

WOMEN RELIEF AID

(WRA)

Human Resource Policies and Guidelines



WOMEN RELIEF AID

Hope for Women and Children in Crisis

TABLE OF CONTENT

TABLE OF CONTENT	i
ARBITRATION.....	1
ATTENDANCE	1
ACCIDENTS	2
Disabilities Act	3
ANNIVERSARY DATE.....	3
AWARDS.....	3
BEREAVEMENT LEAVE	3
BIRTHDAY PAY.....	3
BLOGGING.....	3
BUSINESS HOURS.....	4
CAFETERIA PLAN	4
CAR POOLING.....	4
CASUAL DRESS (Dress Down).....	4
CELL PHONE USE AT WORK	5
CELL PHONES - ORGANISATION PROVIDED	5
CHANGE IN STATUS.....	5
CHEMICAL STORAGE	6
CHILD ABUSE CLEARANCE	6
ORGANISATION PHILOSOPHY	6
ORGANISATION PROPERTY, RETURN	6
ORGANISATION SPONSORED EVENTS.....	6
COMPENSATORY TIME - COMP DAYS.....	7
COMPUTER USE	7
CONFLICT OF INTEREST	7
CONSENSUAL RELATIONSHIPS OF EMPLOYEES	7
CONTINUING EDUCATION (Non-mandated).....	8
CREDIT INVESTIGATION	8
CRIMINAL HISTORY RECORD CHECK	8
CLIENT RELATIONSHIPS.....	8
CLIENT SAFETY	9
DISROBING PROCEDURE	9
DISTRIBUTION OF PAYROLL	9
DOMESTIC PARTNERS.....	9
DRESS CODE	9
DRUG FREE WORKPLACE	10
DRUG TESTING.....	10
EDUCATION LEAVE	11
IMMIGRATION	11
INSTANT MESSAGING.....	11
INTERNSHIPS.....	11
JOB POSTINGS	12
EMPLOYEE SELECTION	12
JOB DESCRIPTION	12
JOB TRAINING.....	13
JURY DUTY.....	13
EMERGENCY CLOSINGS	13
EMERGENCY PROCEDURES.....	14

EMPLOYEE BACKGROUND CHECK	14
EMPLOYEE BENEFITS.....	14
Eligibility of Benefits	14
EMPLOYEE CATEGORIES.....	14
EMPLOYEE CLASSIFICATIONS.....	15
EMPLOYEE CONDUCT	16
EMPLOYEE DISCIPLINE	16
EMPLOYEE MEDICAL EXAMS	18
EMPLOYEE PRIVACY.....	18
EMPLOYEE SUGGESTIONS	18
EMPLOYMENT AND SUPERVISION OF RELATIVES	19
EMPLOYMENT AT-WILL.....	19
ENTERING AND LEAVING WORK.....	19
EQUAL EMPLOYMENT OPPORTUNITY	20
EXPECTATIONS OF EMPLOYEE	20
EXPECTATIONS OF EMPLOYER.....	20
FIRE PREVENTION	21
FMLA	21
FORMER EMPLOYEE REHIRE	23
GENERAL SAFETY POLICY.....	23
GIFT - GRATUITIES POLICY	24
GRIEVANCE PROCEDURE	24
HEALTH INSURANCE.....	24
HIRING	25
HOLIDAYS.....	25
HOURS WORKED.....	26
GRIEVANCE PROCEDURE	26
LIFE INSURANCE	27
LIFE THREATENING ILLNESSES OR DISEASE	27
LIMITED DUTY WORK OFFER	27
LOST AND FOUND	28
MEAL &/or BREAK PERIODS.....	28
MEDIA INQUIRIES	28
MEDICAL RESTRICTIONS	28
MISSION STATEMENT	28
MOONLIGHTING.....	28
MEDICAL PLAN OPT-OUT.....	29
MILITARY LEAVE.....	29
MINORS, EMPLOYMENT.....	29
MP-3 PLAYER / MUSIC HEADSETS / HAND HELD VIDEO GAMES.....	29
NEPOTISM.....	30
NON COMPETE POLICY	30
OVERTIME	30
PANEL OF PHYSICIANS.....	30
PARKING	31
MEDICAL PLAN OPT-OUT.....	31
MEDICAL RESTRICTIONS	32
NON DISCLOSURE.....	32
OMBUDSMAN	32

