



CUSTOMIZED SERVICE CONCEPTS, LLC

EMPLOYEE HANDBOOK

Effective: 01/01/2019

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INTRODUCTION

WELCOME TO CUSTOMIZED SERVICE CONCEPTS, LLC.

We're very happy to welcome you to our company. Thank you for joining us! We want you to feel that your association with the company will be a mutually beneficial and pleasant one. You have joined an organization that has established an outstanding reputation for quality products and services. Credit for this goes to every one of our employees. We hope you too, will find satisfaction and take pride in your work here.

At CSC, our goal is to provide service to our customers that exceed their expectations. We are a small company but we will do our best to perform to a level that we can be proud of and our customers can be pleased with day in and day out. That type of commitment takes effort, desire and a sense of pride in what we do.

HANDBOOK PURPOSE

This Employee Handbook is presented as a matter of information and has been prepared to inform you about the Company's philosophy, employment practices, policies, benefits provided to you as a valued employee, as well as the conduct expected from you. While this handbook is not intended to be a book of rules and regulations, it does include some important guidelines about which you should know.

No one other than authorized management may alter or modify any of the policies in this Employee Handbook. No statement or promise by a supervisor, manager, or department head is to be interpreted as a change in policy, nor will it constitute an agreement with an employee. Except for the at-will employment provisions, the Handbook can be amended at any time. Should any provision in this Employee Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only the subject provision.

We ask that you read this guide carefully, become familiar with the Company and our policies, and refer to it whenever questions arise. This Employee Handbook will not answer every question you may have, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

EMPLOYMENT

EQUAL EMPLOYMENT

It is the established policy of Customized Service Concepts, LLC (the "Company"), to provide equal employment opportunities to all qualified persons and to administer all aspects and conditions of employment without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical or mental disability, medical condition, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local

laws. Equal employment opportunity includes, but is not limited to, employment, training, promotion, demotion, transfer, leaves of absence, and termination. The Company takes allegations of discrimination, harassment and retaliation very seriously and will promptly conduct an investigation when warranted.

AT-WILL NOTICE

This Employee Handbook, the plans, policies, and procedures described herein and the language used herein, are not intended to create, or is it to be construed to constitute, a contract between the Company and any or all of its employees. Likewise, neither is this Employee Handbook, the plans, policies and procedures described herein, nor the language used herein, intended to be or is, a guarantee or promise of employment or continuing employment.

You are not hired for any definite or specified period of time even though your wages are paid regularly. You are an at-will employee of the Company, and your employment can be terminated at any time, with or without cause and with or without prior notice. Company policy requires all employees to be hired at-will and this policy cannot be changed except by a written document signed by you and an Officer of the Company. There have been no implied or verbal agreements or promises to you that you will be discharged only under certain circumstances or after certain procedures are followed. There is no implied employment contract created by this Employee Handbook or any other Company document or written or verbal statement or policy.

IMMIGRATION LAW COMPLIANCE

All individuals hired by the Company will be required to establish and certify their identity and right to work in the United States. Each individual employed by the Company will be required to produce, within three (3) days, proof of his/her identity and eligibility to work in the United States. Each individual hired by the Company will be required to certify on the appropriate Form I-9 his / her identity and right to work in the United States.

INTRODUCTORY PERIOD

Your first 90 days of employment at the Company are considered an introductory period. This introductory period will be a time for getting to know your fellow employees, your manager and the tasks involved in your job position, as well as becoming familiar with the Company's products and services. Your manager will work closely with you to help you understand the needs and processes of your job.

This introductory period is a try-out time for both you, as an employee, and the Company, as an employer. During this introductory period, the Company will evaluate your suitability for employment, and you can evaluate the Company as well. At any time during this period, you may resign. If, during this period, your work habits, attitude, attendance, performance, or other relevant factors do not measure up to our standards, we may release you.

Please understand that completion of the introductory period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for

cause. Please also understand that completion of the introductory period does not imply that you now have a contract of employment with the Company, other than at-will. Completion of the introductory period does not alter the at-will employment relationship.

EMPLOYMENT CLASSIFICATIONS

The Company has established the following employment classifications for compensation and applicable benefit purposes only. Management will inform you of your classification, status, and responsibilities at the time of hire, re-hire, promotion, or at any time a change in status occurs. These classifications do not alter your at-will employment status.

- Regular Full-Time Employee: An employee who is scheduled to work no less than 100% of the scheduled work hours in a workweek on a regular work schedule (not fewer than 40 hours).
- Regular Part-Time Employee: An employee who is regularly scheduled to work fewer than 30 hours in a workweek.
- Exempt: Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay or compensatory time off requirements. The basic premise of exempt status is that the exempt employee is to work the hours required to meet his/her work responsibilities.
- Non-exempt: Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for overtime hours worked. Unless notified otherwise in writing by Management, all employees of the Company are non-exempt.

