

DISCLAIMER AND ACKNOWLEDGMENT – PLEASE READ CAREFULLY

I have received a copy of the Company's employee handbook and I accept responsibility for reading this handbook and becoming familiar with its contents. I understand that this handbook consists of general guidelines that may or may not be applied or followed in specific cases. I acknowledge that a copy of the most current version of the Employee Handbook is maintained on the Company's computer system for review at any time by any Employee.

Purpose

The information contained in this Handbook is designed as an advisory guide to assist the Company and our supervisors with the effective management of personnel. The provisions and guidelines contained in this Handbook are not binding on the Company and may be changed, interpreted, modified, revoked, suspended, terminated, or added to by the Company, in whole or in part, at any time, at the Company's sole option, and without prior notice to employees. This Handbook is not intended to cover every situation which may arise or to create specific policy to be applied in every instance. Instead, this Handbook is intended only to give on-site management general advice concerning personnel decisions.

Interpretation

Interpretation of the policies and procedures contained in this Handbook is governed by, and is the responsibility of, the General Manager. Whenever clarification or assistance in interpretation is required, managers should contact the General Manager.

Employment-At-Will

Nothing contained in this Handbook is intended to create, comprise, or define, nor should it be construed to constitute, any type of oral or written employment contract, promise, or guarantee, express or implied, between the Company and any one or all of its employees. Nothing in the Handbook is intended to provide any assurance of continued employment.

In the absence of a specific agreement to the contrary, authorized in writing by the General Manager of the Company, employment with and compensation from the Company are for no definite period of time and may be terminated by the Company or the employee at any time, for any

reason, with or without cause, and with or without notice. Any written or oral statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by prospective or existing employees.

I further understand that the Company's policies and procedures and all employment terms and conditions, including those described in any publication, letter, poster, handout, or other communication, are subject to modification without notice.

Signature

Date

Print Full Name

NEW EMPLOYEE CHECKLIST

Name: _____

Date of Hire: _____

- _____ Completed Application
- _____ Acknowledgement of Job Offer
- _____ Post-Offer Medical Questionnaire
- _____ EEO Policy
- _____ Employee Record
- _____ Workers' Compensation Notice
- _____ Employment Eligibility Verification I-9
- _____ State Withholding
- _____ Federal Withholding
- _____ Holidays and Vacation Eligibility
- _____ Health Insurance Package
- _____ Employee Handbook
- _____ Confidentiality Agreement
- _____ Substance Abuse Policy/Consent

I acknowledge that I have received each of the above items and reviewed them in their entirety.

Employee's Signature

Date

A WORD ABOUT THIS HANDBOOK

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CATEGORIES OF EMPLOYMENT

Introductory Period: All new employees (or any employee in a new position following a transfer or promotion) will be on probation until they have completed ninety (90) days of service with the Company, unless otherwise extended. The decision whether to continue your employment in this position will be made by management. However, any employee, during both their introductory period, and subsequent employment with the Company, may be discharged at any time for any reason.

This introductory period is designed, primarily, to give both the Company and the employee an opportunity to determine whether the employee will be able to adequately perform in the assigned job position. At the end of the probationary period, your performance will be reviewed and a decision made regarding your continued employment or any extended probationary period.

Full-Time Employees work a regular workweek (usually 40 hours) and are eligible for our fringe benefits package as described in the applicable benefit plan documents.

Part-Time Employees normally work 30 hours or less each week and are eligible for statutory benefits only.

Seasonal Employees are hired to perform a specific job for a specified period of time, normally less than one year. These employees are eligible for statutory benefits only.

ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important factors for your success within our Company. 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, you must notify your supervisor before the start of your workday. You are required to speak with your supervisor directly, or, if your supervisor is not available, you must speak with another supervisor. It is not acceptable to have another person call for you or leave a message at the switchboard or with a co-worker.

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

Excessive absenteeism and tardiness will result in termination. Excessive absenteeism and tardiness is generally considered:

- More than one occasion of unexcused absence.
- Three occasions of excused absence or tardiness in a three-month period.
- Six or more occasions of excused absence or tardiness within a twelve-month period.
- An unacceptable pattern of absences and/or tardiness over an individual's employment history.

It is important to understand that individual circumstances may dictate that fewer tardies or absences than listed above still may be considered Excessive Absenteeism. Your attendance simply is one aspect of your job performance and will be considered together with your overall performance and attitude.

This policy will be applied consistent with all applicable laws. If you or an immediate family member has a medical condition that results in one or more absences, you may qualify for unpaid leave under the federal Family and Medical Leave Act of 1993 ("FMLA"), and your absence or tardy will not be considered. Likewise, if your absence is approved leave under the Americans with Disabilities Act ("ADA"), your absence will not be considered. For absences that should be approved under the ADA, please consult the ADA policy set forth in the EEO Policy in this

Handbook. Please refer to the Family Leave policy in this Handbook for information about leave under the FMLA. Be advised that leave under the FMLA may be require approval in advance and does not necessarily relieve you from your responsibilities as set forth in this Attendance and Punctuality Policy.

If you believe that an absence or tardy improperly has been considered, please utilize the EEO complaint procedure set forth in the EEO Policy in this Handbook.

PAID TIME-OFF (VACATION)

Employee eligibility for vacation is addressed in the Company's Holiday and PTO/Vacation Eligibility Policy. A copy is available upon request.

Requests for vacation ordinarily should be submitted in writing at least 30 days in advance to your supervisor. When possible, vacation periods will be assigned in accordance with employee requests, taking operating requirements into account. Generally speaking, length of employment determines priority when scheduling vacation times.

Vacation may be carried over to the following year, but the Company retains the right to limit the amount of vacation time. However, vacation pay may be granted in lieu of taking the actual time off at the discretion of the Company.

Employees will not be paid for any unused vacation upon termination of employment. Employees who voluntarily terminate their employment may receive unused vacation benefits if they provide two weeks notice of their termination and depart on good terms, as determined in the sole discretion of the Company.