ORGANIZATIONAL STRUCTURE	32
NON COMPETE POLICY	33
PAYROLL DEDUCTIONS.....	33
PAYROLL MISTAKES	33
PERFORMANCE EVALUATION.....	33
PERSONAL DAYS.....	34
PERSONAL USE OF ORGANISATION PROPERTY.....	34
POSSESSION OF UNLAWFUL OR STOLEN MATERIAL.....	34
PROBATIONARY PERIOD.....	35
PUNCTUALITY.....	35
REASONABLE ACCOMMODATION	35
PAYCHECK.....	35
PAYROLL ADVANCES.....	36
PAYROLL CYCLE	36
RECORDING YOUR TIME	36
RECYCLING.....	36
REIMBURSEMENT (Non Travel).....	36
REMAINING VACATION UPON TERMINATION.....	37
REPRESENTING THE ORGANISATION	37
RESIGNATION.....	37
ROBBERY	37
SAFETY - BURNS	38
SAFETY – COLLISIONS.....	38
SAFETY - CUTS.....	38
SAFETY - HOUSEKEEPING	38
SAFETY - LIFTING	38
SAFETY - LOCKOUT AND TAGOUT	39
SAFETY - SLIP AND FALLS.....	39
SAFETY - VISITOR ACCIDENTS	40
SCHOOL VISITATION.....	40
SEXUAL HARASSMENT	40
SHORT TERM DISABILITY	41
SICK DAYS.....	41
SMOKING.....	41
SOCIAL VISITS	42
SOLICITATION.....	42
TEAMWORK.....	42
TRAVEL REIMBURSEMENT.....	42
TECHNOLOGY, PERMISSIBLE USE POLICY	43
TEAMWORK.....	43
SOLICITATION.....	43
TECHNOLOGY, PERMISSIBLE USE POLICY	44
TRAVEL REIMBURSEMENT.....	44
TUITION REIMBURSEMENT	44
UNION FREE PHILOSOPHY.....	46
UNUSED VACATION POLICY.....	46
USING VACATION	47
UNUSED VACATION POLICY.....	47
VACATION CASH OUT	47

VACATION DAYS.....	48
VIDEOTAPING IN THE WORKPLACE	48
VISION AND DENTAL PLAN	48
VOTING TIME	48
WEAPONS	49
WORK SCHEDULE	49
WORKERS' COMPENSATION	49
WORKPLACE VIOLENCE	49
APPENDIX A: EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FMLA	50
APPENDIX B: INTRODUCTION TO MANUAL.....	53
APPENDIX C: HANDBOOK DISCLAIMER	54
APPENDIX D: VACATION SCHEDULE	55
APPENDIX E: ACKNOWLEDGMENT PAGE	56

Human Resource Policy Index

Employee who has worked at least one calendar year will be eligible to enroll in the WRA's Plan on the first day of the quarter following their hire anniversary date. This Plan has immediate vesting for all money matched by the Employer. The Organisation will match one hundred (100) percent on the first four percent of your employee contribution and then match fifty (50) percent of your match on the next four percent of your contribution to the plan. You may choose not to participate; however, participation is encouraged due to the generous aspects of this Plan matching.

ARBITRATION

If an employment dispute arises while you are employed at the WRA, we request any such dispute to be settled exclusively by binding arbitration under the federal Arbitration Act. Any dispute associated with employment, termination of your employment, discrimination, harassment, etc. will qualify for arbitration resolution. This arbitration shall be the exclusive means of resolving any dispute arising out of your employment or termination from employment and employees in any court or any forum can bring no other action.

By simply accepting or continuing employment, you agree that arbitration is the exclusive remedy for all disputes arising out of or related to your employment with the Organisation. In addition, both the Organisation and you agree to waive all rights to a civil court action regarding your employment and the termination of your employment. Only the arbitrator, and not a judge nor a jury, will decide the dispute.

If you decide to dispute an alleged incident during your employment, you must deliver a written request for your decision to arbitrate to the HR Department. You will have up to one (1) year from the date of termination, or one (1) year from the date on which the alleged incident(s) or conduct occurred to make such request. You will also have up to fourteen (14) calendar days to respond to each communication from the Organisation regarding the selection of an arbitrator and the scheduling of a hearing.

If WRA does not receive a written request for arbitration from you within one (1) one, or if you do not respond to any communication from the Organisation about the arbitration proceedings within fourteen (14) calendar days, you will have waived any right to raise any claims arising out of the original issue.

The arbitrator will be selected by both parties from a list of available representatives. You and the Organisation shall each bear respective costs for legal representation at any such arbitration. The parties, if any, shall share the cost of the arbitrator and court reporter, equally.

ATTENDANCE

Your attendance is extremely important to the success of the WRA. We expect employee to strive for perfect attendance and to arrive for work on time. We recognize

that, on occasion, you may not be able to come to work or need additional time before you arrive. Sickness and other emergencies cannot always be anticipated and may require you to miss all or part of your work day.