PERSONNEL RECORDS

The Company will maintain various employment files while you remain an employee of the Company. Examples of these files are your personnel file, your attendance file, and your I-9 file. If you should have any changes with respect to personal information, such as a change in your home address and telephone number or a change of name, you are required to notify your direct supervisor so the appropriate changes can be made in your files.

Your files have restricted access. You and Management, or its designated agents, may have access. You may review your personnel file by making a written request to Management. In the event that you wish to review your personnel file, you must do so in the presence of Management or designee.

EMPLOYEE REFERENCES

The Company makes strict provisions regarding information provided to people outside the Company for current and former employees. This information is restricted to the employment dates, positions held, and general work status in the Company for that person. This is done to protect the Company and its employees. This information will only be released by authorized management.

TRANSFERS

Management reserves its right to place you where and in whatever jobs it deems necessary. All job transfers, reassignments, promotions, or other job changes are at the discretion of the Company.

CONDUCT AND BEHAVIOR

GENERAL GUIDELINES

Orderly and efficient operation of the Company requires that employees maintain proper standards of conduct and observe certain procedures. These guidelines are provided for informational purposes only and are not intended to be all-inclusive. Nothing herein is intended or shall be construed to change or replace, in any manner, the "at-will" employment relationship between the Company and you. The Company views the following as inappropriate behavior:

- (1) Negligence, carelessness or inconsiderate treatment of Company customers and/or their matters/files.
- (2) Theft, misappropriation, or unauthorized possession or use of property, documents, records or funds belonging to the Company, or any customer or employee; removal of same from Company premises without authorization.
- (3) Divulging confidential information, of any kind, to any unauthorized person(s) or without an official need to know.
- (4) Obtaining unauthorized confidential information pertaining to customers or employees.
- (5) Changing or falsifying customer records, Company records, personnel or pay records, including time sheets without authorization.
- (6) Willfully or carelessly damaging, defacing or mishandling property of a customer, the Company or other employees.
- (7) Taking or giving bribes of any nature, or anything of value, as an inducement to obtain special treatment, to provide confidential information or to obtain a position. Acceptance of any gratuities or gifts must be reported to Management.
- (8) Entering Company premises without authorization.
- (9) Willfully or carelessly violating security, safety, or fire prevention equipment or regulations.
- (10) Unauthorized use of a personal vehicle for Company business.
- (11) Rude, discourteous, or un-business-like behavior; creating a disturbance on Company premises or creating discord with customers or fellow employees; use of abusive language.
- (12) Insubordination or refusing to follow instructions of the immediate supervisor or Management; refusal or unwillingness to accept a job assignment or to perform job requirements.
- (13) Failure to observe scheduled work hours; failure to contact your direct supervisor in the event of illness or any absence before the scheduled start of work; failure to report to work when scheduled; unauthorized or excessive use of any leave of absence.
- (14) Leaving the work site during scheduled work hours without permission; unauthorized absence from assigned work area during regularly scheduled work hours.
- (15) Sleeping or loitering during regular working hours.
- (16) Recording time for another employee or having time recorded to or by another employee.
- (17) Use or possession of intoxicating beverages or illegal use or possession of narcotics or drugs, on Company premises or reporting to work and/or operating a Company owned vehicle under the influence of intoxicants or drugs.
- (18) Unauthorized possession of a weapon on Company premises.
- (19) Gambling on Company premises.

- (20) Soliciting, collecting money, vending, and posting or distributing bills or pamphlets on Company property. These activities are closely controlled in order to prevent disruption of Company services and to avoid unauthorized implication of Company sponsorship or approval. However, this general rule is not intended to hinder or in any way curtail the rights of free speech or free expression of ideas. Therefore, such activity by employees during non-working time, including meal and rest periods, if applicable, is not restricted so long as such activity does not interfere with the orderly and regular conduct of the Company business, is lawful, in good taste, conducted in an orderly manner, and does not create safety hazards or violate general good housekeeping practices. Any person who is not an employee of the Company is prohibited from any and all forms of solicitation, collecting money, vending, and posting or distributing bills or pamphlets on Company property at all times.
- (21) Falsification of one's employment application, medical or employment history.
- (22) Unlawful or un-business-like conduct, on or off Company premises, which adversely affects the Company services, property, reputation or goodwill in the community, or interferes with work.
- (23) Unauthorized use of Company owned vehicle for personal use.

ANTI-HARASSMENT

The Company affirms its commitment to provide a work environment free from intimidation and harassment. Abuse of the dignity of anyone through ethnic, racist or sexist slurs or through other derogatory or objectionable conduct is offensive employee behavior. If you harass another employee of the Company or applicant to the Company because of race, religion, creed, color, national origin, ancestry, physical or mental disability, medical condition, marital status, sex, age, or any other protected classification, in accordance with applicable federal, state, and local laws, you will be subject to disciplinary action, including discharge. Likewise, if you feel you have been the object of harassment or intimidation based upon the aforementioned, you are to advise your direct supervisor, follow the normal open-door policy or, in the event of sexual harassment, institute the procedure indicated below.