HOLIDAYS AND PAID TIME OFF (PTO) ELIGIBILITY

HOLIDAYS

The following is a list of all the paid holidays:

FOR ALL EMPLOYEES:

New Years Day
Memorial Day
4th of July
Labor Day
Thanksgiving Day
Christmas Day

FOR ONE YEAR OR MORE EMPLOYEES:

Employee's Birthday

**** IN ORDER TO BE ELIGIBLE FOR HOLIDAY PAY, YOU MUST BE HERE THE DAY BEFORE AND THE DAY AFTER THE HOLIDAY. THE ONLY EXCEPTIONS ARE PRE-PLANNED ABSENCES (APPROVED BY SUPERVISOR), A DOCTOR'S EXCUSE OR APPROVED LEAVE.**

PAID TIME OFF (PTO)

FOR LESS THAN ONE YEAR TO THREE YEARS

PTO is accrued at the rate of nine hours per month.

FOR THREE TO FIVE YEARS

PTO is accrued at the rate of 11 hours per month.

FOR MORE THAN FIVE YEARS

PTO is accrued at the rate of 15 hours per month.

Employees who are terminated are not eligible for payment of unused PTO. Employees who voluntarily terminate their employment may be eligible, at the discretion of the Company, to receive unused PTO, provided they provide two weeks notice of termination.

MILITARY LEAVE

The Company will comply with its obligations for those employees who serve in any branch of the United States uniformed military services, including providing any necessary time off, in accordance with federal, state, and local law. The Family and Medical Leave Act of 1993 (“FMLA”) contains provisions regarding certain types of military leave. This is addressed in detail in the Family Leave policy in this Handbook. If you believe you have been denied leave to which you are entitled, you may file a complaint pursuant to the Company’s EEO complaint procedure, which is set forth in the EEO Policy in this Handbook.

JURY DUTY

Employees who are summoned for jury duty will be granted a paid leave in order to serve. Employees must provide proof of jury summons. The Company reserves the right to limit the amount of paid jury leave.

You should make arrangements with your supervisor as soon as you receive your summons. In fairness to our Company, you are expected to return to your job if you are excused from jury duty during your regular working hours.

PERSONAL LEAVE OF ABSENCE

An employee with one year of employment may be granted a personal leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the sole discretion and written approval of the General Manager.

Leaves ordinarily may not exceed two weeks. Leaves of absence are granted only after earned PTO/vacation is exhausted.

We will make reasonable efforts to return you to the same or similar job as held prior to the leave of absence, subject to our staffing and business requirements.

Unless pre-approved in writing by an authorized representative of the Company, engaging in other gainful employment during a personal leave of absence will be considered a voluntary resignation.

BEREAVEMENT LEAVE

The Company typically will allow a full-time employee receive time off with pay for up to five working days (at your regularly scheduled hours) due to a death in your immediate family. You must be scheduled to work during the time you are off work for the leave. Immediate family is defined as an employee's: spouse, parents, stepparents, brother, sister, stepbrother, stepsister, children, and stepchildren.

A full-time employee may receive time off with pay for up to three working days (at your regularly scheduled hours) due to a death in your extended family. You must be scheduled to work during the time you are off work for the leave. Extended family is defined as an employee's: grandparents, grandchildren, cousins, aunts, uncles, and any of the same relatives of the employee's spouse including the spouse's immediate family.

The Company reserves the right to deny any request based on operational and staffing needs and further reserves the right to require an employee to document the death of a family member.

FAMILY AND MEDICAL LEAVE

The Family and Medical Leave Act of 1993 (“FMLA”) provides unpaid, job-protected leave to eligible employees for certain family and medical reasons, without loss of health insurance benefits. The existence of this policy shall not alter or expand the statutory requirements of the FMLA, and application of this policy is correspondingly limited to those employers and employees who are protected based on the provisions of the FMLA.

In addition to the information on the form identified as Appendix C (Employee Rights and Responsibilities) following this policy, the following information is provided to explain the employee’s rights and obligations when requesting a family or medical leave:

A. Eligibility for Leave and Amount of Leave

- To be eligible for leave under this policy, an employee must have been employed for a total of twelve (12) months, must have worked at least 1,250 hours during the 12-month period preceding the commencement of the leave, and must work at a facility with 50 or more employees within a 75-mile radius of this worksite.

- An eligible employee may take FMLA leave for up to 12 weeks of unpaid leave for one or more of the following reasons: (1) the birth of the employee’s child; (2) placement of a child with the employee for adoption or foster care; (3) to care for a child, spouse, or parent who has a serious health condition; (4) when the employee is unable to perform the essential functions of his or her position because of a serious health condition, or (5) because of a qualifying exigency arising out of the fact that the employee’s spouse, child, or parent is a covered military member on active duty (or has been notified of an impending call or order to active duty). An employee may take a total of 12 workweeks of unpaid leave for the reasons specified above during a rolling 12-month period measured backward from the date an employee uses any FMLA leave.

- If you and your spouse are both employed by the Company, the two of you together are

entitled to a combined total of 12 weeks of FMLA leave for the birth, adoption, or placement of a child, or to care for a covered family member with a serious health condition. The right to FMLA leave for the birth, adoption, or placement of a child expires 12 months after the date of the birth, adoption or placement.

- An eligible employee may take up to twenty-six (26) weeks of unpaid, job protected leave in a single 12-month period (measured beginning on the date the leave begins) to care for a covered servicemember who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces. FMLA leave to care for a seriously ill or injured servicemember runs concurrently with other leave entitlements provided under federal, state, and local law. Leave that qualifies as both leave to care for a covered servicemember and leave to care for a family member with a serious health condition during a single 12-month period may not be designated and counted as both types of leave. Such leave will be designated first as leave to care for a covered servicemember.
- Unless otherwise required by law, no employee will be entitled to more than a combined total of 26 weeks of leave in a single 12-month period for any FMLA-qualifying reason.
- The FMLA permits eligible employees to take leave intermittently or on a reduced- schedule leave when medically necessary for: the serious health condition of the employee's or the employee's family member or to care for a covered servicemember with a serious injury or illness. In the case of planned medical treatment, the employee must attempt to schedule the intermittent or reduced-schedule leave so as not to unduly disrupt the Company's operations. Intermittent leave is not available for the birth, adoption or placement of a child unless agreed to by the Company. The Company may transfer the employee temporarily to an alternative position with equal pay and benefits that better accommodates any recurring periods of intermittent leave.
- If an employee is entitled to paid leave under another benefit plan or policy (which includes, but is not limited to, short-term disability, unused paid vacation, sick, family, or personal leave), the employee must substitute the paid leave for FMLA leave. Such available paid

leave will be counted against the unpaid FMLA leave entitlement. The employee is required to satisfy any procedural requirements for receiving payment under paid leave as provided in this Handbook when substituting paid leave for FMLA leave.

