threat of imminent violence, or actual violence, emergency assistance should be sought immediately. Employees can report violations of this policy and raise any questions regarding their obligations under this policy without fear of reprisal of any kind.

- ✓ Please report any information related to the prohibited behavior listed above.
- ✓ Please report if you feel threatened or under threat by any other Company employee, vendor or customer.
- ✓ Please report if you have heard of or witnessed another employee feeling threatened or being threatened by any other Company employee, vendor or customer.
- ✓ Please report any work areas where you feel a lack of adequate lighting is a security concern.
- ✓ Please also report immediately if a perceived lack of security is preventing you from being able to do your job.

This policy is also intended to promote workplace security by addressing situations in which outsiders come onto the property. Be aware of persons loitering on the property for no apparent reason. Immediately notify your manager and/or the TITLE or the police department when unknown persons are acting in a suspicious manner on or around the property. Immediately notify your manager when any keys or security passes are lost or misplaced. Promptly report to your manager all incidents occurring on the property so that appropriate action can be taken.

Do not enter an area where you feel under threat or where lack of lighting causes you concern. Your security is paramount. Never put yourself in a dangerous situation. Report any security concerns you have to management.

If a security situation arises that causes you to feel that you, other employees or our customers are in imminent danger call 911.

D. Robbery

Our number one priority is the safety of our employees and customers. If being robbed while at the office or any other location while on work time, follow the below guidelines:

1. Stay calm.
2. Do not resist. Do nothing that will put you or others at risk.
3. Do not argue.
4. Obey the robber's orders.
    - ✓ Let the robber know that you intend to obey.
    - ✓ If you are not sure of what the robber is telling you to do, ask.
5. Give the robber the money and/or items demanded.
6. Do not make any sudden moves. If you must reach for something or move, tell the robber what to expect.
7. Do nothing that will agitate, threaten, surprise, or startle the robber.
8. Do not chase or follow the robber. (This includes customers who walk out without paying.)
9. Focus on remembering details about the individual:
    - ✓ Hair color and length
    - ✓ Age, height, weight and voice
    - ✓ Clothing
    - ✓ Distinguishing marks; e.g., tattoos, scars
    - ✓ Noticeable traits; e.g., limp, accent, glasses, left or right-handed
    - ✓ What did he/she touch so you can preserve it for fingerprints?
    - ✓ Do not touch anything that may have fingerprints
10. Call the police. Do not hang up until they tell you to do so.

SUBSTANCE ABUSE CONTROL POLICY AND PROCEDURE

It is the intent of COMPANY NAME to promote a safe, healthy and productive work environment for all employees. The Company recognizes that the illegal and/or excessive use of drugs and/or alcohol is not conducive to safe working conditions. It is the objective of the Company to have a workforce that is free from the influence of controlled substances (illegal drugs) and alcohol during work hours and at all times on Company premises. The term "Company premises" includes all property, facilities, land, buildings, structures, automobiles, trucks and all other vehicles, whether owned, leased or used by the Company or its affiliates or subsidiaries.

Purpose of Policy

The purposes of this policy are:

- ✓ To establish and maintain a safe, healthy working environment for all employees;
- ✓ To ensure the sound reputation of the Company and its employees within the community and the industry;
- ✓ To reduce the number of injuries to persons or property; and
- ✓ To reduce absenteeism and tardiness and to improve productivity.

Policy

The following rules represent the Company's policy concerning substance abuse:

- ✓ The unlawful possession, manufacturing, distribution, dispensation or use of any controlled substance is inconsistent with the Company's objective of operating in a safe and efficient manner and is strictly prohibited. Accordingly, no employee shall engage in the unlawful possession, manufacture, distribution, dispensation or use of any controlled substance (illegal drug) during working hours or at any time on Company premises. No employee shall report to work or continue to work while under the influence of any drug whose manufacture, sale, dispensation, distribution, use or possession is unlawful.

- ✓ No employee shall use or have in his or her possession on Company premises any prescription medication other than medications currently prescribed by a physician for the employee.

- ✓ The consumption of alcoholic beverages by employees engaged in the operation or maintenance of Company equipment and/or facilities is inconsistent with the objective of operating in a safe and efficient manner. Accordingly, no employee shall use or possess alcoholic beverages on Company premises or during working hours except with the prior written authorization of the TITLE of Company. No employee shall report to work or continue to work under the influence of alcoholic beverages. No alcoholic beverages shall be served at any Company function without the prior written authorization of the TITLE.

- ✓ The use of marijuana, with or without a prescription or recreational, on or in Company property, during working hours or reporting to work while under the influence of marijuana will not be tolerated.