Sexual harassment is a form of sex discrimination, which includes gender-based harassment of a person of the same sex as the harasser. It is the express policy of the Company that sexual harassment of employees or of applicants, by you or agents of the Company, is unacceptable and will not be tolerated. Unwelcome or unwanted sexual advances, requests for favors or other visual, verbal or physical conduct will be deemed sexual harassment when:

- (1) Submission to such conduct is explicitly or implicitly a condition of employment;
- (2) Submission to or rejection of such conduct is used as the basis of employment decisions; and
- (3) Such behavior has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Whether a particular action or incident is a purely personal, social relationship without a discriminatory employment effect requires a factual determination. The Company further recognizes that allegations of this type of discrimination may have serious effects on innocent women and men. Therefore, the Company has devised two procedures to process a sexual harassment complaint. First, the normal complaint procedure as set forth herein may be utilized. Second, if the employee desires confidentiality, the following procedure may be requested:

- (1) Any employee who believes he or she has been the subject of sexual harassment should report the alleged act(s) promptly within two (2) working days to a member of Management or designee, giving details as related to the complaint.
- (2) Management or designee, upon receipt of the complaint, shall take immediate and appropriate steps to investigate the complaint. Confidentiality is mandatory to the maximum extent possible.
- (3) Following the investigation of the complaint, Management or designee shall weigh the facts and determine the validity of the charge. If the complaint is determined to be valid, the offender(s) shall face immediate and appropriate disciplinary action based upon the severity of the charge. This may include written warning and/or suspension, and/or discharge. If the offender is a supervisor, he/she may be demoted. If the complaint is found invalid, the complaining party may request Step 2 of the normal complaint procedure.

COMPLAINT PROCEDURE

The Company subscribes to an open door policy. You may bring a particular complaint to your direct supervisor for resolution. When matters cannot be handled on an informal basis, the Company has established a formal procedure for a fair review of any work related controversy, dispute or misunderstanding. A complaint may be brought by one or more employees concerning any work-related problem where the complaint has not been satisfactorily resolved in an informal manner.

Step 1 - The complaint must be submitted in writing to your supervisor within three (3) working days of the incident. A written request for a meeting must be submitted simultaneously. Generally, a meeting will be held within three (3) working days of the employee's request depending upon scheduling availability. Witnesses will be allowed as necessary. If the problem is not resolved during this meeting, the supervisor will give the employee a written resolution within three (3) working days. If the employee is not satisfied, the employee may proceed to Step 2.

Step 2 - If the employee is not satisfied after Step 1, the employee may submit a written request for review of the complaint and Step 2 solution to the President. Such a request must be made within three (3) working days following the receipt of the Step 1 resolution. The President will review the complaint and proposed solution and may call a further meeting to explore the problem. The President will render the final decision within ten (10) working days after receiving the Step 2 request, assuming scheduling availability. The decision will be given to the employee in writing.

CORRECTIVE ACTION

A high level of job performance is expected of you. In the event that your job performance does not meet the standards established for your position, you should seek assistance from your direct supervisor to attain an acceptable level of performance. If you violate established Company procedures, guidelines, or exhibit behavior that violates commonly accepted standards of honesty and integrity or creates an appearance of impropriety, the Company may elect to administer disciplinary action. If you fail to respond to or fail to make positive efforts toward improvement, corrective action may ensue, including termination of employment.

It is the policy of the Company to regard discipline as an instrument for developing total job

performance rather than as punishment. Corrective action is one tool the Company may select to enhance job performance. The Company is not required to take any corrective action before making an adverse employment decision, including discharge. Corrective action may be in the form of a verbal warning, written warning and termination. The Company reserves its prerogative to discipline, and the manner and form of discipline, at its sole discretion.

COMPENSATION

PAY PERIODS

The standard workweek for the Company will begin at 12:01 a.m. Saturday and end at midnight the following Friday.

The designated pay period for hourly employees is bi-weekly. Paychecks are distributed on Friday. Except as otherwise provided, if any date of paycheck distribution falls on a holiday, you shall be paid on the preceding scheduled workday.

The designated pay period for salaried employees is bi-weekly. Paychecks are distributed on Friday. Except as otherwise provided, if any date of paycheck distribution falls on a holiday, you shall be paid on the preceding scheduled workday.

PAY ADJUSTMENTS

All pay increases are based upon merit and market factors. Your pay also may be adjusted downward. Salary decreases may take place when there is: job restructuring, job duty changes, job transfers, or adverse business economic conditions. There may not be an automatic annual cost of living or salary adjustment to reflect current economic conditions.