B. Request for and Designation of Leave

- To request FMLA leave, the employee must complete and sign a Request for Family and Medical Leave form and submit it to the Human Resources department. When the need for FMLA leave is foreseeable, the employee must provide notice and submit the Request for Family and Medical Leave form at least thirty (30) calendar days in advance of the effective date of the leave. If 30 days notice is not practicable (such as if the employee is uncertain as to when the leave will begin or in the case of a medical emergency), the employee must provide notice as soon as practicable. If the need for leave is not foreseeable or in the case of a qualifying exigency, the employee must give the Company notice of the need for FMLA leave as soon as practicable under the particular circumstances.
- An employee must provide notice sufficient for the Company to determine that the leave is for an FMLA-qualifying event. In the case of unforeseeable leave, calling in “sick” without providing any additional information is not sufficient. When an employee seeks FMLA leave for a qualifying reason for which the Company previously has granted FMLA-protected leave, the employee must specifically reference the qualifying reason for leave or the need for FMLA leave. If the employee fails to provide the Company the reason for leave, leave may be denied.
- The employee will be notified within five (5) business days of his or her request for FMLA leave whether the employee is eligible for FMLA leave, absent extenuating circumstances. At that time, employees will be provided written notice of their rights and responsibilities and the consequences for failure to meet these obligations. When the Company has sufficient information to determine whether the leave is for an FMLA-qualifying event, the employee will be notified within 5 days whether the leave will be designated and counted as FMLA leave, absent extenuating circumstances.

- When scheduling planned medical treatment, the employee must consult with the Company in advance to ensure that the Company's operations are not unduly disrupted by the employee's absence(s).

C. Certification and Recertification of Leave

- The Company requires that an employee provide a complete and sufficient certification of a serious health condition of the employee or the employee's family member, of a qualifying exigency, or of the need to care for a covered servicemember with a serious injury or illness. Certification forms are available from the Company's Human Resources Department. The employee must submit the completed certification form to the Company within 15 calendar days, unless it is not practicable to do so under the particular circumstances. Failure to provide such certification may result in the delay or denial of FMLA leave.
- If the Company has reason to doubt the validity of a medical certification, the Company, at its own expense, may require a second medical opinion from a physician it chooses. If the first and second opinions differ, the Company, at its own expense, may require the opinion of a third health care provider that is approved jointly by the Company and the employee. The third opinion will be considered final and binding.
- Where the employee's need for leave due to the serious health condition of the employee or the employee's covered family member lasts beyond a single leave year, the Company requires the employee to provide a new medical certification in each year the employee subsequently takes leave.
- Where leave is taken for the serious health condition of the employee or the employee's covered family member, the Company may require recertification of the leave every six (6) months, or on a more frequent basis in certain circumstances.
- Employees returning from an approved FMLA leave due to their own serious health

condition will be required to present a fitness-for-duty certification from their health care provider indicating that they are medically able to resume work. This certification specifically must address the employee's ability to perform the essential functions of his or her job. The Company may delay returning the employee to work until this certification is received. Failure to provide this certification may subject the employee to termination.

- In the case of intermittent FMLA leave for an employee's own serious health condition, employees are required to present a fitness-for-duty certification every 30 days if the Company determines that reasonable safety concerns exist regarding the employee's ability to perform his or her duties because of the employee's serious health condition.

D. Employee Responsibilities While on Leave

- During an approved FMLA leave, employees are entitled to the same health insurance they had before the leave began. Employees who pay some or all of their health insurance premium will be required to continue to pay the premiums in order to continue benefit coverage during the leave period. The employee is responsible for making arrangements to pay any premiums due during the leave period. Employees who do not return to work following FMLA leave will be liable for the payment of any health insurance premiums paid by the employer during unpaid FMLA leave, unless the failure to return to work was due to the continuation, recurrence, or onset of a serious health condition or for other circumstances beyond the employee's control.
- Employees will be required to periodically advise the Company of their status and intent to return to work at the conclusion of the FMLA leave. Employees also must provide notice to the Company at least two (2) business days prior to their return to work. If an employee unequivocally indicates his or her intent not to return to work after taking FMLA leave, the employee is subject to termination.
- While on leave, the employee may not be eligible for bonuses or other payments based on attendance or job-related performance goals, in the Company's discretion, where the

employee has not met that goal due to FMLA leave.

E. Return from Leave

- Employees returning from FMLA leave will be restored to the same or an equivalent job. The FMLA does not entitle a restored employee to any right, benefit, or position of employment other than any right, benefit, or position to which the employee would have been entitled had the employee not taken leave.

- A request to substitute paid leave for unpaid FMLA leave or a request for any leave not covered by the FMLA may be subject to additional approval, certification, and reinstatement requirements. In addition, employees requesting to substitute paid leave for unpaid FMLA leave or requesting other approved leave will be required to complete all applicable forms.

F. Complaint Procedure

If you believe you have been denied any right under the FMLA, please utilize the complaint procedure set forth in the EEO Policy in this Handbook.

Appendix C to Part 825—Notice to Employees Of Rights Under FMLA (WH Publication 1420)

**EMPLOYEE RIGHTS AND RESPONSIBILITIES
UNDER THE FAMILY AND MEDICAL LEAVE ACT**

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV



EQUAL EMPLOYMENT OPPORTUNITY POLICY

EEO Policy

We are committed to maintaining a workplace that is free of inappropriate or unlawful conduct on the basis of race, color, religion, sex, national origin, age, disability, or other protected group status as provided by law. In keeping with this commitment, we prohibit the unlawful treatment of employees, including harassment, discrimination, and retaliation, by anyone, including any supervisor, coworker, vendor, client, visitor, or customer. It is our policy to comply with all applicable federal, state, and local laws.