If you cannot report to work as scheduled, you must notify your manager or the human resources department who will let your manager know your situation. If your need for time off is foreseeable, you must provide as much notice as possible. If your need for time off is not foreseeable, you must provide as much notice as practicable, but in no event less than one (1) hour prior to your normally scheduled starting time. Of course, if you cannot contact [e.g., your supervisor] yourself, you must have someone do it for you.

When you contact your immediate supervisor you must let them know for how long you will be out and when you expect to return or, as the case may be, arrive for work.

You must submit documentation for absences due to illness of three (3) days or more. Generally, you must provide a document from your doctor or other recognized health care provider that would justify your absence. Likewise, you will need to provide documentation justifying your return to work.

Excessive absences, or lateness and excessive patterns of absences or lateness may lead to disciplinary action, up to and including termination. If you are absent from work for three (3) consecutive days without notice, the Organisation will consider that you have voluntarily resigned your position.

ACCIDENTS

It is the policy of the Organisation to take all necessary steps to provide a safe and healthful work environment for its employees. All health and safety policies are in compliance with Federal and State regulations. It is the obligation of each employee to observe these regulations and practice safety at all times.

If you are injured or become ill, you are required to report this fact promptly to your supervisor and complete all required forms. In addition, any incidents witnessed as a "near-miss" shall also be reported. Near miss scenarios help to identify potential danger areas before a serious accident occurs or identify poor safety standards/ practices.

Any employee, who is injured and/or loses time from work because of a job related injury, will be compensated according to the Workers' Compensation act. No employee, after an absence causing injury, will be allowed to return to work until he or she is released by a doctor.

All injuries no matter how small or currently insignificant shall be reported to the manager. If an employee is injured, requires first aid or witnesses a near miss, they shall contact their manager and ask for help in completing an incident report. Incident reports are used to build the Organization's annual OSHA log as required by law. Failing to report an accident or injury could result in disciplinary action for all involved.

DISABILITIES ACT

It is the policy of the Organisation to abide by all provisions of the Disabilities Act. We will not discriminate against any individual who demonstrates the qualifications necessary to perform the duties of a particular position in the organization. No medical or physical disabilities will be considered as a factor in satisfactorily performing a job/task except for those which are critical to the performance of such task.

ANNIVERSARY DATE

The first day you report to work for orientation is your official start date and your corresponding anniversary date. This anniversary date is the start of each employee's own "fiscal year" for purposes of calculating eligible non-paid and paid benefits such as vacation, sick and other leave policies in the manual.

AWARDS

On occasion the Organisation may recognize outstanding contribution by an individual employee or group of employees. These awards are meant to thank employee for work that rises above that which is expected and to bolster morale. Award can be great, but they shall not be viewed or used as a means to separate or classify employee!

BEREAVEMENT LEAVE

In the event of the death of your spouse, child, parent, sibling or grandparent, you will be paid at your regular rate of pay for three (3) consecutive working days' absence. Shall you wish to take extra time; it may be taken as vacation time.

BIRTHDAY PAY

An employee will receive their birthday off with pay. If an employee works on their birthday, they will get an additional pay for the one day at the regular rate excluding overtime.

BLOGGING

Blogging has become a popular activity on the Internet and you may now or in the future decide to start a blog. The Organisation takes no position on your decision to start or maintain a blog. Unless specifically authorized to do so, you are prohibited from "blogging" on work time or during working hours and may not use Organisation computers (or other Organisation provided devices) to blog. You are also subject to the Organization's discipline policy for any blog posting that the Organisation determines is detrimental to its business, whether current, planned or being discussed. Accordingly, unless specifically instructed, you are not authorized to speak on behalf of the Organisation and, therefore, must not do so. The nature of any blog posting will be a factor in determining what (or whether) discipline will be imposed, but you may be subject to discipline up to an including immediate termination.

The above policy applies to other forms of social media or technology on the Internet, including wiki postings or video postings. It is not the nature of the communication device or technology that is at issue, but the Organization's right to protect itself from unauthorized disclosure of information.

BUSINESS HOURS

Our store business hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. In general, most non-exempt employees work a forty-hour week, inclusive of scheduled lunch and break periods. Individual schedules may vary according to circumstances, including the position you hold, your employment status, or business needs. You will be made aware of your regular schedule as soon as practicable in advance of when you are scheduled to work.

CAFETERIA PLAN

The Organisation shall offer a Cafeteria Plan to help employees pay for certain medical and premium expenses tax free. There shall be two Cafeteria plan benefits available through the Internal Revenue Service Code Section 125 to employees.

The cafeteria Plans are explained here in brevity and the entire Cafeteria Plan document shall be reviewed before deciding to enroll. Ask human resources for help if you need it to understand the real advantages to this benefit.