If you believe that an improper deduction has been made, you should immediately report this information to your direct supervisor. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

OVERTIME

CSC complies with all applicable federal and state laws with regard to payment of overtime work. Employees are required to work overtime when assigned. Any overtime you work must be authorized by Management, in advance. Working unauthorized overtime or refusal/unavailability to work overtime is subject to discipline including but not limited to termination.

Non-exempt employees will be paid time and one half the regular rate of pay for all hours worked over forty (40) in one work week. Any applicable state laws that require payment of daily overtime or overtime on weekends or days of rest will apply.

PERFORMANCE EVALUATION

On an annual basis you may receive an appraisal of your job performance. This evaluation may be either written or oral. This evaluation will occur on the anniversary date of hire.

If in this appraisal you are given an evaluation sheet or other written document, you will be required to sign it. Your signature does not necessarily indicate that you agree with all the comments, but merely that you have had the opportunity to examine the evaluation and fully discuss the contents of it with your supervisor.

In addition to the annual reviews, informal counseling sessions may be conducted from time to time.

WORK ASSIGNMENTS

In addition to specific duties that may accompany an individual's job responsibilities, each job includes "other assigned duties." From time to time, you may be required to perform duties or tasks of a fellow employee who is absent or for a position that is temporarily vacant.

MILEAGE REIMBURSEMENT

CSC will reimburse employees at the business standard mileage rate per IRS requirements for miles traveled by the employee in the employee's car while traveling to and returning from customers, meetings, etc.

BENEFITS

HOLIDAYS

A new list of the observed holidays will be distributed to employees at the beginning of each calendar year.

Eligible employees are entitled to the following holidays, as observed by the Company:

- New Year's Day (January 1st)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Thanksgiving Day (4th Thursday in November)
- Christmas Day (December 25th)
- Easter Sunday

Other days or parts of days may be designated as holidays with pay at the sole discretion of Management. No holiday pay will be paid to an employee who is on an unpaid status, on any leave or absent due to workers' compensation.

VACATION LEAVE

Eligible employees may accrue paid vacations. If applicable, employees normally working less than full time will have their accrual prorated to reflect the percentage of the full week that is worked.

Vacation begins to accrue on a pro-rata basis after six (6) months (1st week after 6 months, 2nd weeks after 12 months), and newly hired employees may begin using the accrued vacation time after six (6) months.

Employees are encouraged to take their vacation time each year. Employees' vacation time is based on a calendar year. Employees cannot carry over unused vacation time from one year to the next.

Employment Years	Vacation Earned
Year One	10 days
Year Two	10 days
Year Three	10 days
Year Four	10 days
Year Five	15 days
Year Six	15 days
Year Seven	15 days
Year Eight	15 days
Year Nine	15 days
Year Ten	15 days
Year Eleven +	15 days

Vacations provide a break beneficial to both the Company and the employee. Therefore employees are encouraged to take vacations annually.

Employees are not paid wages in lieu of unused vacation time. All accrued vacation not taken at the time an employee separates from the company will be paid upon departure when two (2) weeks' notice is given.

Vacations need to be scheduled with the appropriate manager with sufficient notice so as to not disrupt the workplace.

BEREAVEMENT LEAVE

A full-time Regular employee of the Company may request a leave of absence with pay for a

maximum of 2 day(s) following the death of an immediate family member. Immediate family is defined as: Spouse, Children, Siblings, Grand Parents, Parents and Parent In Laws.

FAMILY, MEDICAL AND PREGNANCY LEAVE

The Company complies with all state and federal regulations pertaining to leaves related to serious health conditions of family members, serious health conditions of employees and pregnancy related disabilities.

HEALTH AND WELFARE INSURANCE BENEFIT PROGRAMS

Regular full-time employees are eligible for the following benefits: Medical Insurance. Regular full-time employees become eligible to participate after 30 days.

The Company reserves the right to change or terminate health plans or any other benefits at any time. Employees who leave the Company may be eligible for group health insurance continuation based on state or federal regulations.

MILITARY LEAVE

If you are on an extended military leave of absence, you are entitled to be restored to your previously held position or similar position, if available, without loss of any rights, privileges or benefits provided you meet the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA).

An employee who is a member of the reserve corps of the armed forces of the United States or of the National Guard or the Naval Militia will be granted temporary leave of absence without pay while engaged in military duty as required by state employment law. A letter from your commanding officer is required to establish the dates of duty.

JURY SERVICE LEAVE

If you are summoned to report for jury duty, you will be granted a leave of absence when you notify and submit a copy of the original summons for jury duty to your direct supervisor. You are to report to work on any day, or portion thereof that is not actually spent in the performance of jury service. For each week of jury duty, a certificate of jury service shall be certified by the Court and filed with the Company no later than Wednesday of the following week.

During your jury duty, your leave will be paid at the difference between jury pay and regular pay.

Any compensation provided during jury duty or fees received for jury duty, including travel fees, will be in accordance with federal and state regulations.