Prohibited Conduct

This policy applies to all aspects of employment, including, but not limited to, recruitment, hiring, promotion, demotion, transfer, lay-off, recall, discipline, compensation, and benefits. Improper conduct also consists of misconduct that includes unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status or activity (e.g., opposition to prohibited discrimination or participation in the statutory complaint process) as provided for by law. This includes conduct by someone to another of the same gender. We prohibit unlawful conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment. No one, including any supervisor, has authority to engage in such conduct.

If you feel you have been subject to the type of conduct prohibited by this policy, you must report this conduct. You specifically are authorized to bypass your supervisor and directly file an EEO complaint as described below in this policy. If you complain to your supervisor and no action is taken, you are directed to use the complaint procedure and report the conduct as described below to the Human Resources Department. You should report any improper conduct before it becomes severe or pervasive, and you do not have to wait until it rises to the level of an unlawful action.

Sexual Or Other Unlawful Harassment

Unlawful harassment can take many forms, including based on an individual's sex, as well as conduct based on race, age, or any other protected status. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on a protected

class constitute harassment when (1) submission to the conduct is an explicit or implicit term or condition of employment; (2) submission to or rejection of the conduct is used as the basis for an employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Inappropriate conduct may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented or racial "kidding" or "teasing," "practical jokes," jokes about gender-specific or disability-specific traits, foul or obscene language or gestures, displays of foul, obscene, or racial material, sexually-related emails and text messages, and physical contact, such as patting, pinching, or brushing against another's body. An individual who feels he or she has witnessed or been subject to harassment should follow the complaint procedure set forth in this policy.

Americans with Disabilities Act

It is our policy to provide equal employment opportunity to applicants and employees with covered disabilities under the Americans with Disabilities Act of 1990, as amended, ("ADA") or other applicable law. This policy applies to all aspects of employment and application for employment. As required by the ADA or other applicable law, we will provide reasonable accommodations to qualified individuals with a disability in the workplace unless such accommodations present an undue hardship or if the individual is a direct threat to the health or safety of the individual or others.

An individual with a disability may request a reasonable accommodation at any time during the application process or during employment. Reasonable accommodations are changes made to the work environment or to the manner or circumstances in which the job customarily is performed that allow an individual with a disability to perform all essential job functions. We are not required, however, to provide an accommodation if doing so would cause an undue hardship to the Company or if the individual is a direct threat to the health or safety of the individual or others in the workplace.

All requests for accommodations will be addressed in connection with an interactive dialogue with the affected individual. To request an accommodation, which may include unpaid leave or modification of your working environment, an individual should complete an Accommodation Request Form (which is available in the Human Resources Department) and

return it to the Director of Human Resources. Alternatively, an individual may speak to the Director of Human Resources informally about a request for accommodation, but may be asked to complete an Accommodation Request Form.

Upon receiving a request for accommodation, we will seek an interactive process with the individual to clarify his or her needs and identify the appropriate reasonable accommodation. During this process, we may request reasonable documentation, including medical documentation, of the individual's disability and need for a reasonable accommodation. Failure to provide required medical information or to otherwise participate in a meaningful way in the interactive dialogue process regarding an accommodation request may result in denial of an accommodation. Because of the personal nature of some disability issues, we will take every reasonable effort to ensure confidentiality during the review process.

Individuals will be notified of our decision regarding their request for an accommodation. Any individual believing that a reasonable accommodation has not been provided should follow the complaint procedure set forth in this policy.

Complaint Procedure For Violation Of EEO Policy, Violation Of Company Policy, Or Any Other Unlawful Or Inappropriate Conduct

All employees should help to assure that we avoid any form of unlawful or inappropriate treatment. If you feel that you have experienced or witnessed (1) harassment, (2) discrimination, (3) improper denial of a request for accommodation, (4) denial of requested leave under the FMLA, ADA, or otherwise, (5) violation of any policy of the Company or policy in this Handbook, or (6) other unlawful or inappropriate conduct by anyone, you are to notify immediately (preferably in writing within 24 hours) the Director of Human Resources. If you are not contacted promptly about your complaint, you are to re-file it with the Director of Human Resources and also send notification of your complaint in writing by certified mail to our Chief Executive Officer. We prohibit unlawful retaliation against anyone who has made a complaint or provides information related to a complaint.

We will undertake an objective and appropriate review of any complaint. To the extent practicable and appropriate, we will keep any complaint and the terms of its resolution confidential. We will take corrective action as we determine is appropriate, including such discipline up to and including immediate termination of employment. We will undertake corrective action to stop

inappropriate conduct before it rises to the level of an unlawful action. You will be notified as to the outcome of your complaint. If you have any questions about the status of your complaint, you should contact the Director of Human Resources at the above telephone number and address.

Each employee should be aware that he or she has the right to file a charge of discrimination with the Equal Employment Opportunity Commission (EEOC) or other state agency as provided by law. According to the EEOC, the deadline for filing any such charge runs from the last date of unlawful conduct, not from the date that the complaint to us is resolved.

Intentionally False Claims

We recognize that intentional or malicious false accusations of misconduct can have a serious effect on innocent men and women. Individuals making such false accusations of misconduct will be disciplined in accordance with the nature and extent of his or her false accusation. We encourage any employee to raise questions he or she may have regarding misconduct or this policy with the Director of Human Resources.

NON-FRATERNIZATION

The Company prohibits dating or romantic relationships between a supervisor and a subordinate who reports either directly or indirectly to that supervisor. This prohibition applies to all employees regardless of their marital status. In the event a supervisor and subordinate desire to date or enter into a romantic relationship, the supervisor should immediately the Vice President of Human Resources so that the Company may take appropriate steps to avoid any adverse impact in the workplace. This may include the transfer, reassignment, or resignation of one (or both) of the associates involved. The Company may, at its discretion, also require any participants in a consensual romantic and/or sexual relationship to execute a Consensual Relationship Agreement. The Company will address these situations as confidentially and discreetly as possible. When a violation of this policy is determined to have occurred, appropriate disciplinary action, up to and including discharge, will be taken.

