"Devoted to improving the quality of life for people with disabilities through individualized employment services."

Employee Handbook

175 White Horse Rd W, 2nd Floor (800) 282-2208 phone
(856) 291-5079 fax
www.brooksalternative.com
Hours of Operation:
Monday through Friday 9am-5:00pm

Welcome to Brooks Alternative Agency

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with our corporation and answer many of your initial questions.

As an employee of Brooks Alternative Agency, the importance of your contribution cannot be overstated. Our goal is to provide the finest-quality services to our customers and to do so more efficiently and economically than our competitors. By satisfying our customers' needs, they will continue to do business with us and will recommend us to others.

You are an important part of this process because your work directly influences our corporation's reputation.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

Sincerely,

Sonji Brooks RN MHA MSN Ed
Director/CEO

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The Way We Work

A Word About This Handbook

This Employee Handbook contains information about the employment policies and practices of the corporation. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the corporation. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The corporation retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the corporation. This Employee

Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

Except for the policy of at-will employment, which can only be changed by the administrator or CEO of the corporation in a signed written contract, the corporation reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the administrator or CEO of the corporation. No oral statements or representations can change the provisions of the Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period.

OUR CORPORATION IS AN AT-WILL EMPLOYER.
THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR THE CORPORATION MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME. FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE CORPORATION IS AUTHORIZED TO ENTER INTO AN AGREEMENT –EXPRESS OR IMPLIED- WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE ADMINISTRATOR OR CEO OF THE CORPORATION.

This Employee Handbook refers to current benefit plans maintained by the corporation. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Total Quality Management

Our corporation is committed to Total Quality Management (TQM). We feel that not only do our customers benefit from this effort but so do our employees. All employees are expected to participate in TQM.

You are encouraged to offer ideas and/or constructive criticism. To your supervisors or managers. We also encourage you to take part in project teams or problem solving teams and cost reduction projects. Your participation in continuous improvement is essential to the success of the corporation.

Equal Employment Opportunity

Our corporation is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: veteran status, uniform service member status or any other protected class under federal, state or local law.

In New Jersey, the following are protected class: race, marital status, genetic information, color, age [over 40], religion, sex and national origin.

You may discuss equal employment opportunity related questions with the HR supervisor or any other member of management.

Life Threatening Illnesses (Employees)

Employees occasionally develop serious or life threatening illnesses. Our corporation is committed to supporting such employees' efforts to continue their normal pursuits, including working. When necessary and where required by law, the corporation will provide reasonable accommodations to otherwise qualified individuals with disabilities, including employees with serious or life threatening illnesses. All employees, including employees with serious or life threatening illnesses, must maintain acceptable performance standards.

An employee's medical information is confidential. Disclosure of employee medical information is restricted to limited situations where a manager or supervisor has a job-related reason to know it. Employees who disclose employee medical information without proper authorization will be subject to disciplinary action, up to and including discharge.

Employees with questions or concerns about life threatening illnesses are encouraged to contact their supervisor for information and referral to appropriate services and resources.

A word about our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Non-Harassment

We prohibit harassment of one employee by another employee, supervisor or third party for any reason [“protected class’] including, but not limited to: veteran status, uniform service member status or any other protected class under federal, state or local law. Harassment of third parties by our employees is also prohibited.

In New Jersey, the following are a protected class: race, marital status, genetic information, color, age [over 40], religion, sex and national origin.

The purpose of this policy is not to regulate the personal morality of employees. It is to ensure that in the workplace, no employee harasses another for any reason or in any manner. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voicemail, chat rooms, internet use or history. Text messages, pictures, images, writings, words or gestures.

While it is not easy to define precisely what harassment is, it includes: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing.

Any employee who feels that (s) he is a victim of such harassment should immediately report the matter to one of the following members of management who have been designated to receive such complaints: Sonji Brooks (215) 432-6359.If an employee makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the employee is required to report the situation to one of the members of management designated in this policy to receive complaints.

The corporation will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including discharge.

Sexual Harassment

Any type of sexual harassment is against corporate policy and may be unlawful.

We firmly prohibit sexual harassment of any employee by another employee, supervisor or third party. Harassment of third parties by our employees is also prohibited. The purpose of this policy is not to regulate the morality of employees. It is to ensure that in the workplace, no employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually-related comments. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voicemail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

Sexual harassment of an employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including discharge. There will be adverse action taken against employees who report violations of this policy in good faith or participate in the investigation of such violations.

Any employee who feels that (s)he is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

1. Any employee who believes that (s)he is a victim of sexual harassment or has been retaliated against for complaining of sexual harassment, should report the situation immediately to one of the following members of management who have been designated to receive such complaints: Sonji Brooks or Barrett Brooks at (856) 874-9303 . If an employee makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other members of management designated in this policy to receive complaints.

2. The corporation will investigate every reported incident immediately. Any employee, supervisor or agent of the corporation who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge.

3. The corporation will conduct all investigations in a discreet manner. The corporation recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all employees will continue to act responsibly.

4. The reporting employee and any employee participating in any investigation under this policy have the corporation's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

Categories of Employment

INTRODUCTORY PERIOD: Full-time, part-time regular and part-time employees are on an introductory period during their first 90 days of employment.

During this time, you will be able to determine if your new job is suitable for you and the HR supervisor will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not guarantee employment for any period of time thereafter.

FULL-TIME EMPLOYEES regularly work a 40-hour workweek.

PART-TIME REGULAR EMPLOYEES regularly work 20 hours or more each week.

