

**Personnel Management
Solutions, Inc.**
United American Payroll

Employee Handbook

December 2018

Table of Contents

Policy

INTRODUCTION

020 Employee Welcome Message	3
060 Customer Relations	4

EMPLOYMENT

101 Nature of Employment.....	5
102 Employee Relations	5
103 Equal Employment Opportunity	5
104 Business Ethics and Conduct	6
105 Hiring of Relatives	6
106 Employee Medical Examinations	6
107 Immigration Law Compliance	7
108 Conflicts of Interest	7
110 Outside Employment	8
112 Non-Disclosure	8
114 Disability Accommodation	9
116 Job Posting	9
181 Social Security Privacy Policy.....	10
182 Employee Records Confidentiality	11
184 Document Retention	12

EMPLOYMENT STATUS & RECORDS

201 Employment Categories.....	13
202 Access to Personnel Files	13
203 Employment Reference Checks.....	14
204 Personnel Data Changes	14
208 Employment Applications	14
209 Performance Evaluation.....	14
212 Salary Administration	15

EMPLOYEE BENEFIT PROGRAMS

302 Client Benefits	15
306 Workers' Compensation Insurance	15
308 Time Off to Vote.....	16
309 Bereavement Leave.....	16
311 Jury Duty	16
312 Witness Duty	16
320 401(k) Savings Plan	17
326 Flexible Spending Account (FSA).....	17

TIMEKEEPING/PAYROLL

401 Timekeeping	17
403 Paydays	18
405 Employment Termination	18
408 Pay Advances.....	19
409 Administrative Pay Corrections.....	19
410 Pay Deductions and Setoffs	19

WORK CONDITIONS & HOURS

501 Safety 19
502 Work Schedules 20
503 Assignment Completion 20
504 Use of Telephones 20
505 Smoking 20
507 Overtime 20
508 Use of Equipment 21
514 Visitors in the Workplace 21
516 Computer and E-mail Usage 21
517 Internet Usage 22
518 Workplace Monitoring 23
522 Workplace Violence Prevention 23
588 Workplace Civility 24

LEAVES OF ABSENCE

605 Military Leave 24

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701 Employee Conduct and Work Rules 25
702 Drug and Alcohol Use and Testing 26
703 Sexual and Other Unlawful Harassment 26
704 Attendance and Punctuality 27
705 Professional Appearance 27
706 Return of Property 28
708 Resignation 28
710 Security Inspections 28
712 Solicitation 29
716 Progressive Discipline 29
722 Workplace Etiquette 30

MISCELLANEOUS

806 Suggestion Program 30

Welcome!

Personnel Management Solutions, Inc. (PMSI) or “The Company” has teamed up with United American Payroll (UAP) for the purpose of issuing payroll checks and providing other benefits. Throughout this handbook, both Personnel Management Solutions and UAP will be jointly referred to as "The Company".

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with The Company. This handbook supersedes all previous policies.

Throughout this handbook, we will refer to the Payroll Department, the Human Resources Department, the Benefits Department and Executive Management. All concerns regarding the Payroll Department, the Human Resources Department, and the Benefits Department can be directed to UAP at (586) 468-3300. All concerns regarding Executive Management should be directed to Personnel Management Solutions at (248) 269-5600.

Sincerely,

Personnel Management Solutions, Inc. and UAP Management

060 Customer Relations

Customers are among our organization's most valuable assets. Every employee represents The Company to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of The Company. Positive customer relations not only enhance the public's perception or image of The Company, but also pay off in greater customer loyalty and increased sales and profit.

101 Nature of Employment

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with The Company.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor The Company is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, The Company reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the Chief Executive Officer of The Company.

102 Employee Relations

The Company believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that The Company amply demonstrates its commitment to employees by responding effectively to employee concerns.

103 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Company will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran status, genetic information, pregnancy or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

In addition to a commitment to provide equal employment opportunities to all qualified individuals, The Company has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be

engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104 Business Ethics and Conduct

The successful business operation and reputation of The Company is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of The Company is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to The Company, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

The Company will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Company employee.

105 Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Although The Company has no prohibition against employing relatives of current employees with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, The Company will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

106 Employee Medical Examinations

To help ensure that employees are able to perform their duties safely, medical examinations may be required.