Premium Only Plan (POP). This plan is available to employees who pay for medical dental or vision insurance premiums through their own payroll check deductions. Generally, employees would need to pay these amounts with after tax dollars from their take home pay.

CAR POOLING

Due to the rising costs of gasoline and inevitable auto repair, the Organisation shall establish a voluntary carpooling program. Any employee wishing to car pool may refer to the Car Pool Club notice on the posting boards.

Carpooling guidelines shall be agreed upon by those employees who car pool in each group. Although the group travel arrangements are similar, the Organisation does not get involved with the details of each group's arrangement. Please contact the lead team member for the Car Pooling team you wish to travel with. If no team is available in your area, start your own team.

CASUAL DRESS (Dress Down)

Depending on your position and department, you may be entitled to dress down from business professional attire to business casual attire on Fridays throughout the year. Your manager will let you know if dress down applies to you. For women, this means they may wear slacks, skirt or other tasteful casual attire. For men, khakis, golf shirt or

other tasteful attire are allowed. No sneakers, shorts or attire that would expose the belly, midriff, upper thighs, bosom or back are allowed.

If your work responsibilities require you to always wear safety equipment, boots or other items, then you will not be permitted to dress down unless your manager specifically indicates it is acceptable.

CELL PHONE USE AT WORK

The use of a personal cell phone while at work may present a hazard or distraction to the user and/or co-employees. This policy is meant to ensure that cell phone use while at work is both safe and does not disrupt business operations. Unless otherwise authorized, employees may only use personal cell phones for an emergency.

CELL PHONES - ORGANISATION PROVIDED

Unless otherwise authorized, Organisation provided cell phones must be used only for business purposes. In addition, employee shall use an Organisation provided cell phone only when a less costly alternative does not exist. Employee must fully reimburse the Organisation for any personal use of an Organisation provided cell phone. Business phones with excessive non-business long distance and over limit fees will be passed on to the employee in terms of disciplinary action.

CHANGE IN STATUS

Changes in status may affect your eligibility for benefits, amount you pay for benefits, delivery of your paycheck and other issues. It is extremely important to keep your personnel records up-to-date by notifying the Organisation in writing of any change in status. You may see information in your personnel file if you wish and request copies of all documents you have signed. Please make arrangements with the Human Resource Department. Notify Human Resources if any of the following have changed or will change in the near future:

- Legal name
- Home address
- Home telephone number
- Person to call in case of emergency
- Number of dependents
- Marital status
- Change of beneficiary
- Driving record or status of driver's license, if you operate any vehicles
- Military or draft status
- Exemptions on your W-4 tax form
- Training Certificates
- Professional License

CHEMICAL STORAGE

All chemicals must be stored in original labeled containers. Spray bottle contents must be identified with a label. All chemicals must be stored in non-food production areas. Further, all chemicals must be stored by category and apart from one another. Employee shall check the Material Data Safety Sheets (MSDS) for information on storing new chemicals. In the event a leak of unknown origin is discovered in the storage room the employee shall alert the manager as soon as possible to determine the level of danger and whether an evacuation is necessary. Any near miss shall be reported on the WRA log.

CHILD ABUSE CLEARANCE

For Candidates applying for employment in any Departments, a pre-employment background clearance will be conducted. This verification will seek arrests or convictions for Child abuse and other Child Welfare Crimes. All background investigations conducted by the Organisation will require your authorization in writing before the check will be conducted. Your continued employment may be conditional upon your acceptance to submit to such background verifications. Each employee may, at their own expense, request a copy of any adverse findings provided to the Organisation and investigate or correct such findings. You have legal rights to research and to dispute or explain any information prepared by these clients.

ORGANISATION PHILOSOPHY

WRA shall hire the best people to help it reach its goals. We believe if we surround ourselves with good people who intend on doing well, the organization can succeed. It is for this reason we enforce the idea of Organisation investment in human capital, training and trust to encourage employee to always "do the right thing" when at work and in their communities.

ORGANISATION PROPERTY, RETURN

If your employment with the Organisation terminated, for any reason, you must promptly return to the Organisation all confidential documents and other materials that you have. You are not permitted to retain copies of any such documents or materials. In addition, keys, sales promotional materials, lists, software and all other tools an employee would use shall be returned. Upon acceptance of employment, some departments require new employee to sign an agreement to return tools or be charged the replacement cost for a new tool from their last paycheck or as a separate invoice billed to their home. An employee has 10 days to return and /or pay for tools that are not returned.