WITNESS LEAVE

If you are requested to serve as a witness, you will be granted a witness leave for such time as it is necessary to comply with the request. You are to report to work on any day, or portion thereof that is not actually spent in the performance of serving as a witness. For each week of witness leave, a certificate of service shall be certified by the Court and filed with the Company no later than Wednesday of the following week.

Any compensation provided during witness leave or fees received for serving as a witness, including travel fees, will be in accordance with federal and state regulations.

VOTING LEAVE

Any compensation or time off provided for voting leave will be in accordance with federal and state regulations.

HEALTH, SAFETY, AND SECURITY

NON-SMOKING

Smoking is not permitted in any company buildings, facilities, work sites, or vehicles. Employees wishing to smoke should do so during their break times, outside company buildings, in designated areas, and in accordance with local ordinances.

DRUG AND ALCOHOL

The Company is dedicated to providing employees with a workplace that is free of drugs and alcohol. The Company discourages drug and alcohol abuse by its employees. The Company has a vital interest in maintaining safe and efficient working conditions for its employees. Substance abuse is incompatible with health, safety, efficiency, and success at the Company. Employees who are under the influence of a drug or alcohol on the job compromise company interests, endanger the employees own health and safety and the health and safety of others, and can cause a number of other work-related problems, including absenteeism and tardiness, substandard job performance, increased workloads for coworkers, behavior that disrupts other employees, delays in the completion of jobs, inferior quality in our products, and disruption of customer relations. Any identified possession or usage of drugs or alcohol, or being under the influence of same, during working hours may be subject to testing and/or grounds for discipline up to and including termination. Any suspected illegal drug confiscated will be turned over to the appropriate law enforcement agency.

To the extent any federal, state or local law, rule or regulation limits or prohibits the application of any provision of this policy, then to the minimum extent necessary and only for that geographical area, this policy is deemed to be amended to be in compliance.

SAFETY

In the event you become injured or witness an injury during your work hours, you are to report it immediately to the nearest available management personnel. You are to render any assistance requested

by Management. Any questions asked by law enforcement or fire officials making an investigative report should be answered giving only factual information and avoiding speculation. Liability for personal injury or property damage should never be admitted in answering an investigatory question asked by law enforcement or fire officials. You should report all nonfunctioning hazardous office equipment to your immediate supervisor.

SECURITY

It is the intent of the Company to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for customers and others with whom we do business. The Company has zero tolerance for violent acts or threats of violence.

The Company expects all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any employee or Company property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any employee who commits or threatens to commit a violent act against any person will be subject to immediate discharge.

Employees within the Company share the responsibility in identification and alleviation of threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their supervisor or Management. Management will carefully investigate all reports, and employee confidentiality will be maintained to the fullest extent possible.

WORKPLACE GUIDELINES

HOURS OF WORK

You will be given your individual work schedule upon hire. You are expected to be ready to work at your assigned area at the start of your work schedule. If your normal schedule is changed or if the Company changes its operating hours, you will be given notice to facilitate your personal planning.

REST AND MEAL PERIODS

The Company complies with all applicable federal and state with regard to payment of rest and meal breaks. You will be provided with an unpaid meal period of thirty (30) minutes.

The Company provides a supportive environment to reasonably accommodate breastfeeding employees to express their milk during work hours. The Company may require medical certification to support the intent of this policy. Discrimination and harassment of breastfeeding mothers in any form is unacceptable and will not be tolerated.

ATTENDANCE

Your attendance is a major concern of the Company. Unsatisfactory attendance, including tardiness, leaving work early, and absences, is unacceptable performance. All absences are to be arranged as far in advance as possible including vacations and time off for other reasons. If a doctor or dental appointment must be scheduled during the workday, it should be scheduled as early in the morning or as late in the afternoon as possible. You will be rated in your performance appraisal in the categories of attendance and punctuality.

You shall be at your workstation or first service call, prepared to begin work at the start of your scheduled work time or resumption of your work duties. If you are not, you will be considered tardy. Excessive tardiness constitutes unacceptable work performance. If you are tardy, your wages may be reduced by the amount of time you are tardy.

If you are ill, injured or an unexpected emergency arises which prevents you from coming to work, you must notify your direct supervisor no later than thirty (30) minutes after the start of your scheduled work day. If your supervisor is not available, you should contact a member of Management. If you are physically unable to contact the Company, you should direct another person to make the contact on your behalf.

If you become ill at work or if you wake up ill prior to the start of your day, notify your supervisor immediately. If you are unable to perform your job task, you will be either sent to a doctor or your home. CSC will provide you with 4 paid sick days per calendar year. If, during a calendar year you require more than 4 sick days, CSC will not pay you for those additional days.

If you call in absent, you are to advise the Company of your expected date of return. Management reserves the right to require proof of illness, injury or accident, including a physician's statement(s) or notice(s), for any temporary disability.