- ✓ Lockers, desks, storage areas and Company vehicles are Company property and must be maintained according to Company standards. All such areas must be kept clean and are to be used only for work-related purposes. The Company reserves the right, at all times and without further notice, to have Company representatives conduct inspections of any or all employee lockers and other Company property for the purpose of determining if this Policy has been violated.

- ✓ All vehicles and containers, including bags, boxes, purses, lunch pails, brought onto Company premises are subject to Company inspection at any time a Company representative authorized by Company to make such a determination has a reasonable suspicion that a Company rule, policy or regulation has been violated and such an inspection is reasonably necessary in the investigation of such violation(s).

Such inspections will be conducted, to the extent reasonably possible, in a manner designed to preserve the dignity of the employee. Inspections will be done in a private area, and will be conducted by a member of the same sex. An employee who refuses to consent to such an inspection may be subject to disciplinary action up to and including termination.

Drug Testing Option

TERMINATION OF EMPLOYMENT

Resignations

Employees are encouraged to provide as much advance notice of their decision to resign as possible under the circumstances. Although employees have the same right as the Company to terminate the employment relationship at will, at any time, the Company would appreciate at _____ notice of an intention to resign wherever it is possible to do so, in order to prepare final documents and identify and train a replacement. Employees should understand, however, that circumstances may exist where the Company may exercise its right to accept a resignation immediately and to accelerate the final date of employment.

Final Pay

All employees terminated by the Company or who terminate their employment with 72 hours' previous notice of their intention to resign shall receive, at the time of termination, all wages due them, including pay for all accrued but unused vacation. Employees who voluntarily discontinue their employment without giving the Company advance notice of at least 72 hours will be paid all wages and vacation entitlement due to them as soon as possible and in no case later than 72 hours after the time of notice of termination. Employees who do not report to work or contact their direct manager for _____ consecutive days on which they are scheduled to work will be considered to have abandoned their position with the Company and will be terminated. Final pay will be available to be picked up at the work location unless the employee requests in writing that the final paycheck be mailed to an address designated by the employee.

Exit Interview

The Company may schedule an exit interview with each employee who leaves the Company, regardless of the reason. At the time of the interview, employees are expected to return all Company property in their possession, including keys, vehicles, handbooks, uniforms, credit cards, tools and other equipment.

Discrimination, Harassment and Retaliation Prevention Policy Acknowledgment

I, _____ [Employee], hereby acknowledge that I have received a copy of the Company's Discrimination, Harassment and Retaliation Prevention Policy, have read it, understand it, and agree to abide by it.

Dated: _____ By: _____
Employee

Electronic Communications Policy Acknowledgement

I, _____ [Employee], hereby acknowledge that I have received a copy of the Company's Electronic Communications Policy (contained in the Company's Employee Handbook) which I have read, understood, and agree to abide by. Accordingly, I understand that the electronic equipment provided to me by the Company remains the property of the Company at all times. I further acknowledge that the Company has the right to inspect any workplace technology at any time without notice. I also expressly consent to any such search.

Dated: _____ By: _____
Employee

Workplace Security and Anti-Violence Policy Acknowledgement

I, _____ [Employee], hereby acknowledge that I have received a copy of the Workplace Security and Anti-Violence Policy, have read it, understand it, and agree to abide by it.

Dated: _____ By: _____
Employee

Substance Abuse Control Policy and Procedure Acknowledgment

I, _____ [Employee], hereby acknowledge that I have received a copy of the Company's Substance Abuse Control Policy and Procedure, have read it, understand it, and agree to abide by it.

Dated: _____ By: _____
Employee

Employee Handbook & Employment-At-Will Acknowledgement

This Employee Handbook was designed to help you understand the policies and procedures of the Company. We want you to enjoy a rewarding experience with us and your fellow employees. If you have any questions regarding anything about the Company, please feel free to contact the TITLE.

The material contained herein reflects the policies and practices in effect at the time this handbook was published. It replaces and supersedes all prior employee handbooks. You are expected to know and follow these policies and procedures. Please acknowledge your receipt of this handbook within five (5) working days by detaching this page and returning it signed to the TITLE.

I _____ (Print Your Name) have received, read, and understand the Company's Employee Handbook. I understand that my continued employment is contingent upon my adhering to the policies and procedures contained in the handbook. If I should need clarification of these policies, I will contact the TITLE with my questions. I also understand that both the Company and I reserve the right to terminate my employment at will unless specifically modified by written agreement and signed by the President of the Company. This handbook is not intended to represent any binding employment contract. The Company specifically retains the right to depart from and/or modify these policies by written notice to its employees.

I further understand that nothing in this handbook is intended to unlawfully restrict my right to engage in any rights contained in Section 7 of the National Labor Relations Act as further addressed in the Employee Handbook policy contained in the Introduction section of this employee handbook.

_____ _____
Employee Signature Date