ORGANISATION SPONSORED EVENTS

Throughout the year, employee will be invited to various optional Organisation sponsored events. Some events are intended to bolster Organisation awareness such

as job fairs and Chamber of Commerce functions. Other events are for the enjoyment of our employees. All such sponsored events do not require attendance. No accidents, injury or illness as a result of an Organisation event may be considered to have occurred "at work". Only exceptions are when non-exempt employee is being paid or when exempt employee is working during their regular work hours that caused their injury. Summer picnics and sport outings are popular with our employees. Although the physical aspect of some outdoor recreation may be relaxing to most, some employees may want to consult a physician before considering their decision to participate.

Finally, in cases where alcohol is available or served, (such as the employee holiday party) employees are reminded to be cautious and to control their consumption and the consumption of their guests. Although these events are not work related, they can adversely affect your employment.

COMPENSATORY TIME COMP DAYS

Under no circumstances will comp days off be given in place of receiving overtime pay. Since we do not pay a special higher rate of pay for hours worked on recognized holidays, we reward employees with paid time off at the time they choose. If a holiday is worked and it is also at a time when the employee is earning overtime, they will receive the overtime and only the equivalent of 8 hours off at a time in the future.

COMPUTER USE

The Organisation believes each person who wants a personal computer to enhance their job skills shall have an opportunity to purchase one on their own. With prior approval, an employee may purchase any computer enhancement software or even an entire updated system. He / she shall be allowed to use their personal computer within the organization premises.

CONFLICT OF INTEREST

Employee shall not allow their responsibilities outside of work to create a conflict of interest. If an employee has an opportunity to serve on a board or committee in our community, they shall first weigh the possibility of conflict. If conflict of interest is unavoidable, the employee shall decline such offers to serve. In cases where family members of employee is employed by or serve on committees of our suppliers, competitors, etc. you are required to notify human resources to make a formal notice of such association. A permanent record may be made and placed in your file. In this way, we can avoid potential scenarios which can be damaging to the reputation of the employee and WRA Organisation.

CONSENSUAL RELATIONSHIPS OF EMPLOYEES

We shall spend most of our waking hours at work and therefore build many casual and personal relationships in the workplace. It is possible for two people to get interested in each other and become personally involved. Shall two employees who work together or

supervise each other enter into a personal, non-work related relationship; one or both employees may have to be transferred. We realize the typical work based personal relationship have no adverse impact. However, in cases where the relationship deteriorates, it can lead to other issues that seriously affect the workplace. Some of these issues include revenge, sabotage, rumors, depression, false accusations, sexual harassment and more. In short, workplace relationships generally become issues after a breakup and for this reason we stand to enforce this policy.

CONTINUING EDUCATION (Non-mandated)

Employee who have a minimum of one year service will be entitled to attend a seminar once a year on a subject within the scope of their employment duties. This is intended to demonstrate the Organization's intent in keeping our employee knowledgeable and up to date on current trends. The Organisation reserves the right to mandate employee to attend such training if the Organisation finds an applicable program that would benefit multiple employees or departments.

Employees will each have a budget of up to \$100 to use for this purpose. No spouses are allowed to travel during these events unless approved in advance. The course/ seminar must also be approved before any reservation is made.

CREDIT INVESTIGATION

Candidate who has accepted an offer of employment in positions with exposure to Organisation financials, cash management and banking shall expect to undergo a credit investigation. The Organisation will arrange for this investigation and the employee will not be charged. This background check applies to only those individuals who are hired to work in a financial capacity. Your continued employment may be conditional upon the findings of this inquiry.

CRIMINAL HISTORY RECORD CHECK

The Organisation may conduct a criminal background check upon hire or for cause to identify candidate or current employee who possesses a history of violent or adverse criminal behavior. Such behavior, when identified, will limit the Organization's risk in hiring those individuals who may cause harm to themselves, co-workers or our clients. In addition, some clients with Federal contracts require that no person convicted of a Felony or Misdemeanors may be employed on the project. In this case, the employee will be laid off or terminated for failure to disclose.

CLIENT RELATIONSHIPS

All Employees deal with our clients! No matter what your position, every employee impacts the client in some way. Employee is reminded to promote the Organisation just as they would represent their families. This means being friendly and courteous on the business property, while visiting our stores, driving our vehicles on roads and highways and in daily interactions. After all, you never know who knows the person you are

talking to! They may very well be the next account of WRA. To enhance client relationships, the employee shall answer phones before three rings, transfer office calls correctly, follow through on promises, give updates if necessary, greet walk in clients or just smile and say hello. Treating others as you expect to be treated goes a long way in client service relationships.

CLIENT SAFETY

Clients don't know your safety rules. They are simply touring the facility. Be courteous when contacting clients. Your eagerness or quick steps toward the client may prompt them to back up or move out of your way and possibly cause an accident. All employees shall be patient. Don't run down or pass clients in the hallways or on the warehouse floor. Smile allows a client to go first and follow them if appropriate. If anything else, it will give you a few seconds to gather your thoughts about your next task.