PART-TIME EMPLOYEES work less than 32 hours each week.

SEASONAL EMPLOYEES perform a job for a specified time, normally less than one year.

PER DIEM EMPLOYEES do not work regularly scheduled hours, but are called in to work on an as needed basis.

In addition to the preceding categories, employees are also categorized as "exempt" or "non-exempt".

NO-EXEMPT EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.

EXEMPT EMPLOYEES - Pursuant to applicable federal and state laws, exempt employees are not entitled to overtime pay, and are not subject to certain deductions to their salary under the corporation's polices.

Upon hire, the HR supervisor will notify you of your employment classification.

Anniversary Date

The first day you report to work will be recorded in corporate records as your anniversary date. This date may be used to calculate many different corporate benefits. If you have any questions regarding your anniversary date, please see the HR supervisor.

Driver's License/Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to the HR supervisor immediately. Violations of this policy may result in immediate termination of your employment.

Certification, Licensing and Other Requirements

You will be informed by the HR supervisor if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for termination.

Immigration Reform and Control Act

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

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documents establishing identity and employment eligibility.
If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the corporation.

New Employee Orientation

Upon joining our corporation, you were given this copy of our Employee Handbook. After reading this Employee Handbook please sign the receipt page and return it to your supervisor. You will be asked to complete personnel, payroll and benefit forms.

If you lose your Employee Handbook or if it becomes damaged in any way, please notify your supervisor as soon as possible to obtain a replacement copy.

Your supervisor is responsible for the operations of your department. (S)he is a good source of information about the corporation and your job.

Your Human Resources Department

The Human Resources department acts as an information center for both employees and management. The department plays an important part in formulating and interpreting corporate policy and offers help with a variety of problems and matters that concern employees and management. Human Resources staff members are available to discuss subjects such as

employment/recruitment, benefits, employee records, safety and disciplinary problems.

The Human Resources department is open:

Monday through Friday: 9:00 a.m. to 5:00 p.m.
Lunch: 1:00 p.m. to 2:00 p.m.

Appointments may be arranged for other times.

You are encouraged to contribute suggestions or questions so the staff may be more responsive to your needs.

Suggestions and Ideas

We are always interested in your constructed ideas and suggestions for improving our operations. Your suggestions should be submitted in writing to the administrator.

After we investigate your suggestion, you will be notified whether it is feasible to be put into practice.

We believe that suggestions indicate initiative. With your approval, we will place the written suggestions in your personnel file and consider it at the time of your performance review.

Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to the coordinator so that the problem can be settled by examination and discussion of the facts. We hope that the coordinator is able to satisfactorily resolve most matters.

If you still have questions after meeting with the coordinator or if you would like further clarification on the matter, request a meeting with the HR supervisor. (S)he will review the issues and meet with you to discuss possible solutions.

Finally, if you still believe that your problem has not been fairly or fully addressed, a meeting with the administrator or CEO.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with the coordinator or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

Your Pay and progress

Recording Your Time

Non-exempt employees must record their hours on time sheets and give them to the HR coordinator by 4:00 p.m. Wednesday.

Exempt employees may be required to accurately record their time worked in accordance with federal and state wage and hour law.

All employees subject to this policy are required to accurately record all time worked.

The work week starts on Sunday and ends on Saturday.

Payday

You will be paid on Friday for the period that ends on the previous Saturday

If a payday falls on a nonworking day, employees will be paid the preceding work day.

You may pick up your paycheck after 12:00 noon from the HR representative on Friday if direct deposit wasn't chosen.

Please review your paycheck for errors. If you find a mistake, report it to the HR coordinator immediately. The HR coordinator will assist you in taking the steps necessary to correct the error.

Paycheck Deductions

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

It is the policy of the corporation that exempt (salaried) employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable. However, the corporation may make deductions from employees' salaries in a way that is permitted under federal and state wage and hour rules. Employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Thus, exempt employees may be subject to the following salary deductions, except where prohibited by state law, but only for the following reasons:

- Absences of one or more full days for personal reasons, other than sickness or disability; or
- Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences; or
- Absences of one or more full days before eligibility under such a plan, policy, or practice or after replacement compensation for such absences has been exhausted; or
- Suspensions of one or more full days for violations of safety rules of major significance; or
- Suspensions of one or more full days for violations of written workplace conduct rules, such as rules against sexual harassment and workplace violence; or
- Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an employee's full salary: or
- Any unpaid leave taken under the Family and Medical Leave Act; or
- Negative paid-time-off balances, in whole-day increments only.

If questions or concerns about any pay deductions arise, employees may discuss and resolve them with the HR coordinator.

Garnishment/Child Support

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

Direct Deposit

You have the option of receiving your pay in a payroll check or having your pay deposited into your direct deposit program.

Performance Reviews

Your performance is important to our corporation. Once each year, on or about your anniversary date, your direct supervisor will review your job progress within our corporation and help you set new job performance plans.

Our performance review program provides the basis for better understanding between you and your direct supervisor, with respect to your job performance, potential and development within the corporation.

New employees will generally be reviewed at the end of their introductory period.

Job Descriptions

The corporation maintains a job description for each position in the corporation. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see your direct supervisor.

Promotions and Transfers

We believe that career advancement is rewarding for both the employee and the corporation. We will promote qualified employees to new or vacated positions whenever possible. In addition, the HR supervisor is available to discuss transfer opportunities with you.

Job openings may be announced verbally or posted in house. I you are interested in applying for one of these positions, notify the HR supervisor and speak to the person indicated on the notice.