COMPENSATION AND BENEFITS CONFIDENTIALITY

The Company prohibits improper or unauthorized use of the Company's records or computer system to access confidential employee compensation and benefits. Improper or unauthorized access to the Company's records or computer system may violate federal or state law. This policy does not prohibit individuals from discussing their own compensation and benefits with other employees.

BENEFITS

Your rights and benefits are determined in accordance with the provisions of the applicable policy, and your insurance is effective only if you are eligible for insurance and remain insured in accordance with policy terms. Any policy is subject to amendment, modification or termination in accordance with any provision thereof or at the discretion of the Company without the consent, notice to or concurrence of any person insured thereunder. No agent or person, except the president of the Company has authority to waive any condition or restriction of any policy, to extend the time for making a payment, or to bind the Company by making any promise or representation or by giving or receiving any information. No change in any policy shall be valid unless evidenced by an endorsement on it signed by the aforesaid person.

OVERTIME

The Company complies with the requirements of the Fair Labor Standards Act and any applicable local law with respect to wages and hours. Please understand that there may be times when you will need to work overtime so that we may successfully meet the needs of our customers. However, all overtime must be approved in advance by the General Manager or his or her designee.

Non-exempt hourly employees will be paid overtime at a rate of one and one-half times their regular hourly rate for all hours worked over 40 in a week. Non-exempt employees who are paid on a salary basis may have their overtime calculated based on the fluctuating work week method. Such employees will receive their fixed salary as straight time pay for whatever hours they are called upon to work in a work week and will receive additional compensation for overtime hours worked at a rate of one-half their regular rate of pay. In that case, an employee's regular rate may vary from week to week and will be determined by dividing the number of hours worked in the week into the amount of the employee's fixed salary. For all employees, only actual hours worked count toward computing weekly overtime.

Exempt salaried employees do not receive overtime pay. Exempt salaried employees are subject to deductions from their salaries only for lawful reasons. If an employee feels he or she has been subject to an improper salary deduction or has been improperly classified as exempt or non-exempt, the employee should utilize the complaint procedure set forth in the Company's EEO policy, which is set forth in this Handbook. In the event it is determined that an improper deduction was made, the Company will reimburse the employee for the deduction.

RECORDING YOUR TIME

We want to be sure that you are paid fairly for all hours that you work. To accomplish this, we must have an accurate record of the time that you work. This Company uses a time clock to keep time records. Your supervisor will explain how this clock is used. The important points to remember are:

1. Be sure that you clock in at the start of your shift.
2. Be sure you clock out at the beginning of your lunch period.
3. Be sure you clock in at the end of your lunch period.
4. Be sure you clock out at the end of your shift.
5. If you leave the building on non-Company business, you must clock out.

Using any timecard other than your own, or tampering with a timecard in any way, will result in disciplinary action up to and including discharge. Any change or omission from a timecard must be approved by your supervisor. If you contend you have not been paid time for all hours worked, please utilize the EEO complaint procedure set forth in the EEO Policy in this Handbook.

STANDARDS OF CONDUCT

Each employee has an obligation to observe and follow the Company'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. All employees also share an obligation to safeguard the integrity of the Company's reputation and assure the continuation of ethical business practices.

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

The following misconduct may result in discipline up to and including discharge: (1) misconduct; (2) violation of the Company's policies or safety rules; (3) insubordination; (4) excessive absenteeism or tardiness; (5) violation of substance abuse policy, including possession, use or sale of alcohol during working hours, reporting to work under the influence of alcohol or controlled substances, or unlawful use of controlled substances; (6) possession of dangerous instruments on Company property, including illegal firearms; (7) unsatisfactory performance; (8) suspicion of theft or dishonesty; (9) violation of Company's EEO policy or Business Practices/Code of Ethics Policy, or disrespect toward fellow employees, customers, visitors or other members of the public; (10) violation of the Company's Workplace Violence policy; (11) Gossiping or discussing/disclosing confidential business or personnel matters; (12) failure to work with a positive attitude; (13) failure to help and support other employees; (14) violation of policies or procedures set forth in Company handbook; (15) disrespectful or unprofessional conduct on the phone (16) unauthorized or inappropriate use or disclosure of confidential information or trade secrets; and (17) other misconduct as determined by the Company.

These examples are not all inclusive. We emphasize that discipline and discharge decisions may be based on an assessment of all relevant factors, including the severity of the infraction and the employee's work record, as determined by the Company.

A WORD ABOUT OUR UNION-FREE STATUS

The Company operates non-union. We believe that this union-free tradition has been a critical factor in the growth and well-being of this Company and each of our employees.

The union-free environment we presently enjoy was not accomplished by accident or because of a lack of interest on the part of labor organizations. We strongly believe that the best form of communication occurs in an atmosphere of mutual respect and trust. The Company feels that the long-term interests of all our employees are best served by maintaining our union-free environment.

We have always been committed to the basic belief that when the Company prospers, so should our employees. The Company has always emphasized job security and is committed to providing good working conditions, pay and benefits to all our employees. In that regard, our record speaks for itself. We require no outside organization to tell us how to treat our employees fairly.

An important and major contributor to the success of the Company has been the high level of employee cooperation and support for our Company's policies and objectives. We believe that the best way to maintain this cooperation is to continue our policy of fair treatment for all employees. Simply stated, we do not believe that there is a need for a third party. Of course, in every work environment, differences of opinion occasionally arise. We firmly believe that such differences are best resolved through honest and direct dealing between the Company and each of its individual employees, without outside intervention by a labor organization. For that reason, the Company has always encouraged the "Open Door Policy" which will be discussed later in this handbook.