After an offer has been made to an applicant entering a designated job category, a medical examination will be performed at The Company's expense by a health professional of The Company's choice. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

107 Immigration Law Compliance

The Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, 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. Former employees who are rehired must also complete the form if they have not completed an I-9 with The Company within the past three years, or if their previous I-9 is no longer valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

108 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which The Company wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Human Resources Department for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of The Company. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of The Company's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative

that they disclose to an officer of The Company as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which The Company does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving The Company. Violations of this policy may result in disciplinary action, up to and including termination of employment.

110 Outside Employment

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with The Company. All employees will be judged by the same performance standards and will be subject to The Company's scheduling demands, regardless of any existing outside work requirements.

If The Company determines that an employee's outside work interferes with performance or the ability to meet the requirements of The Company as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with The Company.

Outside employment will present a conflict of interest if it has an adverse impact on The Company.

112 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of The Company. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Computer processes
- Computer programs and codes
- Customer lists
- Customer preferences
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

114 Disability Accommodation

The Company is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions, provided that the accommodation does not cause The Company undue hardship. Employee must notify management of any requested accommodations within 182 days of the required accommodation. Information gained by management and supervisors will remain confidential. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

The Company is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. The Company will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

116 Job Posting

The Company provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although The Company reserves its discretionary right to not post a particular opening.

Job openings will be posted in the e-mail system and normally remain open for 5 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 365 calendar days in their current position. Employees who have a recent written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the Office Manager listing job-related skills and accomplishments. It should also describe how their current experience with The Company and prior work experience and/or education qualifies them for the position.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

181 Social Security Privacy Policy

The purpose of this policy is to:

- Ensure to the extent practicable the confidentiality of social security numbers.
- Prohibit unlawful disclosure of social security numbers.
- Limit those who access information or documents that contain social security numbers.
- Provide a method to properly dispose and/or distribute documents containing social security numbers.
- Provide penalties for violation of the privacy policy.

It is the policy of the company to protect the confidentiality of social security numbers obtained in the ordinary course of business from employees, vendors, contractors, customers or others. No person shall knowingly obtain, store, transfer, use, disclose, distribute or dispose of a social security number that The Company obtains or possesses except in accordance with the Act and this Privacy Policy.

The Company will collect social security numbers only when required or authorized by state or federal law, rule or regulation, by court order or pursuant to legal discovery or process, or as otherwise permitted for legitimate reasons consistent with this policy.

Authorized reasons for collection of social security numbers include, but are not limited to:

- Pre-employment background checks
- Verification of employee eligibility for employment
- New hire reporting
- Enrollment in employee benefit plans
- Federal and state tax reporting and income withholding purposes

All or more than four sequential digits of a social security number shall not be placed on identification cards, badges, time cards, employee rosters, bulletin boards, permits, licenses, account number or any other materials or documents designed for public display. Documents, materials or computer screens that display all or more than four sequential digits of a social security number shall be kept out of public view at all times.

All or more than four sequential digits of a social security number shall not be used or transmitted on the Internet or on a computer system or network unless the connection is security or the transmission is encrypted.

Documents containing all or more than four sequential digits or a social security number shall only be sent in cases where state or federal law, rule, regulation, or court order or rule authorizes, permits or requires a social security number to appear in the document. Documents containing all or more than four sequential digits of a social security number, that are sent through the mail, shall not reveal the number through the envelope window or otherwise be visible from outside the envelope or package.

Where all or more than four sequential digits of a social security number are contained within a document subject to release under the Freedom of Information Act, the social security number shall be redacted or otherwise rendered unreadable before the document or copy of a document is released or distributed.

All documents containing all or more than four sequential digits of a social security number shall be stored in a physically secure manner. Social security numbers shall not be stored on computers or other electronic devices that are not secured against unauthorized access.

Only personnel with legitimate business reasons shall have access to records containing social security numbers. Personnel using records containing social security numbers must take appropriate steps to secure such records, including periods when such records are not in immediate use.

Documents containing all or more than four digits of a social security number will be retained in accordance with requirements of state or federal law. At such time as documents containing social security numbers may be disposed of, such disposal shall be accomplished in a manner that protects the confidentiality of the social security numbers, such as shredding.