Pay Raises

Depending upon your performance and our corporation's profitability, adjustments in your pay may be made when there has been an improvement in our sustainment of an already good performance during the review period.

Pay Advances

Pay advances will not be granted to employees.

Overtime

There may be times when you will need to work overtime so that we may meet the needs of our customers. Non-exempt employees must have all overtime approved in advanced by the HR supervisor.

Non-exempt employees will be paid at a rate of time and one-half their regular hourly rate for hours worked in excess of 40 hours in a workweek, unless state law provides a greater benefit in which case, we will comply with the state law.

Only actual hours worked count toward computing weekly overtime.

If you have questions concerning overtime pay, check with the HR supervisor.

Reporting Time Pay

The corporation will make every effort to notify employees in advance when it is necessary to report to work. These circumstances may include inclement weather, fire, flood, power outage, lack of work, etc. In the event you report for work without being notified in advance that your services are not needed, you will be compensated in accordance with applicable state and federal wage and hour laws.

Time Away From Work and Other Benefits

Employee Benefits

Our corporation has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefits represent a hidden value of additional income to our employees.

This Employee Handbook describes the current benefit plans maintained by the corporation. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

The corporation reserves the right to modify its benefits at any time. We will keep you informed of any changes.

Holidays

Our corporation normally observes the following holidays during the year:

New Year's Day
Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas

If one of the above holidays fall on Saturday, it normally is observed on the preceding Friday. If a holiday falls on Sunday, it normally is observed on the following Monday.

Full-time employees are eligible for paid holidays after completing their introductory period.

Exempt employees will receive holiday pay in compliance with state and federal wage and hour laws.

Non-exempt employees must work their scheduled workday before and after the holiday in order to be paid for the holiday, unless they are absent with prior permission from the HR coordinator.

Paid Time Off (PTO)

Full-time employees are eligible for paid time off (PTO).

Immediately upon hire, you will accrue 0.75 days of PTO each month, up to a maximum of nine days of PTO.

After three years, you will accrue 1.17 days of PTO each month, up to a maximum of fourteen days of PTO.

After five years, and each year thereafter, you will accrue 1.58 days of PTO each month, up to a maximum of nineteen days of PTO.

Accrual ceases once you reach the maximum stated above. When you drop below this maximum amount, your normal PTO accrual rate will resume.

Exempt employees will receive sick pay in compliance with state and federal wage and hour laws.

Submit PTO requests in writing at least one month in advance to the HR coordinator. When possible, PTO requests are granted, taking into account operating requirements. Length of employment may determine priority in scheduling PTO times.

PTO can be used as vacation time, sick time or to take care of personal matters.

You may use accrued PTO to care for a child who is sick.

No more than five days of PTO to can be taken at one time. Employees with 3 years of employment may be approved for up to two weeks with special approval.

PTO should be taken in blocks of one day at a time.

Eligible employees who provide at least 2 weeks' advance notice of their resignation will be paid for accrued but unused PTO, unless state law dictates otherwise. All other employees will not be paid for accrued but unused PTO upon termination.

Jury Duty

Employees summoned for jury duty are granted an unpaid leave in order to serve.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Make arrangements with the HR coordinator as soon as you receive your summons.

We expect you to return to your job if you are excused from jury duty during your regular working hours.

Voting Leave

Our corporation believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee, whose work schedule does not provide him/her with one hour to vote while polls are open, will be granted up to one unpaid hour off in order to vote. We reserve the right to select the hours you are excused to vote.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Notify the HR coordinator of the need for voting leave as soon as possible.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued paid time off (PTO) may be used for this leave if the employee chooses. Military orders should be presented to the HR coordinator and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the corporation unless military necessity makes this impossible. You must notify the HR coordinator of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from the HR coordinator.

Witness Leave

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law. We ask that you notify the HR coordinator of the need to take witness leave as far in advance as is possible.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Bereavement Leave

Full-time employees who have completed their introductory period are eligible for three paid days for the death of an immediate family member. Members of the immediate family include spouses, domestic partners, parents, brothers, sisters, children, children of domestic partners, grandchildren, grandparents, parents-in-law and parents of domestic partners.

Full-time employees who have completed their introductory period are eligible for one paid day to attend the funeral of aunts, uncles, nieces and nephews.

Requests for bereavement leave should be made to the HR coordinator as soon as possible. Our corporation reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay.

Victims of Crime Leave

The corporation will grant reasonable and necessary leave work, without pay, to employees who are victims of a crime to attend or participate in legal proceedings pertaining to the crime. Affected employees must give the corporation reasonable notice that leave under this policy is required.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Medical Insurance

Eligible full-time employees may enroll in a single, a single plus one dependent or a family contract after completing their introductory period.

Information and enrollment forms may be obtained from the HR coordinator.

To assist you with the cost of this insurance, our corporation pays a portion of a single, a single plus one dependent or a family contract. You are responsible for paying the balance through payroll deduction.

A booklet containing the details of the plan and eligibility requirements may be obtained from the HR coordinator.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

Upon termination you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact the HR coordinator.

Section 125 Plans

Our corporation offers a pretax contribution option for employees. This employee benefit is known as a Section 125 plan.

A Section 125 plan is a benefit plan that allows you to make contributions toward premiums for medical insurance, dental insurance, vision care insurance and out-of-pocket medical expenses or dependent care expenses on a “before tax”, rather than an “after tax” basis. Your premium contributions and qualified expenses are deducted from your gross pay before income taxes and Social Security is calculated.