Repeated absences, excessive absences, or a pattern of absences are unacceptable job performance and will be recorded. If you are absent for three (3) consecutive days and have not provided proper notification, the Company will assume that you have abandoned your position and you may be treated as having voluntarily terminated your employment with the Company.

DRESS CODE AND APPEARANCE

The Company is a business based on the trust and goodwill it engenders from its customers. In addition to providing excellent services, customers only do business with the Company if they are also treated with courtesy, patience and appropriate deference. You are to treat all customers with the utmost courtesy. You will be evaluated in your performance appraisal in this category.

Since customers tend to think in terms of the individual employees with whom they come in contact with at the Company, the way you perform your job and treat the individual customer will determine, in part, the customer's satisfaction with the Company. A good employee will approach his/her job duties and responsibilities with a positive attitude and respect. A neat personal appearance and good grooming habits (for men regular shaving habits or neatly trimmed beards are expected) reflect

respect for yourself and your workplace.

Expensive clothing is not necessary for a well-groomed appearance. You are to wear clothing appropriate for the work environment and customer interactions.

The Company has adopted the following dress code for office staff: Men are requested to wear collared shirts and slacks; women are requested to wear slacks, pants or skirts and a blouse/shirt.

The Company has adopted the following dress code for non-office staff: All employees are required to wear company provided shirts. Employee is to provide slacks. **Jeans are not permitted at any time.**

CONFIDENTIALITY

The rule of thumb to remember is that all information gathered by, retained or generated by the Company is confidential. There shall be no disclosure of any confidential information to anyone outside the Company without the appropriate authorization.

It is your duty and responsibility to safeguard all confidential information. This includes the dissemination of information by any available means, including but not limited to telephone, fax and e-mail. When any inquiry is made regarding the confidentiality of any employee or customer, the inquiry must be forwarded to your supervisor or Management without comment on your part.

Confidential information shall be disclosed and/or discussed only on a “need to know” basis. Conversation of a confidential nature must never be held within earshot of the public or customers.

BUSINESS GIFTS

We want at all times to avoid the appearance of impropriety in the acceptance of gifts from business contacts or customers. It is the express policy of the Company that you are prohibited from, either directly or indirectly, asking, demanding, exacting, soliciting, or seeking, anything of value for yourself or for any other person or entity.

It is the express policy of the Company that you are prohibited from, either directly or indirectly, accepting, receiving, or agreeing to receive anything of value for yourself or for any other person or entity (other than your pay check from the Company) for or in connection with any transaction or business of the Company. If you are promised, offered, or given anything of value from any member, perspective member, customer, or perspective customer for or in connection with any transaction or business of the Company, you are to advise your immediate supervisor at once.

CONFLICT OF INTEREST

The Company is judged by the collective and individual performance of its officers and employees. The Company has a particular interest in preserving its reputation and the reputation of its employees for the utmost honesty and integrity. Thus, the Company holds itself and its employees to the

highest standards of lawful and ethical conduct.

Therefore, you must be very careful that your relationship with customers or vendors or other activities do not subject you or the Company to question or undue criticism. You must refrain from engaging in any activity that could be in conflict with your status as a Company employee. This includes the use of your position with the Company for personal profit or advantage or entering into transactions or relationships where it may appear you have a conflict of interest, are improperly benefiting from your affiliation with the Company, or are violating laws governing fiduciary relationships. Good judgment and common sense are to supplement these provisions to avoid even the appearance of impropriety. To the extent there is a conflict or ambiguity between permissive conduct and that which is not permitted, the latter shall have precedence.

If you question the propriety of a transaction or activity, you should seek guidance from your direct supervisor or Management. If necessary, you should seek written approval.

OUTSIDE ACTIVITIES

You may engage in outside employment or personal educational activities during non-working hours, provided that such activities do not interfere with your job performance or constitute a conflict of interest.

REPORTING IRREGULARITIES

It is the responsibility of each employee of the Company to report, immediately, any and all irregularities indicating actual or suspected existence of a loss, fraud, embezzlement or similar impairment of Company funds or property, or suspicious persons or activity. If you have actual or constructive knowledge of any irregularity and do not report it to your direct supervisor, you have engaged in unacceptable job performance subject to disciplinary action including but not limited to termination of employment.

INSPECTIONS / SEARCHES

Any items or parcels taken out of or off Company premises or property (or property controlled by the Company) are subject to inspection/search. Your desk, workstation, work area, computer terminal, memory, files, voice mails, emails, etc. are subject to inspection/search at any time. The Company may monitor any telephone conversation you have on Company owned or controlled equipment, premises or property.

You are prohibited from placing any passwords or restrictors on any document, computer or computer software without the prior authority of Management. Any password or restrictor must be revealed to and maintained by a second authorized source. Removing, changing, deleting or erasing any Company information, without the appropriate authorization, is strictly prohibited.