The Company shall take reasonable measures to enforce this Privacy Policy and to prevent violation of the same. Any employee who knowingly obtains, uses, distributes and/or discloses social security numbers for unlawful purposes, purposes contrary to this Privacy Policy, or in violation of the Act, shall be subject to disciplinary action up to and including termination of employment. Additionally, as certain violations of the Act carry criminal and/or civil sanctions, The Company will cooperate with appropriate agencies in the prosecution or pursuit of any person who knowingly obtains, uses or discloses social security numbers through The Company for unlawful purposes.

182 Employee Records Confidentiality

The Company is dedicated to safeguarding personal employee and client information. The Company takes every measure necessary to ensure the confidentiality of this information. Additionally, The Company will only collect personal and client information that is required to conduct business operations and to comply with government reporting and disclosure requirements.

Personal and client information collected by The Company includes employee names, addresses, telephone numbers, e-mail addresses, emergency contact information, EEO data, social security numbers, dates of birth, employment eligibility data, benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked, segregated areas and are not used by The Company in the course of its business operations.

Personal employee and client information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Personal employee and client information used in business system applications will be safeguarded under company proprietary electronic transmission and intranet policies and security systems. Participants in company benefit plans should be aware that personal information will be shared with plan providers as required for their claims handling or record keeping needs.

Company-assigned information, which may include organizational charts, department titles and staff charts, job titles, department budgets, company coding and recording systems, telephone directories, e-

mail lists, company facility or location information and addresses, is considered by The Company to be proprietary company information to be used for internal purposes only. The Company maintains the right to communicate and distribute such company information as it deems necessary to conduct business operations.

If an employee becomes aware of a material breach in maintaining the confidentiality of his or her personal information or, or that of another employee or client, the employee should report the incident to a representative of the Human Resources department. The Human Resources department has the responsibility to investigate the incident and take corrective action. Please be aware that a standard of reasonableness will apply in these circumstances. Examples of the release of personal employee information that will not be considered a breach include the following:

Release of partial employee birth dates, i.e., day and month is not considered confidential and will be shared with department heads who elect to recognize employees on such dates.

Personal telephone numbers or e-mail addresses may be distributed to department head in order to facilitate company work schedules or business operations.

Employee identifier information used in salary or budget planning, review processes and for timekeeping purposes will be shared with department heads.

Employees' company anniversary or service recognition information will be distributed to appropriate department heads periodically.

Employee and dependent information may be distributed in accordance with open enrollment processes for periodic benefit plan changes or periodic benefits statement updates.

Our clients and other parties with whom we do business entrust us with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a--need to know. If there is a question of whether certain information is considered confidential, the employee should first check with the Human Resources department.

This policy is intended to alert employees of the need for discretion at all times and is not intended to inhibit normal business communications.

184 Document Retention

The corporate records of The Company are important assets. Corporate records include essentially all records you produce as an employee, whether paper or electronic. All documents generated and received are property of The Company. All employees who create or receive documents must comply with this policy.

The Company is required by law to maintain certain types of corporate records for specified periods of time. Failure to retain records for the minimum amount of time required by law could subject the employee and The Company to penalties and fines, obstruct justice, spoil potential evidence for a lawsuit, place The Company in contempt of court, or seriously disadvantage The Company in litigation. The Company maintains all documents as required by law. Backups are stored to ensure document retention.

Employees are expected to comply with this policy. Employees are not permitted to destroy or discard of The Company documentation without approval from Executive Management. If you believe, or The Company informs you, that The Company records are relevant to litigation, or potential litigation, then you must preserve those records until The Company determines and notifies you the records are no longer needed.

If you believe this exception may apply, or have any questions regarding the possible application of this exception, please contact the Human Resources Department. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment and/or legal action. Any questions or concerns regarding this policy can be directed to Executive Management.

201 Employment Categories

It is the intent of The Company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and The Company.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by The Company management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary status and who are regularly scheduled to work The Company's full-time, 40 hour schedule. Generally, they are eligible for The Company's benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary status and who are regularly scheduled to work less than 40 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of The Company's other benefit programs.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. Temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security).

202 Access to Personnel Files

The Company maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of The Company, and access to the information they contain is restricted. Generally, only supervisors and management personnel of The Company who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Department. With reasonable advance written notice, employees may review their own personnel files in The Company's offices and in the presence of an individual appointed by The Company to maintain the files.