DISROBING PROCEDURE

If you work in an area with exposure to hazardous chemicals or agents, you will be expected to follow all disrobing and decontamination procedures closely. These procedures are posted in the decontamination room and the locker area as needed for employees to review. If you feel ill as a result of a contamination issue, you must report this to your manager immediately.

DISTRIBUTION OF PAYROLL

Checks will be distributed by the manager of each department on payday. Checks will not be released to any person other than the employee unless there the employee signs an authorization to release their check to another person including a spouse. Direct deposit is the preferred method by which employees are paid. Employees shall complete a change form as early as possible if their account information is changed for any reason.

DOMESTIC PARTNERS

For purposes of determining benefit eligibility in our manual, a domestic partner is considered a spouse. A domestic partner is loosely defined as two individuals who are co-inhabitants of a single residence who share expenses, bank accounts and who do not use this definition for the sole purpose of obtaining health coverage for the employee's domestic partner. Whether an insurance carrier will acknowledge a domestic partnership application will be determined by each carrier independently.

DRESS CODE

The dress code and personal appearance standards for your job position will be reviewed with you by your manager. The purpose of the Organisation dress attire and personal appearance standards is to present a professional, fresh, and neat

appearance and to assure safe and sanitary working conditions. Good personal hygiene and personal habits are also very important. Body cleanliness, especially of the hands and fingernails, is a must. No employee will be permitted to wear un-natural hair colors (blue, green) or piercing in any visible part of the body other than the ears while working. If you are required to wear a uniform or name tag, please make sure it is clean and neat. If you need new uniforms it is your responsibility to ask for them before you are asked to do so by a manager.

DRUG FREE WORKPLACE

The Organisation has a standard of conduct that prohibits the possession use or manufacture of drugs on the Organisation property or while you are employed. We will require and impose disciplinary actions and sanction drug rehabilitation for any person found to be in violation of this policy. In addition, violation of the Drug Free Workplace policy may be in violation of the law and involve the authorities. Each violation will be evaluated and addressed separately. The Drug Free Workplace policy is as follows:

- Unlawful manufacture, possession use or distribution of illegal drugs while on Organisation property is prohibited.
- Use of legal prescription drugs in excess or that do not have a prescription will be in violation of this policy in addition to use of alcohol or over the counter drugs in excess to the extent the employee's health or safety are in jeopardy.
- Employees who violate the policy are subject to disciplinary action up to and including termination.
- Any employee found to be arrested must notify the Organisation within one week of the conviction and indicate which law has been violated.
- The Organisation reserves the right to sanction treatment of convicted persons who wish to continue their employment following a conviction.
- The Organisation will randomly screen employees at our discretion and will also test those individuals who may appear to demonstrate signs of drug use, intoxication or other screenings required in order to operate motor vehicles.
- The Organisation will search employee office in accordance to our Security policy section of this manual in cases where illegal drugs are believed to be present.

DRUG TESTING

It is the Organization's policy not to employ persons who use illegal drugs or abuse alcohol. Accordingly, the Organisation shall have the right to require an employee to submit to testing for drug and/or alcohol use as a continuing condition of employment as the Organisation deems necessary to the safe and efficient operation of the program. An employee who refuses to submit to drug and/or alcohol testing or who tests positive may be suspended from duty pending further investigation and may be subject to discipline, up to and including immediate discharge. Finally, have employees sign acknowledgments that they have received and read the drug and alcohol policy and that they consent to being tested. His/her contract shall be terminated.

EDUCATION LEAVE

The Organisation understands the need for continuing education. Full-time employees and part-time employees with benefits who have worked for one continuous year are eligible for up to four (4) months unpaid education leave of absence to attend a program approved by the Organisation. Requests for unpaid education leave must be made in writing no less than three (3) months prior to the date the leave is to begin and must specify the period for which the leave is requested. Education leave will be granted by the Organisation only if it determines, in its sole discretion, such leave will not interfere with operations. During the period of leave, the employee will retain his/her previously earned seniority, vacation and sick time, but no additional benefits shall accrue.

Employee shall be informed in writing of the date the employee is expected to return to work. An employee who fails to return to work when scheduled shall be considered to have resigned his/her employment with the Organisation. To the extent practicable, we will hold your job for you for a maximum of sixty (60) days, after which time, you will only be entitled to be reinstated to the first available similar position.

IMMIGRATION

African law requires persons working in the Africa whose authorization to work in this country are based on a visa or other documentation with an expiration date, to submit at the time of expiration new documentation showing the person's work authorization shall be extended. African law further requires the termination of employees who fail to provide in timely manner proper documentation required by law.