ELECTRONIC ASSETS

The Company recognizes that use of the Internet has many benefits for the Company and its employees. The Internet and e-mail make communication more efficient and effective. Therefore, employees are encouraged to use the Internet including social media and any future technology appropriately. Unacceptable usage of the Internet can place the Company and others at risk.

The following guidelines have been established for using the Internet and e-mail in an appropriate, ethical and professional manner:

- The Company Internet and e-mail access may not be used for transmitting, retrieving or storing of any communications of a defamatory, discriminatory or harassing nature or materials that are obscene or X-rated. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted. Harassment of any kind is prohibited.
- Disparaging, abusive, profane, or offensive language; materials that would adversely or negatively reflect upon the Company or be contrary to the Company best interests; and any illegal activities – including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the Internet or e-mail – are forbidden.
- Copyrighted materials belonging to entities other than the Company may not be transmitted by employees on the company's network. All employees obtaining access to other companies' or individual's materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only. If you find something on the Internet that may be interesting to others, do not copy it to a network drive. Instead, give the URL (uniform resource locator or "address") to the person who may be interested in the information and have that person look at it on his / her own.
- Do not use the system in a way that disrupts its use by others. This includes excessive dial-in usage, sending or receiving many large files and "spamming" (sending e-mail messages to thousands of users.)
- The Internet is full of useful programs that can be downloaded, but some of them may contain computer viruses that can extensively damage our computers. Be sure to virus-check downloaded files immediately. Instructions on how to check for viruses are available through the IT expert. Also, many browser add-on packages (called "plug-ins") are available to download. There is no guarantee that such will be compatible with other programs on the network and such may cause problems; therefore, please refrain from downloading such plug-ins.
- Each employee is responsible for the content of all text, audio or images that he/she places or sends over the company's Internet and e-mail system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else. Also, be aware that the Company's name is attached to all messages so use discretion in formulating messages.
- E-mail is not guaranteed to be private or confidential. All electronic communications are Company property. Therefore, the Company reserves the right to examine, monitor and regulate e-mail messages, directories and files, as well as Internet usage. Also, the Internet is

not secure so don't assume that others cannot read or possibly alter your messages.

- Internal and external e-mail messages are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the Company.

All company-supplied technology, including computer systems and company-related work records, belong to the Company and not the employee. The Company routinely monitors usage patterns for its e-mail and Internet communications. Although encouraged to explore the resources available on the Internet, employees should use discretion in the sites that are accessed.

Since all the computer systems and software, as well as the e-mail and Internet connection, are company-owned, all company policies are in effect at all times. Any employee who abuses the privilege of company-facilitated access to e-mail or the Internet, may be denied access to the Internet and, if appropriate, be subject to disciplinary action up to and including termination of employment

SOCIAL MEDIA

The Company recognizes that employees may have personal accounts on Facebook, Linked-In, MySpace, Twitter, Web-based email accounts such as Gmail, Hotmail and Yahoo! mail and the like, and understands that employees may elect to review those accounts during work hours and utilizing the company's electronic assets of technology, computers and internet access in the limited manner described in this policy. Personal use of social media should be reserved for break times and meal periods.

The Company therefore notifies its employees that should employees elect to log onto or access social media from the company's electronic assets of technology, computers or internet access that such employees shall have no expectation of privacy as to any information that they input or review while in contact with social media, including passwords, codes or other information that is reviewed or that enables access to the social media. Moreover, by utilizing social media via the company's electronic assets of technology, computers or internet access, employees understand that they are providing the company with access to their social media and therefore agree that an employee's actions to access social media from the company's electronic assets of technology, computers or internet access constitutes the employee's understanding that the employee has no expectation in privacy in the social media and consents that the company may access the employee's social media at the company's discretion and the company may review materials that may be resident on the social media, including passwords, text messages, tweets, email communications, pdf's, and pictures that are sent to employees or reviewed by employees on the social media.

To the extent employees are posting comments to social media outside the scope of their employment responsibilities, including an on-line forum, such as a blog, employees may not include any client or company trade secret or confidential information and may not make any statements that would give the impression that the views they have expressed are the opinions of the company. Employees should refrain from posting derogatory information about the company on any such sites and proceed with any grievances or complaints through the normal channels. Employees may not post to any on-line forums using any official company e-mail address or providing any company telephone number or extension. Employees may not utilize any of the company's logos, drawings, trademarks, copyrights or

other images or photographs of the company or typically associated with the company in conjunction with such activities.

PHONE USAGE

Company telephones and similar communication tools are to be restricted to company business calls. All employees are required to be professional and conscientious at all times when using company phones and to refrain from usage of personal cell phones, including texting and downloading of web content, unless subject to emergency situations and/or as authorized by your direct supervisor.

MOBILE PHONE USAGE

Mobile phones will be assigned by the Company, including all accessories and are tools of work and, as such are assigned solely for work requirements. You are liable for losing or damaging the phone. Any additional charges that may arise from misuse of the phone are your responsibility and will be reviewed monthly by management. Upon leaving or being terminated from the Company you are required to return the phone and all the assigned accessories to the Company in working order.