203 Employment Reference Checks

The Company will respond only to written reference check inquiries from other employers that include written authorization from the former employee to release their employment information. Responses to such inquiries will confirm only dates of employment; position(s) held and wage information, if requested.

204 Personnel Data Changes

It is the responsibility of each employee to promptly notify The Company of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Payroll Department.

208 Employment Applications

The Company relies upon the accuracy of information contained in the employment application, as well as 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 the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In processing employment applications, The Company may obtain a consumer credit report for employment purposes only concerning credit worthiness, credit standing, and credit capacity. If The Company takes an adverse employment action based in whole or in part on the consumer credit report, a copy of the report and a summary of your rights under the Fair Credit Reporting Act will be provided as well as any other documents required by law.

209 Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations may be conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

212 Salary Administration

The salary administration program at The Company was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, The Company is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. The Company periodically reviews its salary administration program and restructures it as necessary.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Office Manager is also available to answer specific questions about the salary administration program.

302 Client Benefits

Employees are employed by The Company only, and are not employees, co-employees, or joint employees of any client of The Company. The Company cannot and does not guarantee a specific number of assignments or a fixed duration of any particular assignment.

Employees are solely an employee of The Company and are only eligible for employee benefits offered by The Company. Benefit plans may be amended from time-to-time, and eligibility is subject to the requirements of these plans.

Employees are not eligible for or entitled to participate in any benefit plan offered by clients of The Company, regardless of the length of employee's assignment. Employees should contact The Company's Main Office for all questions regarding available benefits and eligibility.

306 Workers' Compensation Insurance

The Company provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. All information gained from workplace injuries will remain confidential. This will enable an eligible employee to qualify for coverage as quickly as possible. Failure to report a work related injury may result in disciplinary action, up to and including termination of employment and may affect your ability to obtain workers' compensation benefits. Employees must also complete a report of injury before the employee leaves work the day of the accident.

Neither The Company nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by The Company.

308 Time Off to Vote

The Company encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule.

Employees should request unpaid time off to vote from their supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

309 Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Unpaid time off will be granted to allow the employee to attend the funeral and make any necessary arrangements associated with the death.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees must provide a funeral program as verification for their absence.

311 Jury Duty

The Company encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either The Company or the employee may request an excuse from jury duty if, in The Company's judgment, the employee's absence would create serious operational difficulties.

312 Witness Duty

The Company encourages employees to appear in court for witness duty when subpoenaed to do so.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than The Company.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

320 401(k) Savings Plan

The Company has established a 401(k) savings plan to provide employees the potential for future financial security for retirement.

To be eligible to join the 401(k) savings plan, you must complete 12 consecutive months of service and be 21 years of age or older. You may join the plan only during open enrollment periods. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible employees. Contact the Benefits Department for more information about the 401(k) plan.

326 Flexible Spending Account (FSA)

The Company provides a Flexible Spending Account (FSA) program that allows employees to have pre-tax dollars deducted from their salaries to pay for eligible out-of-pocket expenses. The pre-tax contributions made to the FSA can be used to pay for predictable non-reimbursed health care expenses and dependent care expenses during the plan year. Through the FSA program, you can reduce your taxable income without reducing your real income, so that you can keep more of the money you earn. Regular full-time employees are eligible to participate in the Flexible Spending Account program.

Participation in the Health Care and/or Dependent Care FSA is optional and determined on an annual basis for the plan year. You must enroll for each plan year. You determine how much to contribute to the account, up to a specified maximum, based on anticipated expenses during the plan year. You may contribute up to a maximum of 3,000 dollars each year for your Health Care FSA. The maximum contribution for your Dependent Care FSA is 5,000 dollars per year. Contributions are directed to the account through salary reduction on a pre-tax basis. This tax-free money is then available to you for reimbursement of out-of-pocket expenses. Since the amounts that remain in the account at the end of the plan year are forfeited, you should take care not to over-fund your account.

Contact the Benefits Department for more information on the Flexible Spending Account program and to obtain enrollment and reimbursement forms and worksheets with examples of reimbursable and non-reimbursable expenses.