To participate in this plan, complete an election form and return it to the HR coordinator.

You cannot make any changes to your pretax contributions until the next open enrollment period, unless your family status changes or you become eligible for a special enrollment period due to a loss of coverage. Family status changes include marriage, divorce, death of a spouse or child, birth or adoption of a child or termination of employment of your spouse. A change in election due to a change in family status is effective the following month.

Social Security

During your employment, you and the corporation both contribute funds to the federal government to support the Social Security program. This program is

intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from the HR coordinator.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your direct supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in altering management to any condition that could lead to or contribute to an employee accident.

401(k) Qualified Retirement Plan

Our corporation provides eligible employees with a 401(k) Qualified Retirement plan which is an excellent means of long-term savings for your retirement. The corporation's contribution, if any, is determined by the employer on an annual basis. You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the HR coordinator. In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have questions regarding this plan, see the plan administrator.

On the Job

Attendance and Punctuality

Attendance and punctuality are important factors for your success within our corporation. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late for work or absent, notify the HR coordinator as far in advance as is feasible under the circumstances, or at least three hours before the start of your workday.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible.

If you are absent for three days without notifying the corporation, it is assumed that you have voluntarily abandoned your position with the corporation, and you will be removed from the payroll.

Business Hours

Because of the nature of our business, your work schedule may vary depending on your job. Our normal business hours are 9:00 a.m. to 5:00 p.m., Monday through Friday. Check with the HR coordinator if you have questions about your hours of work.

Meal Time

A 30-minute, unpaid meal break should be taken each day. The HR coordinator is responsible for approving the scheduling of this time.

Breaks

Two, 15-minute paid breaks will be approved by the HR coordinator each day.

On The Job Training

The HR coordinator is responsible for initiating all on-the-job training for employees within your department. This may include safety training, participation in off-site training and continuing education when necessary for job safety and work performance. Training will be conducted during regular working hours whenever possible.

The corporation will pay for any required training programs. Employees may be tested from time to time to evaluate the effectiveness of the training program.

If you have any questions regarding training, please see the HR coordinator.

Clean Up

At the end of the workday, five minutes are designed for cleaning the work area and washing up. This time is paid.

Standards of Conduct

Each employee has an obligation to observe and follow the corporation's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the corporation. The corporation does not guarantee that one form of action will necessarily precede another.

The following may result in disciplinary action, up to and including discharge: violation of the corporation's policies or safety rules; insubordination; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in corporation activities or in corporation vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; physical harassment; sexual harassment; disrespect toward fellow employees, visitors or other members of the public; performing outside work or use of corporation property, equipment or facilities in connection with outside work while on corporation time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to modify our employment-at-will policy.

Access to Personnel Files

Employees may inspect their personnel records within a reasonable time after written request. The request shall state the purpose for the inspection or the particular parts of the file you wish to inspect. The file will be available in the office where these records are ordinarily maintained.

For more information, contact the HR coordinator.

Customer and Public Relations

Our corporation's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that customers have toward our corporation may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a customer for granted, but if we do we run the risk of losing not only that customer, but his or her associates, friends or family who may also be customers or prospective customers.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Solicitation and Distribution

To avoid unnecessary annoyances and work interruptions, solicitation by an employee of another employee is prohibited while either person is on working time.

Employee distribution of literature, including handbills, in work areas is prohibited at all times.

Trespassing, soliciting or distribution of literature by non-employees on these premises is prohibited at all times.

Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the HR coordinator promptly.

Care of Equipment

You are expected to demonstrate proper care when using the corporation's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to the HR coordinator at once.

Employee Referral Bonus

The corporation will pay a referral bonus to any employee who refers an applicant to our corporation who is ultimately hired by the corporation to a full-time or part-time regular position. The bonus is payable upon completion of the newly hired employee's introductory period. The referring employee must still be employed with the corporation at the time the bonus is to be given. Employee referrals must be directed to the HR coordinator.

Personal Property

The corporation is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

Identification Badges

You will be issued an identification badge upon hire. It must be worn where it can seen at all times when you are working.

Visitors must wear a badge if they will be going beyond the reception area.

Visitors

If you are expecting a visitor, please notify the HR coordinator. All visitors must first check in at the reception area. Visitors are not allowed in any area of the building without being accompanied by an authorized employee. Under no circumstances will visitors be allowed in confidential, unauthorized or potentially hazardous areas.

Signing In and Out

A daily sign in/sign out sheet is used to maintain an accurate record of each employee's location. Please use these sheets whenever you enter or leave our building.

Severe Weather

Severe weather is to be expected during certain moths of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Expect in cases of severe storms, we are all expected to work our regular hours. Time taken off due to poor weather conditions while the business remains open must be made up or used as PTO.

If extreme weather conditions require closing of the building, you will be notified by the HR coordinator.

Natural Disasters

Natural disasters, including earthquakes, hurricanes, mudslides, floods and fires are to be expected from time to time. Although driving may be difficult in some areas due to damaged freeways and streets, when caution is exercised the roads are normally passable or alternate routes are available. Expect in severe cases, we are all expected to work our regular hours. Time taken off due to natural disasters while the business remains open must be made up or used as PTO.

If extreme weather conditions require closing of the building, you will be notified by the HR coordinator.

Personal Telephone Calls

It is important to keep our telephone lines free for customer calls. Although the occasional use of the corporation's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Personal cellular telephones must be turned off or set to a silent alert during working hours while on corporate premises.