SOLICITATION/DISTRIBUTION POLICY

Solicitation by an employee of another employee, including but not limited to, solicitation for contributions, sale of merchandise, or memberships in clubs or organizations, circulation of petitions, and all other forms of solicitation, is prohibited while either the person doing the soliciting or the one being solicited is on his or her working time. Solicitation by non-employees on Company premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in the working areas of the Company is prohibited at any time. Distribution of literature by non-employees on Company premises is prohibited at all times.

OFF-DUTY EMPLOYEES

Off duty employees are to visit the Company only on matters of business, such as obtaining paychecks, and may not enter work areas of the Company unless granted permission to do so by a supervisor.

VISITORS

All visitors, including family members of employees, are required to check-in with the receptionist. Visitors are not allowed in work areas without express permission and approval by your supervisor.

PROTECTING CONFIDENTIAL INFORMATION

The Company considers its confidential and proprietary information to be one of its most valuable assets. We all share a common interest in making sure this information is not improperly or accidentally disclosed. As such, employees must carefully protect and must not disclose to any third party any confidential or proprietary information belonging to the Company or its customers. Such protected information includes, but is not limited to, matters of a technical nature, such as computer software, product sources, product research, and designs; as well as matters of a business nature, such as customer lists, customer contact information, employee information, personnel information, on-site program and support materials, training materials, pricing lists, sales data, financial and marketing data, and any other confidential and/or proprietary information, whether communicated orally or in writing, and whether in electronic or other tangible form, concerning the Company's or its customers' operations and business.

Employees should ensure that any materials containing confidential or proprietary information are stored safely before leaving their work areas each day. During the workday, employees should avoid leaving confidential or proprietary information unattended.

WORKPLACE VIOLENCE POLICY

Application. The Company is committed to providing its employees a safe environment for working and conducting business. In this regard, the Company will not tolerate any threats, threatening behavior, acts of violence, or any related conduct which interferes with or disrupts the Company's safe working environment. This prohibition applies to Company employees, vendors, customers, and visitors, whether or not the conduct occurs on or off Company property.

Prohibited Conduct. Threats, threatening behavior, acts of violence or related disruptive conduct includes conduct against persons or property that is sufficiently severe, offensive, or intimidating that it disturbs, interferes, or prevents normal work functions or activities. Specific examples of conduct that may be considered "threats, threatening behavior, acts of violence or related disruptive conduct" include, but are not limited to, the following:

- Hitting or shoving an individual
- Threatening to harm an individual or his/her family, friends, associates, or their property
- The intentional destruction or threat of destruction of property owned, operated, or controlled by the Company
- Harassing or threatening individuals through any form of written or electronic communications
- Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of the Company
- Harassing surveillance of another Company employee and making a credible threat with intent to place the other person in reasonable fear of his or her safety
- Unlawful possession of firearms, weapons, or any other dangerous devices on Company property.

[NOTE: employers in Georgia should replace the paragraph above, with the following: Unlawful possession of firearms, weapons, or any other dangerous devices

on Company property, except as provided for by the Business Security and Employee Privacy Act, which, subject to several exceptions, allows employees who are licensed to carry concealed weapons to store firearms in their vehicles while on Company property, as long as the firearm is properly concealed in a glove box, trunk, or other enclosed compartment within the vehicle.]

Complaint Procedure.

All employees are responsible for refraining from making threats, engaging in threatening behavior, acts of violence or related disruptive conduct and for seeking assistance to resolve personal issues that may lead to acts of violence in the workplace. If you feel that you have experienced or witnessed conduct that is prohibited under this policy, you are to follow the complaint procedure set forth in the Company's EEO policy, which is contained elsewhere in this handbook.

The Company will undertake an appropriate review of any complaint. To the extent practicable and appropriate, the Company will keep any complaint and the terms of their resolution confidential. The Company will take corrective action as appropriate, including such discipline up to and including termination of employment. Further, some conduct prohibited under this policy also is prohibited under criminal law. When appropriate, the Company will refer cases for criminal prosecution.

The Company recognizes that intentional or malicious false accusations of misconduct can have a serious effect on innocent men and women. Individuals falsely accusing another of conduct prohibited under this policy will be disciplined in accordance with the nature and extent of his or her false accusation.

COMPUTER, EMAIL, AND INTERNET USE POLICY

Purpose and application. The Company provides a variety of technology resources to its employees for purposes of its business operations and to help employees perform their jobs. While these technology resources are often necessary and helpful tools, they also pose risks and must be used with common sense and good judgment. As such, the Company has developed this policy to establish guidelines for the use of its technology resources. For purposes of this policy, the Company uses the term “technology resources” to refer generally to all of its network and electronic resources, such as computers, software, networks, email systems, telephones and cellular phones, voicemail systems, fax machines, and Internet access.

Business use only. The use of the Company’s technology resources is for company business and is to be used for authorized purposes only. These technology resources are established, maintained, and provided by the Company for employees to use for the furtherance of Company business and not for personal use.

Ownership and access to technology resources.

All of the Company’s technology resources, including all data and files stored on or transmitted using the Company’s technology resources, are the property of the Company. This means that the Company owns all data and files stored on or transmitted using any of the Company’s technology resources, such as computers, network servers, or email servers. As such, the Company retains the right to access, monitor, and inspect its technology resources, and any of the data and files therein, at any time. This right applies both during an employee’s employment with the Company and after its termination for any reason, voluntary or involuntary.

Employees should not have an expectation of privacy in anything they create, store, send, or receive using the Company’s technology resources. In this regard, employees are specifically advised that passwords are designed to give employees access to all or part of the Company’s technology resources; they are not designed to guarantee employee privacy or security in any data or file created, stored, sent, or received on any of the Company’s technology resources. Employees may not change passwords without prior express permission. Upon termination of employment, employees must return all passwords to the Company.

General guidelines for use.

Employees are expected to use the Company's technology resources professionally, for business purposes only, and in compliance with all other Company policies. Therefore, employees must follow the guidelines set forth below when using the Company's technology resources. This list is not intended to be an exhaustive description of all activities that may be considered inappropriate use of technology resources; there may be other activities that are inappropriate and/or violate Company policies, for which an employee may be subject to disciplinary action. If you ever are uncertain about whether an activity is an appropriate use of the Company's technology resources, you should consult with your supervisor.