INSTANT MESSAGING

You are not permitted to use any instant messaging system or technology to conduct any organizational business unless others. Any employee doing so will be subject to discipline, up to and including immediate termination.

INTERNSHIPS

Each year in the spring and fall, the Organisation seeks interns from universities and institutions for various paid and non-paid positions. Human Resources will communicate with University and institutions advisors to post openings within the range of the intern's skill set. Interns are guests who are interested in obtaining work experience and are not intended to be "lunch wranglers" or serve as a dumping ground for miscellaneous non-essential duties. If any department manager is interested in designing a new position or in filling a current position with an intern, Human Resources shall be contacted with the particulars.

JOB POSTINGS

From time to time, the Organisation will post job openings in the area near the time clock. We shall encourage employees who have the required skills necessary for these open positions to apply. Required skills and experience will be listed on the job posting to better assist current employees in assessing their qualifications. Occasionally, an employee's work experience at our facility will serve to qualify them in particular areas where outside candidates would be required to have professional training.

The Organisation will always try to post positions inside the Organisation before placing ads in local publications or trade journals. In some cases, the Organisation will not post positions internally as conditions may vary in regard to the level, reason or confidentiality of the position.

EMPLOYEE SELECTION

The Organisation strives to select employee who are well suited for the positions they fill. In nearly every case, our selection process involves a careful review of the requirements of an available position and the qualifications of the individual applicants. All non-employee applicants are required to complete a job application and, where required, submit a resume. Likewise, depending on the position available, employees will be asked to interview with the individuals who will be involved in the selection process. References will be checked. Moreover, when necessary or required, the Organisation will also conduct employee background checks (including criminal record checks), credit investigations (with proper employee authorization), and driver's license checks.

Employee applicants are required to complete an in-house application if they are interested in an available position. The Organisation encourages employees to apply for any position in which they are interested and qualified.

JOB DESCRIPTION

Job descriptions for each department shall be updated as needed to reflect staffing shortfalls or business needs. Current descriptions shall be found in the back of each hard cover Employee Manual.

The Organization's intent for maintaining job descriptions is to have a floating guideline for each class of employee and for particular skilled positions. In some cases, we will ask for help from the employees in defining their actual position duties. In conclusion, job descriptions are not to be considered comprehensive and absolute.

Everyone is required to help their co-workers if possible to the extent they will not jeopardizing their own safety or responsibilities. If cooperation problems arise because of our loose implementation of job descriptions, we prefer as an Organisation to deal with the offending employee(s) or manager(s) directly rather than change from our philosophy of "lending a helping hand".

JOB TRAINING

Every employee has room to expand upon their skills by learning from their co-workers, training programs and other independent means. When you are selected as an employment candidate, you already possessed some of the skills required to perform the basic requirements of your job. We will develop your skills beyond this foundation.

During the first few weeks of your employment with us, you will be trained by one or more peers in the daily requirements of your position. We will expect you to learn the training materials and policies given to you during this time. We understand it can be overwhelming, however we expect new employees to "hit the ground running" as our work environment is quite competitive and fast paced.

Our goal is to qualify employee during training- not disqualify them. Please ask questions or let a manager know immediately if you feel you are falling behind, receiving contradictory information or do not understand any aspect of your responsibilities.

JURY DUTY

In the event you receive notice to report for jury duty, please notify your supervisor immediately so that arrangements can be made to have your duties covered until you return to work. If, however, this time is not convenient for the Organisation you may be provided with a letter to request that your jury duty be postponed. While you serve as a juror, the Organisation will pay you the difference between your regular straight time earnings and your pay for up to 10 working days. The Organisation will pay your full regular straight time earnings and you will endorse over to the Organisation your jury pay check from the government. Time spent on jury duty will be counted as regular working time for all purposes except overtime. The employee must return to work for any reasonable time the court is closed during normal work hours. No adverse employment action will be taken against employees or applicants due to their service as a juror in state or federal courts.

EMERGENCY CLOSINGS

If you are advised to evacuate the building, you shall:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly, but do not run. Do not stop for personal belongings.
- Proceed, in an orderly fashion, to a parking lot near the building. Be present and accounted for during roll call.
- Do not re-enter the building until instructed to do so.

EMERGENCY PROCEDURES

Emergency training shall be conducted in each department. Upon the onset or after an emergency, employee shall follow the standard protocol which would have been reviewed during your training class. In no case shall employee attempt to alter the emergency procedure since this may cause additional injury or loss of life. In each department, employee will find a safety manual and a safety posting board which will have all pertinent WRA logs, Hazardous Material lists, MSDS Sheets, Reporting procedures, and so on. It is important to understand the importance of timeliness and accuracy in reporting an emergency situation so the appropriate action may be taken by internal and external response crews. Do not try to be a hero follows all Emergency Procedures.