Electronic Mail Monitoring

We recognize you need to be able to communicate efficiently with fellow employees and customers. Therefore we have installed an electronic mail (e-mail) system to facilitate the transmittal of business-related information within the corporation and with our customers.

The e-mail system is intended for business use only. The use of the corporation's e-mail system to solicit fellow employees or distribute non job-related information to fellow employees is strictly prohibited.

Our corporation's policies against sexual and other types of harassment apply fully to the e-mail system. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, employees are also prohibited from display or transmission of sexual-explicit images, messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

Employees shall not use unauthorized codes or passwords to gain access to other's files.

All e-mail passwords must be made available to the corporation at all times. Please notify the administrator if you need to change your password.

Violation of this policy may result in disciplinary action, up to and including discharge.

For business purposes, management reserves the right to enter, search and/or monitor the corporation's private e-mail system and the files/transmission of any employee without advance notice and consistent with applicable state and federal laws. Employees should expect that communications that they send and receive by the corporation's private e-mail system will be disclosed to management. Employees should not assume that communications that they send and receive by the corporation's private e-mail system are private or confidential.

Voice Mail Monitoring

We recognize your need to be able to communicate efficiently with fellow employees and customers. Therefore we have a voice mail system to facilitate the transmittal of business-related information within the corporation and with our customers.

The voice mail system is intended for business use only. The use of the corporation's voice mail system to solicit fellow employees or distribute non job-related information to fellow employees is strictly prohibited.

Our corporation's policies against sexual and other types of harassment apply fully to the voice mail system. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, employees are also prohibited from the transmission of sexually-explicit messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

All voice mail passwords must be made available to the corporation at all times. Please notify the administrator if you need to change your password.

Violation of this policy may result in disciplinary action, up to and including discharge.

For business purposes, management reserves the right to enter, search and/or monitor the corporation's private voice mail system and the voice mail of any employee without advance notice and consistent with applicable state and federal laws. Employees should expect that communications that they send and receive by the corporation's private voice mail system will be disclosed to management. Employees should not assume that communications that they send and receive by the corporation's private voice mail system are private or confidential.

Internet Usage

As a growing corporation, we recognize the need to stay on the cutting edge of technology. This is one of the reasons we allow employees to have access to the Internet.

The Internet is intended for business use only. Use of the Internet for any non-business purpose, including but not limited to , personal communication or solicitation, purchasing personal goods or services, gambling and downloading files for personal use, is strictly prohibited.

Our corporation's policies against sexual and other types of harassment apply fully to Internet usage, including the use of instant messaging programs. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, employees are also prohibited from displaying, transmitting and/or downloading sexually explicit images, messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

Consistent with applicable federal and state law, the time you spend on the Internet may be tracked through activity logs for business purposes. All abnormal usage will be investigated thoroughly.

Employees learning of any misuse of the Internet shall notify a member of management.

Violation of this policy may result in disciplinary action up to and including discharge.

Acceptable Use of Electronic Communications

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using corporation communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic Communications" include, among other things, messages, images, data or any other information used in e-mail, instant messages voice mail, fax machines, computers, personal digital assistants (including Blackberry or similar text messaging devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as "Systems."

Employees may use our Systems to communicate internally with co-workers or externally with customers, suppliers, vendors, advisors, and other business acquaintances for business purposes.

All Electronic Communications contained in corporation Systems are corporation records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the corporation. The Systems and Electronic Communications are accessible to the corporation at all times including periodic unannounced inspections. Our Systems and Electronic communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private. The corporation's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during work time, or to accomplish work tasks.

Although incidental and occasional personal use of our Systems that does not interfere or conflict with productivity or the corporation's business or violate policy is permitted, personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the corporation at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want revealed to third parties.

Employees may not use Systems in a manner that violates our policies including but not limited to Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Protecting Corporate Information, Solicitation and Distribution, E-Mail Monitoring, Voicemail Monitoring, and Internet Usage. Employees may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of prohibited uses include, but are not limited to, sexually-explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats, or derogatory comments; or any other message or image that may be in violation of corporation policies.

In addition, employees may **not** use our Systems:

- To download, save, send or access any defamatory, discriminatory or obscene material;
- To download, save, send or access any music, audio or video file;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Systems Supervisor;
- To download, save, send or access any site or content that the corporation might deem "adult entertainment;"
- To access any "blog" or otherwise post a personal opinion on the intranet;
- To solicit employees or others;
- To attempt or to gain unauthorized or lawful access to computers, equipment, networks, or systems of the corporation or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
- In connection with the violation or attempted violation of any law.

An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes;

or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Employees must always respect intellectual property rights such as copyrights and trademarks. Employees must not copy, use, or transfer proprietary materials of the corporation or others without appropriate authorization.

All Systems passwords and encryption keys must be available and known to the corporation. Employees may not install password or encryption programs without the written permission of our Systems Supervisor. Employees may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to Electronic Communications. The corporation will comply with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Violations of this policy may result in disciplinary action up to and including discharge **as well as possible civil liabilities or criminal prosecution.** Where appropriate, the corporation may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptance use of our Systems or the content of Electronic Communications, ask the administrator for advance clarification.