1. Employees may not use the Company's technology resources to view or transmit any material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, violative of the Company's EEO Policy, or otherwise unlawful or inappropriate. The Company may use software or hardware to identify such inappropriate use of its technology resources. Websites with inappropriate content may be blocked from access by Company networks. In the event employees do encounter inappropriate or sexually explicit material while on the Internet or otherwise using the Company's technology resources, they should disconnect immediately.

2. Employees may not use the Company's technology resources to participate in or use any social media websites. (For more information, please refer to the Company's Social Media Policy.)

3. Employees must not deliberately perform other acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, streaming audio or video content from the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, using Company equipment for outside organizations or commercial ventures, or otherwise creating unnecessary network traffic.

4. Employees may not use the Company's Internet connection to download games or other entertainment software, including screen savers, or to play games over the Internet or to access personal online accounts. No employee shall download any software from the Internet without express permission. This includes messaging software such as AOL and MSN, windows skins, music files (e.g., MP3), software updates, or enhancements.

5. Employees may not illegally copy material protected under copyright law or make that material available to others for copying. Employees may not agree to a license or download any material for which a registration fee is charged without first obtaining express written permission from the Company.

6. Without the express permission of their supervisors, employees may not send unsolicited electronic mail to persons with whom they do not have a prior relationship.

7. Employees must not alter the "From:" line or other attribution-of-origin information in electronic mail, messages, or postings. Anonymous or pseudonymous electronic communications are forbidden.

8. Company communications and property are confidential. Any employee who accesses another person's computer, voicemail, computer file or data, or property without prior approval by an appropriate officer of the Company will be in violation of this policy.

9. To ensure security and avoid the spread of viruses, employees accessing the Internet through a computer attached to a Company network must do so through an approved Internet firewall. Accessing the Internet directly is strictly prohibited unless the computer being used is not connected to the Company's network.

10. Files obtained from sources outside the Company, including discs brought

from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to electronic mail; and files provided by customers or vendors, may contain dangerous computer viruses that may damage the Company's computer network. Employees should never download files from the Internet, accept electronic mail attachments from outsiders, or use discs from non-Company sources without first scanning the material with Company-approved virus-checking software. If employees suspect that a virus has been introduced into the Company's network, they should notify the Company immediately.

Other Company Policies. All of the Company's policies, including, but not limited to, its policies on Equal Employment Opportunity, Protection of Confidential Information, Social Media Policy, and Non-solicitation, apply to the use of the Company's technology resources. If any employee feels that he or she has witnessed or been the subject of any conduct in violation of this policy, the employee should utilize the complaint procedure set forth in the Company's EEO policy.

Discipline. Employees will be subject to discipline, up to and including termination from employment, for violating this policy. Therefore, before using any of the Company's technology resources, employees should consider whether their actions meet the expectations set forth herein. In doing so, employees should be mindful that electronically stored information can often be saved or retrieved even after an employee believes he or she has taken steps to "delete" it.

SOCIAL MEDIA POLICY

In general, the Company views social networking websites (e.g., MySpace, Facebook, Twitter), personal websites, and blogs positively and respects the right of employees to use them as a medium of self-expression. However, the use of these types of websites can impact both the Company and employees alike. Therefore, the Company has created this policy to establish its expectations for employee use of these types of websites.

Applicability. This policy is meant to apply to social networking sites, personal websites, blogs, photo sharing sites, video sharing sites, podcasts, as well as bulletin boards and comments posted on other websites. For ease of reference, this policy refers to all of these types of websites generically as “social media websites”. The absence of an explicit reference to a specific website is not meant to limit the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. You should consult with you manager or supervisor if you are uncertain about any of your activities on a social media website.

No interference with job duties. The Company’s Internet and computer resources are provided to employees to allow them to complete their job duties, and should be used for business purposes only. As such, the Company does not allow personal use of social media websites during work time.

Use outside of work. Employees may use social media websites during their personal time outside of work. Employees must be aware, however, that information they display on the Internet reflects not only on themselves, but could be associated with the Company as well. Therefore, employees are expected to follow these guidelines when using any social media website:

1. Employees may not in any way identify themselves as representatives of the Company or employees of the Company on any website. This includes user profile fields that may ask employees to identify their place of employment, job title, work experience, etc. Employees should leave these fields blank and not display any identifying information

about the Company.

1a. (Alternative) Employees who wish to identify themselves as employees of the Company on any social media website must first obtain written permission from the Company. After receiving permission, employees must place a disclaimer in their profile, post, or publication which clearly states that any and all opinions or views expressed are those of the employee and not the Company.

2. The Company's relationships with its clients, customers, and partners are valuable assets. Even positive references can be noticed by a competitor and used to the Company's disadvantage. Therefore, employees may not reference or display any information about any of the Company's clients, customers, or partners without obtaining their express permission to do so.

3. Without permission from the Company, employees should not post or cause to be posted any information about the Company without express permission. If given permission, employees are expected to be respectful of the Company and its employees, clients, customers, partners, and competitors. All information you display on the Internet should reflect this common respect owed to the Company.

5. Confidential and proprietary information of the Company is not to be discussed or referred to by employees on any social media website, even in private messages between site members who have authorized access to the information. This includes information such as financial information about the Company, pricing, strategies, intellectual property, and customer information.

6. Employees are responsible for reading, knowing, and complying with the Terms of Service of the social media websites they use.

7. Employees are expected at all times to comply with the law in regard to copyright, trademark, and plagiarism. Posting of someone else's work without permission is

not allowed. In addition, employees are expected to not make disparaging comments about other persons or entities on social medial websites.

Other Company policies. All other policies in this handbook apply with equal force to employee use of social media websites. In particular, employees are expected to follow the Company's EEO policy when participating in social medial websites. The Company considers behavior that is inappropriate in the workplace to be inappropriate on the Internet as well, meaning that the Company's EEO policy concerning discrimination, harassment, and retaliation applies equally to the treatment of employees in the workplace or on the Internet.