401 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require The Company to keep an accurate record of time worked in order to calculate employee pay

and benefits. Time worked is all the time actually spent on the job performing assigned duties. Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

403 Paydays

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a holiday, employees will be paid on the first day of work following the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to The Company. Employees will receive an itemized statement of wages when The Company makes direct deposits.

405 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

Since employment with The Company is based on mutual consent, both the employee and The Company have the right to terminate employment at will, with or without cause, at any time.

408 Pay Advances

In the event of a personal emergency, employees may submit a written request for a pay advance to their supervisor or manager, indicating the nature of the emergency involved. The supervisor or manager will evaluate the request and determine whether a pay advance can be granted.

409 Administrative Pay Corrections

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Payroll Department so that corrections can be made as quickly as possible.

410 Pay Deductions and Setoffs

The law requires that The Company make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The Company also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." The Company matches the amount of Social Security taxes paid by each employee.

The Company offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by The Company, usually to help pay off a debt or obligation to The Company or others.

If you have questions concerning why deductions were made from your pay check or how they were calculated, The Company can assist in having your questions answered.

501 Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, The Company has established a workplace safety program. This program is a top priority for The Company. Its success depends on the alertness and personal commitment of all.

The Company provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination

of employment. Employees who fail to report work related injuries may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Work Schedules

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

503 Assignment Completion

Within seven days of the completion of any assignment, it is the duty of all employees to notify The Company that the assignment has ended and he or she is available for employment. Failure to provide The Company with notice of completion of an assignment within seven days will constitute a voluntary quit that will affect eligibility for unemployment compensation.

504 Use of Telephones

Employees may be required to reimburse The Company for any charges resulting from their personal use of the telephone.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

505 Smoking

In keeping with The Company's intent to provide a safe and healthful work environment, smoking, including vaporized nicotine and e-cigarettes, in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail. Violations of this policy may result in disciplinary action, up to and including termination of employment.

507 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. Management also reserves the right to require employees to work overtime. When possible, advance notification of these mandatory assignments will be provided. All

overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

508 Use of Equipment

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

514 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at The Company and the clients of the company, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter The Company at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on The Company's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

516 Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are company property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

The Company strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, The Company prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

The Company purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, The Company does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. The Company prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Office Manager or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by The Company to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of The Company and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of The Company. As such, The Company reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Abuse of the Internet access provided by The Company in violation of law or The Company policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

518 Workplace Monitoring

Workplace monitoring may be conducted by The Company to ensure quality control, employee safety, security, and customer satisfaction.

Computers furnished to employees are the property of The Company. As such, computer usage and files may be monitored or accessed.

The Company may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because The Company is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

522 Workplace Violence Prevention

The Company is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, The Company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of The Company without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, The Company may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Company encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Office Manager before the situation escalates into potential violence. The Company is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

588 Workplace Civility

Employees at all levels of the business are expected to treat each other with respect. The success of the business depends on cooperation and teamwork among all employees.

Employees are expected to refrain from fighting, horseplay, or other conduct that may be dangerous to others. Such behavior can include oral or written statements, gestures or expressions that communicate a direct or indirect threat of physical harm. Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. In addition, this prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from The Company's premises.

Please do NOT ignore violent, threatening, harassing, intimidating or other disruptive behavior. If you see or hear a commotion or disturbance near your work area, do not try to intercede or see what is happening. If you observe or experience such behavior by anyone on the premises, whether he or she is an employee or not, report it immediately to Executive Management.

The Company will promptly and thoroughly investigate all reports and protect the identity of the individual making the report as much as is practical. All incident reports will be taken seriously and will be handled appropriately. Individuals who violate The Company's civility policy may be removed from the premises and may be subject to disciplinary action, criminal penalties or both.

605 Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). The leave will be unpaid. Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in

accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Department for more information or questions about military leave.

701 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, The Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Failure to adhere to the company's established work procedures
- Theft or inappropriate removal or possession of property
- Failure to maintain a positive work atmosphere by acting and communicating in a manner so that you can get along with customers, clients, co-workers and management.
- Failure to protect the proprietary and confidential information of The Company at all times
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Refusal to acknowledge updated company policies, employee warnings, etc.
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the work day
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Unsatisfactory performance or conduct
- Refusing to sign any formal warning that was reviewed with the employee; formal warnings must be acknowledged regardless of whether the employee agrees or disagrees with the warning

Employment with The Company is at the mutual consent of The Company and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702 Drug and Alcohol Use and Testing

It is The Company's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on The Company's premises and while conducting business-related activities off The Company's premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Any current employee under the suspicion of illicit or illegal use of drugs and/or alcohol will be required to submit to a drug or alcohol test immediately upon management request. New employees may also be required to submit to a drug and/or alcohol test prior to beginning work with The Company.