Laptop Security

Each employee provided with a laptop is responsible for the physical security of the laptop. All laptops acquired for or on behalf of the corporation are corporation property. The Laptop must be locked up and stored in a secure location when it is not in the immediate possession of the authorized user. In addition, the user must return the laptop immediately upon request of the corporation. A laptop user must notify the administrator immediately if the laptop is lost, stolen, misplaced, or damaged. All work created or performed on the laptop is corporation property. The laptop is subject to inspection by the corporation at any time without further advance notice. The laptop must be used in a manner that complies with all corporation policies including the Acceptable Use Of Electronic

Communications, Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Protecting Corporate Information, Solicitation and Distribution, E-Mail Monitoring, Voicemail Monitoring and Internet Usage.

Violations of this policy may be grounds for disciplinary action up to and including immediate termination of employment.

Dress Policy

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

Our customers satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct customer contact, you represent the corporation with your appearance as well as your actions. The properly-attire individual helps to create a favorable image for the corporation, to the public and fellow employees.

The corporation maintains a business casual environment (on Fridays). All employees should use discretion in wearing attire that is appropriate for the office and customer interaction.

Personal Hygiene

Maintaining a professional, business-like appearance is very important to the success of our corporation. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

Recycling and Waste Prevention

The corporation is committed to the environment and its future. Therefore, recycling containers are located throughout the building for the collection of recyclable materials. Waste of time, materials and utilities is costly to the corporation. If you have waste prevention ideas, please advise the HR coordinator in writing.

Reference Checks

Our corporation will not honor any oral requests for references. All requests must be in writing and on corporation letterhead. Generally, we will only confirm our employees' dates of employment, salary history and job title.

Under no circumstances should an employee provide another individual with information regarding current or former employees of our corporation. If you receive a request for reference information, please forward it to the HR coordinator.

Protecting Corporate Information

Protecting our corporation's information is the responsibility of every employee, and we all shall share a common interest in making sure information is not improperly or accidentally disclosed. Do not discuss the corporation's confidential business with anyone who does not work for us. You may be required to sign a non-complete and/or a nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

All telephone calls regarding a current or former employee's position/compensation with our corporation must be forwarded to the HR coordinator.

The corporation's address shall not be used for the receipt of personal mail.

Documents Retention

The corporation maintains a formal document retention policy and procedure. The HR coordinator will explain how that policy applies to you and the work that you perform. You must retain all work product in the manner required and for the time period required by our policy. Never destroy or delete any work product until the retention periods specified by the corporation's policy have been satisfied. Failure to comply with the corporation document retention policy and procedure may result in discipline up to and including immediate termination.

Conflict of Interest/Code of Ethics

A corporation's reputation for integrity is its most valuable asset and is directly relater to the conduct of its officers and other employees. Therefore, employees must never use their positions with the corporation, or any of its customers, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

The corporation adheres to the highest legal and ethical standards applicable in our business. The corporation's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the corporation shall conduct their personal affairs such that their duties and responsibilities to the corporation are not jeopardized and/or legal questions do not arise with respect to their association or work with the corporation.

Parking

Free parking facilities are available to employees. You are required to park in the front and back of the building.

The corporation is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your car doors.

Bulletin Board

Information of interest and importance to you is regularly posted on our bulletin board. We suggest that you look at it regularly. This bulletin board is for administrative use only; employees may not post or remove any information.

Lunch Room

A lunch room is not available for your use, so eating at your desk is allowed. Although the corporation provides general custodial care, you are expected to clean up after eating.

Cellular Telephones

Employees in certain positions are issued corporate cellular telephones or PDA so they may maintain contact with customers and co-workers when they are out of the office on business.
Employees are encouraged to take appropriate safety precautions when using their cellular telephone or PDA. The use of handheld cellular telephones or PDA while driving is prohibited. Employees are expected to comply with applicable state laws regarding the use of cellular telephones or PDA.

The use of cellular telephones or PDA is not a work requirement for most employees. Employees who are not issued a corporate cellular telephone will not be reimbursed for the use of their personal cellular telephones and are expected to make business calls from the office.

Employees are expected to demonstrate proper care of their cellular telephones or PDA. If you lose, break or damage your corporate cellular telephone or PDA, report it to the HR coordinator at once. All cellular telephones or PDA issued by the corporation must be returned upon leaving our corporation or upon transferring to a position that does not require a corporate cellular telephone or PDA.

Contact with the Media

All media inquires regarding the corporation and its operations must be referred to the administrator. Only the administrator is authorized to make or approve public statements pertaining to the corporation or its operations. No employees, unless specifically designated by the administrator, are authorized to make those statements.

Office Supplies

Our corporation maintains a stock of basic office supplies such ad pens, paper clips, staples, note pads, etc. used on a day-to-day basis by employees. All office supplies will be provided to you by the HR coordinator.

If you need additional items not regularly stocked, please speak to the HR coordinator to place a special order.

All office supplies are for business use only and should not be removed from the office for non-business use. Violations of this policy may result in disciplinary action up to and including discharge.

Recording Devices In The Workplace

Cameras, digital recorders, tape recorders, and all other forms of recording devices are prohibited in the workplace.

Employees are prohibited from having any form of recording device in their possession in a Restricted Area. Violations of this policy may result in immediate discipline (including the possibility of termination),immediate removal of the recording device and/or the employee from the Restricted Area, and retention of the recording device for inspection by the corporation and/or legal authorities. Limited exceptions will apply when the employee in possession of the recording device has been provided advance written authorization to use the recording device by an authorized member of corporate management and the recording device is being used in an authorized manner to further corporate business.

Prohibited "recording devices" under this policy include but are not limited to cameras, camcorders, video devices, picture or video capable cellular telephones, cassette recorders, and digital voice or image recorders. Cellular telephones, PDA, MP3 and DVD devices, portable computers, and other devices are covered if they are equipped with any device or technology that has the capability to record images or sounds. This prohibition applies irrespective of whether the recording capability is activated or not.