PERSONAL PROPERTY

The Company is not liable for lost, misplaced or stolen property. You should take all precautions necessary to safeguard your personal possessions. You should refrain from having your personal mail sent to the Company because mail may be automatically opened.

Your work area and any other Company property are subject to inspection/search at any time, with or without notice. Desks and work areas are to be kept as neat and organized as possible.

Radios, iPods, MP3 players, and similar music devices are permitted in the office so long as they do not disturb others. The volume should be kept at a minimum.

EMPLOYMENT SEPARATION

RESIGNATION

Non-exempt employees are requested to provide a minimum of two (2) weeks written notice of their intent to resign. Exempt employees are requested to provide a minimum of four (4) weeks written notice. Your notice of resignation to voluntarily terminate employment with the Company should be submitted to your direct supervisor or a member of Management. An exit interview may be requested.

TERMINATION

All employment with the Company is “at will” employment. This means that you have not been hired for a specified duration, but that you can terminate your employment or the Company can terminate your employment at any time, with or without cause, and with or without prior notice. Your at-will employment status can only be changed by a written agreement between you and the Company,

signed by both you and an Officer of the Company.

Upon separation of your employment you are to remove your personal possessions. Upon separation, you are not entitled to severance pay, except at the sole discretion of Management.

RETURN OF COMPANY PROPERTY

Any company property issued to employees, such as computer equipment, keys, tools, parking passes or company credit cards, must be returned to the Company at the time of termination. Employees will be responsible for any lost or damaged items.

MISCELLANEOUS

AUTOMOBILE POLICY

You are not to drive a personal vehicle for Company business unless authorized to do so. If your job requires you to operate your personal vehicle, you shall be required to submit proof of a current and valid state driver's license.

If you use your own vehicle, either by authorization or requirement, to carry out the business of the Company, you must submit a photocopy of the cover page of your insurance policy covering that vehicle as proof of that insurance. Insurance must be maintained current as a term and condition of continuing employment for that particular position.

If you are involved in an automobile (personal or Company car) accident while on Company business, you must report the accident to your direct supervisor immediately. You should request and obtain a police report and police investigation at the scene of the accident.

COMPANY AUTOMOBILE POLICY

If an employee is assigned the use of a company motor vehicle in which to carry out company business, you are required to obey all road rules and act responsibly. It is Company policy that you if drive a company vehicle at any time, you must follow these guidelines;

- Hold a current valid state Driver's License
- Keep the vehicle clean and tidy at all times
- Report any issues or accidents to management ASAP.
- Pay all speeding and parking fines
- Driving a company vehicle while under the influence of alcohol or drugs is strictly prohibited.
- Only CSC employees may drive the vehicle
- Utilize caution and good judgment when operating the vehicle and talking on a cell phone.
- Obey all state laws regarding driving and cell phone use.

- Drive with caution during bad weather conditions.
- Utilize the company gas card for business purposes only.
- If the car is used for personal use, employee is expected to replace the appropriate amount of fuel in the car used for personal miles at their own expense.
- Failure to follow these guidelines will result in a warning or may result in termination.
- CSC will cover the costs of insurance, registration, e-tag (business use only), maintenance and repairs.

PARKING

All parking is at your own risk. It is recommended that you lock your car and take other appropriate safeguards. You are not to park in areas reserved for customers or visitors.

ACKNOWLEDGEMENT

The undersigned acknowledges receipt of the Company’s Employee Handbook.

The contents of the Employee Handbook are presented as a matter of information. Except for the at-will provisions, the Handbook can be amended at any time. I agree to read the Handbook and to follow the guidelines and policies set forth in the Handbook and any amendments to the Handbook along with the other policies and procedures of the Company.

It is specifically understood and agreed that the Handbook is for informational purposes only and is not intended to create a contract, nor is it a contract, of employment or continuing employment between myself and the Company. It is further understood that neither the Handbook nor any policy of the Company is a guarantee or promise of employment or continuing employment.

I understand that I am not being hired for any definite period of time even though my wages are paid regularly. I further understand that I am an at-will employee and my employment can be terminated at any time, with or without cause and with or without prior notice either by the Company or myself. No promises or representations have been made to me that I can be disciplined or discharged from my employment with the Company only under certain circumstances or after certain events.

Company policy requires all employees to be hired at-will and this policy cannot be changed except by a written document signed by me and an appropriate officer of the Company, specifically changing my at-will employment status. I have neither been requested nor have I signed any such document.

My at-will employment status with the Company has been fully explained and I have been given an opportunity to ask any questions regarding Company policies and my at-will employment status. No representative of the Company has made any promise or other statements implying employment will be other than what has been stated above.

Date

Employee Signature

Employee Printed Name