If there is reasonable suspicion to believe that an employee is under the influence of alcohol or a controlled substance while at work, is found in possession of drugs or alcohol while at work, or is avoiding medical attention following an injury to avoid being tested, the employee will be tested for drugs and/or alcohol. If there is reasonable suspicion that a work-related accident or injury was directly caused by drug or alcohol use, the employee will be tested. If an employee is required to take such a test, transportation to and from the testing site will be arranged. Additionally an employee tested under suspicion may be suspended without pay until the test results are complete.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

703 Sexual and Other Unlawful Harassment

The Company is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to discipline, up to and including termination.

704 Attendance and Punctuality

To maintain a safe and productive work environment, The Company expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on The Company. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor at the Client Company and PMSI management as soon as possible in advance of the anticipated tardiness or absence. Additionally, if an employee fails to call or show up for a scheduled shift for three consecutive days this will be considered willful and wanton disregard of employer interest/job abandonment and termination papers will be processed to reflect this.

If employees will be late or absent for a scheduled shift they are required to contact their direct supervisor at the Client Company and PMSI management immediately. Employees must *Speak* with their direct supervisor at the Client Company and PMSI management; leaving a message or speaking with someone who is not your direct supervisor is not proper notification and will not be counted as notice of absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

705 Professional Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image The Company presents to the community.

During business hours or when representing The Company, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed and groomed. Under such circumstances, non-exempt employees will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

706 Return of Property

Employees are responsible for all Company property, materials, or written information issued to them or in their possession or control. All Company property must be returned by employees on or before their last day of work. Where permitted by applicable laws, The Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The Company may also take all action deemed appropriate to recover or protect its property.

708 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with The Company. Although advance notice is not required, The Company requests at least two weeks' written resignation notice from all employees.

710 Security Inspections

The Company wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, The Company prohibits the possession, transfer, sale, or use of such materials on its premises. The Company requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of The Company. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of The Company at any time, either with or without prior notice.

The Company likewise wishes to discourage theft or unauthorized possession of the property of employees, The Company, visitors, and customers. To facilitate enforcement of this policy, The Company or its representative may inspect not only desks and lockers but also persons entering and/or leaving the

premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto The Company's premises.

712 Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by The Company may not solicit or distribute literature in the workplace at any time for any purpose.

The Company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organization communications on such items as an Affirmative Action statement.

716 Progressive Discipline

The purpose of this policy is to state The Company's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. The Company's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with The Company is based on mutual consent and both the employee and The Company have the right to terminate employment at will, with or without cause or advance notice, The Company may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

The Company recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

It is standard procedure for employees to sign the front of any formal warning form presented to them for disciplinary purposes in order to acknowledge that the warning was reviewed with the employee. The warning will be added to the employee's personnel record with The Company. When presented with their warning, the employee must sign the front of the form regardless of whether they agree or disagree with

the warning. If the employee disagrees with their warning, they must still sign their warning but will be given the opportunity to write an explanation of why they disagree with it on the back of their warning. If the employee refuses to sign their warning form, further disciplinary action may result, up to and including termination of employment.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and The Company.

722 Workplace Etiquette

The Company strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. The Company encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Human Resources Department if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Be aware of other employee's personal space
- Be courteous to other employees. Say please, thank you and excuse me.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

806 Suggestion Program

As employees of The Company, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit The Company by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making The Company a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the Office Manager and, after review, they will be forwarded to the Suggestion Committee. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about The Company, and I understand that I should consult the Human Resources Department regarding any questions not answered in the handbook. I have entered into my employment relationship with The Company voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or The Company can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to The Company's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of The Company has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Finally, I understand that a copy of this handbook has been made available to me via download through The Company's website: **www.pmsirecruiting.com**. It is my responsibility to obtain a copy of this handbook online and to carefully review it before signing below.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

Client: PMSI

Version: December 2018