Disciplinary action. While the Company respects the right of employees to use social media websites, it has established this policy for the benefit and protection of the Company and its employees. Any employee witnessing or who believes a violation of this policy has occurred should utilize the complaint procedure set forth in the Company's EEO Policy. The Company takes the expectations explained above very seriously. As such, employees are advised that violating this policy may result in disciplinary action, up to and including termination.

INSPECTION/MONITORING POLICY

The Company provides offices, desks, computers, and other Company property to employees for their use while employed by the Company. These items are the property of the Company.

The Company can make no assurances about the security or privacy of any office, desk, file cabinet, computer, or other Company facility and discourages the storage of valuables, perishables, and other personal items in them.

Additionally, the Company reserves the right to open and inspect any item of any kind on Company property, including in an office, desk, computer and files, file cabinet, or Company property and its contents, at any time with or without reason, notice or consent. All vehicles parked in secure parking areas that restrict the general public by way of a gate, security officer or station, or other similar means and all vehicles parked in temporary parking areas are subject to search at any time with or without reason.

*Employers outside of Georgia should insert the following paragraph instead:
[Additionally, the Company reserves the right to open and inspect any item or vehicle of any kind on Company property, office, desk, computer and files, file cabinet, or Company property and its contents, at any time with or without reason, notice or consent. Employees or anyone on Company property and the contents of any item carried by employees or anyone on Company property also may be subject to search. This policy also will be applied in conjunction with the Company's policy on Protecting Confidential Company Information. All policies will be applied in compliance with state law regarding inspection of persons and vehicles.]

Employees should understand that any conversations over the Company's telephones and similar voice systems may be monitored or recorded for any reason as a part of normal business operations. By using the Company's telephones, employees expressly consent to such monitoring and recording for all lawful purposes and any use of the Company's telephones and

similar voice systems is done so with the knowledge and awareness of this policy.

Similarly, employees should be aware that, in order to promote the safety of employees, patrons, visitors, occupants, as well as the security of its assets and properties, the Company may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, showers, and dressing rooms, and that employment with the Company constitutes an express awareness of and consent to such surveillance.

PERSONAL TELEPHONE CALLS

It is important to keep our telephone lines free for customer calls. Although use of the Company's telephones for a personal emergency may be necessary, routine personal calls are prohibited. Any use of the Company's long-distance or toll-free (800 number) telephone for personal use is absolutely prohibited.

The Company maintains a pay phone for use by employees for personal telephone calls.

CELL PHONES AND PORTABLE COMMUNICATION DEVICES

Employees will not utilize cellular phones or any other type of portable communications device for improper purposes. Therefore, unless it is in pursuit of a legitimate business purpose, employees are not, while acting on behalf of the Company on and off Company premises, permitted to use a cellular phone or any other type of portable communications device to: (1) take or transmit pictures of employees, visitors, or any other individuals without their expressed consent; and (2) take or transmit pictures of the Company's confidential information and trade secrets. Further, employees should not use cell phones or any other portable communications device while operating a motor vehicle on behalf of the Company. If employees must use cell phones while in their motor vehicle, they must comply with the following safety guidelines: (1) Always dial while the car isn't moving; (2) Never use the phone in heavy traffic or bad weather; (3) Use speed dialing as much as possible; (4) Use a hands-free phone; (5) Never look up phone numbers while driving; (6) Never have stressful conversations while driving; and (7) Keep your eyes on the road while on the phone. Of course, employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving.

ALTERNATE CELL PHONE POLICY:

The Company provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Cell phone invoices may be regularly monitored.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road and the laws of the state in which they are driving. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone. As a Company representative, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

JOB REFERENCE POLICY

The Company's reference policy is that employees are not to provide any reference regarding a current or former employee's employment with the Company.

Any request for a reference or employment history of any kind should be directed to the Personnel Manager _____ [name] at _____ [telephone number]. For your information, _____ or their designee's response will be limited to providing dates of employment and job positions.

Upon written request with authorization from the former employee, _____ will provide salary history. Again, this information will only be given by _____ or his or her designee and no employee is authorized to provide any information of any kind concerning a current or former employee.

EXIT INTERVIEW QUESTIONNAIRE

Employer Name: _____ Location: _____
Former Employee: _____ Former Title: _____

1. Was your decision to leave the company or any of its subsidiaries influenced by any of the following? Please check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Leaving the city | Dissatisfied with: |
| <input type="checkbox"/> Returning to school | <input type="checkbox"/> Type of work |
| <input type="checkbox"/> Health reasons | <input type="checkbox"/> Working conditions |
| <input type="checkbox"/> Family circumstances | <input type="checkbox"/> Income |
| <input type="checkbox"/> Retirement | <input type="checkbox"/> Supervision |
| <input type="checkbox"/> Found a better job | <input type="checkbox"/> Other (Please explain) |

Comments:

2. How would you rate the following in your former job or department?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Cooperation within the department:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperation with other departments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were oriented to the job:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequacy of on-going training:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication within the department:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workload:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

3. What is your opinion of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Your wage/salary:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity for advancement:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer procedures:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Appraisals:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical working conditions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment provided:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid holidays:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid vacations:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid sick days:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Benefits:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

4. How would you rate your Supervisor/Manager on the following points?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Demonstrates fair & equal treatment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolves complaints & grievances:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistently follows & enforces all policies & procedures:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informs employees of matters that directly relate to their job:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages feedback & welcomes suggestions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledges employee's accomplishments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits willingness to admit & correct mistakes:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Express instructions clearly:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develops cooperation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

EMPLOYEE EXIT INTERVIEW FORM

TO: _____

FROM: _____

Please respond to the questions below. All answers will be held in confidence.

Length of employment? _____

Job Title? _____

What are your reasons for leaving? _____

How would you describe your overall work ?

Are there any particular practices or working conditions that either led to your decision to resign or that you feel are detrimental to a satisfactory working relationship? If so, have you any suggestions on how to eliminate them?

Do you feel co-employees and/or supervisors subjected you to any adverse treatment or treated you differently than other employees? If so, please explain.

Additional comments?

Signed: _____ Date: _____