The "Restricted Areas" are bathrooms, dressing rooms, examination rooms and all other areas where signs have been posted indicating that the area is considered a Restricted Area.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the HR coordinator with 2 weeks notice for non management employees & 4 weeks notice for management employees. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the corporation.

Employees, who are rehired following a break in service in excess of three months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits. Generally, we will confirm upon request our employees' dates of employment, salary history and job title.

Additionally, all resigning employees should complete a brief exit interview prior to leaving. All corporate property, including this Employee Handbook, must be returned upon termination. Otherwise, the corporation may take action to regroup any replacement costs and/or seek the return of corporate property through appropriate legal recourse.

You should notify the corporation if your address changes during the calendar year in which termination occurs so that your tax information will be sent to the proper address.

Safety in the Workplace

Each Employee's Responsibility

Safety can only be achieved through teamwork at our corporation. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify the administrator of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform the administrator immediately.

2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the corporation's property is forbidden.

3. Use, adjust and repair machines and equipment only if you are trained and qualified.

4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.

5. Understand your job filly and follow instructions. If you are not sure of the safe procedure, don't guess; just ask the administrator.

6. Know the locations, contents and use of first aid and fire fighting equipment.

7. Wear personal protective equipment in accordance with the job you are performing.

8. Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures manual.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge. Please see section of this handbook regarding incident reporting for yourselves and our clients we serve.

Bloodborne Pathogens Exposure Control

To protect employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our corporation has instituted a bloodborne pathogens exposure control program.

Briefly, our program includes an employee exposure determination, information and training about bloodborne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included. These matters are

discussed in our written Infection Control Plan, which is available to you in accordance with the plan.

Further information about our Bloodborne Pathogens Exposure Control Program will be provided to affected employees and may be obtained from the administrator.

Hepatitis B Vaccine

As required by OSHA regulations and for your protection, our practice provides the hepatitis B vaccine to all employees. This vaccine will be made available to you after you have been informed of the vaccine's effects, safety considerations, method of administration, the benefits of being vaccinated and the no-cost provision.

Employees will be eligible for the vaccine within ten working days of their first day of work. Under certain circumstances as provided by OSHA standards, the vaccine may not be made available.

If you choose not to be vaccinated, you must sign a Hepatitis B Vaccination Declination form. The vaccine will be made available to those employees who initially decline, but later decide to accept the vaccine.

Fire Drills

Fire drills are scheduled periodically throughout the year. These drills are an important aspect in employee safety. We expect your complete cooperation during these drills. If you have any questions concerning evacuation procedures, see the administrator.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to corporate property in the event someone, for whatever reason, may be unhappy with a corporate decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to the administrator at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will be not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the corporation's investigation, may result in disciplinary action, up to and including discharge.

Workplace Searches

To protect the property and to ensure the safety of all employees, customers and the corporation, the corporation reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the corporation's property. In addition, the corporation reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the corporation, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the corporation.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the corporation's security procedures or any other corporation rules and regulations.

Hazard Communication

Our corporation may use some chemicals (e.g., cleaning compounds, inks, etc.) in some of its operations. You should receive training and be familiar with the

handling, use, storage and control measures relating to these substances if you will use or likely be exposed to them. Material Safety Data Sheets (MSDS) are available for inspections in your work area. You must follow all labeling requirements.

Please consult with the designated safety coordinator prior to purchasing chemicals for the corporation or bringing them on to our premises. For additional information, please refer to our corporation's written Hazard Communication Program. If you have any questions, ask the administrator or the safety coordinator.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to the administrator.

Smoking in the Workplace

Our corporation is committed to providing a safe and healthy environment for employees and visitors. Smoking is not permitted.

Violations of this policy may result in disciplinary action, up to and including discharge.

Hazard communication

Our corporation may use some chemicals (e.g., cleaning compounds, inks, etc.) in some of its operations. You should receive training and be familiar with the handling, use, storage and control measures relating to these substances if you will use or likely be exposed to them. Material Safety Data Sheets (MSDS) are available for inspections in your work area. You must follow all labeling requirements.

Please consult with the designated safety coordinator prior to purchasing chemicals for the corporation or bringing them on to our premises. For additional information, please refer to our corporation's written Hazard Communication

Program. If you have any questions, ask the administrator or the safety coordinator.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to the administrator.

Smoking in the Workplace

Our corporation is committed to providing a safe and healthy environment for employees and visitors. Smoking is not permitted.

Violations of this policy may result in disciplinary action, up to and including discharge.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating corporate machinery, equipment or vehicles for work-related purposes or while engaged in corporate business off premises is forbidden expect where expressly authorized by the corporation and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm.

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to the administrator immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

Clean Air Policy

Our corporation has developed this policy in an effort to decrease severe or extreme ozone pollution in our community. Measures that our corporation takes may include, but are not limited to ridesharing, corporation provided carpooling programs, flexible work schedules, financial incentives for carpooling and

changing existing parking policies. Suggestions or questions on our corporation's specific implementation measures should be discussed with the administrator.

In An Emergency

The administrator should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If the administrator is unavailable, contact the nearest corporate official.

Should an emergency result in the need to communicate information to employees outside of business hours, the administrator will contact you. Therefore, it is important that employees keep their personal emergency contact information up to date. Notify the administrator when this information changes.

Additionally, the corporation has established a voicemail system that can be reached at (800) 282-2208. In an emergency, employees may call the system to obtain updated information.

When events warrant an evacuation of the building, you should follow the instructions of the administrator or any other member of management. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by the administrator to await further instructions or information.

Please direct any questions you may have about the corporation's emergency procedures to the administrator.

Substance Abuse

The corporation has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the customers we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the corporation the following substance abuse policy.

The corporation has implemented a drug testing program in compliance with local, state and federal laws. Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled

substance, except when the use is pursuant to a doctor's order and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on corporate paid time, on corporate premises, in corporate vehicles, or while engaged in corporate activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and break periods.

Your employment or continued employment with the corporation is conditioned upon your full compliance with the foregoing substance abuse policy.

Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any employee who violates this policy who is subject to termination, may be permitted in lieu of termination, at the corporation's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the corporation maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The corporation will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the corporation's policies and applicable federal, state or local laws.

The corporation further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of corporation issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the corporation has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines. For more information, please speak to the administrator.

Confidentiality

In order to provide the best support possible to our clients, All employees will be privileged to personal and confidential information about the clients. Employees may not engage in discussion or leave client records in places where confidential client information could be exposed. In addition, employees may not release information about clients without prior authorization. ***Brooks Alternative Agency*** requires all their employees to protect the confidentiality of all clients' information and records and to comply with the privacy rules and regulations set forth by HIPAA as it pertains to Protected Health Information (PHI). All employees are expected to be familiar with these regulations and therefore are required to complete the HIPAA training modules on the CDS prior to being assigned a client. Failure to do so will result in disciplinary action. If any questions about HIPAA or PHI arise, please speak with your supervisor.

No previous or current employee may disclose or give access to confidential Company information (including information about clients), in any way or at any time, unless otherwise authorized by Management.

Failure to follow Confidentiality policy will result in disciplinary action including termination.

Client Admission and Discharge

See policy of the service in which you provide for specific admission and discharge information which will vary based on the service.

Fraud

Brooks Alternative Agency explicitly prohibits any employee from committing fraud related to the organization's business. The Company is obligated to comply with applicable state and federal laws, including those that govern the submission of claim for payment to government insurance programs such as Medicaid. As such, the government requires organizations such as ***Brooks Alternative Agency***

to self-police and to report all violations of laws, rules and regulations governing payment for services rendered to clients. Any employee found to be committing fraud, abuse or waste as it pertains to payment through Medicaid will be reported to the appropriate government agency and may be subject to monetary penalties and/or imprisonment as well as disciplinary action including termination. Any employee with knowledge of fraud, abuse or waste being committed as it pertains to payments received through Medicaid are required to report them. Failure to do so will result in disciplinary action including termination and will also be subject to any penalty or sanctions from Medicaid governing agencies.

Under the Whistleblower Act no person who reports misconduct such as fraud to the reporting agency will receive retaliatory action against them.

Brooks Alternative Agency has a zero-tolerance policy for retaliation or discrimination against employees who report suspected fraud.

All employees that are required or have privileges to bill Medicaid for services rendered are required to take the Medicaid training provided through the CDS. Also, all employees are required to understand and abide by all rules and regulations set forth in the Department of Human Services Division of Developmental Disabilities Circular #54 (will be provided during orientation). If any questions arise, contact your supervisor immediately.

Incident Reporting

All employees are required to report all unusual incidents to the Department of Human Services through the Unusual Incident and Management System. All direct care professionals such as Support Coordinators and Supervisors will receive training on unusual incident reporting (UIRs) prior to being assigned any client. Employees are required to understand and abide by all rules and regulations set forth in the Department of Human Services Division of Developmental Disabilities Division Circular #14. If any questions arise contact your supervisor immediately.

All employees are remined of Danielle's Law. Always call 911. If you are found in violation of Danielle's Law you will be reported to the appropriate government agency and will be subject to monetary penalties and/or imprisonment as well as disciplinary action including termination.

Emergencies

All employees are to call 911 in life threatening situations. ***Brooks Alternative Agency*** is available to its clients and families 24/7 365 days a week. If a client or family member has an emergency outside of a life-threatening situation, the employee is to contact the family within two hour of receiving their call. If the employee is not sure of how to assist the client, they are to contact their supervisor immediately. Employees are to follow-up with the client the next day after assisting with the emergency and to complete all necessary documentation (such as an UIR). If an employee has an emergency outside of a life-threatening situation they are to contact their supervisor immediately.

Receipt of Employee Handbook and Employment-At-Will Statement

This is to acknowledge that I have received a copy of the Brooks Alternative Agency, Employee Handbook and I understand that it contains information about the employment policies and practices of the corporation. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the corporation retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the corporation. I understand that this Employee Handbook supersedes and replaces

any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, which can only be changed by the administrator or CEO of the corporation in a signed written contract, the corporation reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the administrator or CEO of the corporation. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matter it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

THIS CORPORATION IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE CORPORATION OR I MAY TERMINATE THE EMPLOYMENT RELATIONMENT AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE CORPORATION IS AUTHORIZED TO ENTER INTO AN AGREEMENT, EXPRESS OR IMPLIED, WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE ADMINISTRATOR OR CEO OF THE CORPORATION.

I understand that this Employee Handbook refers to current benefit plan maintained by the corporation and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I have read and understand the Paid Time Off (PTO) Policy in this Employee Handbook.

Initial _____ Date_____

I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask my supervisor or a member of management.

NAME _____

DATE _____

EMPLOYEE
SIGNATURE _____

Appendix