EMPLOYEE BACKGROUND CHECK

Upon an employee's acceptance of an employment offer, the Organisation may, at its discretion, conduct a background check. Job related background verification may consist of prior employment verifications, professional licensure, personal or professional references, certification of education or other certifications. As appropriate, other background checks may also be conducted. Your employment offer may be subject to the satisfactory findings of one or more completed background checks.

EMPLOYEE BENEFITS

The Organisation shall take the time to recruit and train the best candidates. We shall procured the following benefit plans to add to your employment package. If you are unsure of any benefit or the manner for which it is administered, please get assistance from human resources. A good benefit package is a solid way to ensure employees have the medical care they need and the time to spend away from work on personal pursuits. (Insurance Card, Organisation ID, per deem).

Eligibility of Benefits

If you are a full time employee or a part time employee who works the minimum level of hours, you will be entitled to the medical benefits listed in this manual. If you are part time, you may only be eligible to receive some benefits found in this manual. No benefits will be provided to introductory employees until the conclusion of their 90 day introductory period unless agreements were made in advance or unless required by law. Group medical benefits are available for all eligible employees. Unless previous agreements exist, full time employees may enroll in medical benefits on the first day of the month following a 30 calendar day waiting period. Part time employees will have a 90 day waiting period.

EMPLOYEE CATEGORIES

The Organisation categorizes workers in the following categories; Contractor, In-house or Temporary.

Contractors: These are NOT employees but rather individuals who are hired for a fee to perform various duties. Contractors are generally self-employed or employed elsewhere and are not entitled to benefits described in this manual. Contractors hired by the Organisation will always pass the "20 Question" test required by the Internal Revenue Service.

In-House Employees: Employees may be either full time or part time- based on actual average hours worked.

- **Full time.** An employee who is regularly scheduled to work more than 35 hours per week. Full time employees are considered eligible for all employee benefits.
- **Part Time.** An employee who is regularly scheduled to work less than 35 hours per week. Unless otherwise specified or as required by law, regular part-time employees are not eligible for employee benefits.

Temporary Employees: May be hired through a staffing firm or via an in-house hiring program for summer help, projects, etc. A temporary employee is hired for a fixed or indefinite temporary period; however the actual duration may vary from what was explained to the agency or employee upon hire. Temporary employees shall have no expectation of continued or regular employment and cannot become a regular employee unless such an offer of regular employment has been formally made to the employee. Unless otherwise specified or as required by law, temporary employees are not eligible for employee benefits.

EMPLOYEE CLASSIFICATIONS

This Human Resource policy applies to all employees. Employees are hired on either a full-time or part-time basis, and shall be categorized as follows:

1. **Probationary:** the first 90 days of employment are considered an introductory period during which time the Organisation evaluates you to see if you are suited to the job. Benefits, where applicable, are accrued and may not be paid during this period.
2. **Full-Time Regular Employees:** an employee who has completed his or her probationary period, who regularly works at least 35 hours per week, and is eligible for all benefits set forth in this handbook. Benefits will, in some cases, be determined according to the amount of earnings and hours worked.

In addition, full time employees are further classified as either non-exempt (hourly) or exempt (salary). This is required by law to identify those employees who qualify to be paid at an overtime rate for hours they work in excess of 40 hours in a work week. Only non-exempt employees are entitled to receive overtime pay.

Non-exempt employees will include laborers, office assistants, accounting, warehouse, forklift, managers and others as defined by Fair Labor Standards Act regulations.

Exempt employees will receive salary pay for the work week cycle. Their salary will be the same each pays unless they receive a bonus, commission or have used vacation or personal time in excess of their allocation. In these cases, a salary may be reduced in single day increments to the extent of the overused non-worked days. Exempt employees will be managers, administration, engineering, accounting, finance, marketing and others who qualify under Fair Labor Standards Act regulations.

3. Part-Time Regular Employees With Benefits: an employee who has completed his or her probationary period, who regularly works at least 20 hours per week and is entitled only to vacation, sick days and statutory benefits on a pro-rata basis.

4. Part-Time Employees without Benefits: an employee who has completed his or her probationary period, who works less than 20 hours per week and is not, entitled to the privileges and benefits set forth in this handbook, except as specifically provided.

EMPLOYEE CONDUCT

Every employee is expected to act in a professional, responsible, and courteous manner at all times. Clearly, such behavior fosters a positive and productive working environment. Conversely, inappropriate or unprofessional behavior is disruptive and unproductive. Moreover, inappropriate conduct is cause for discipline, up to and including immediate termination. Of course, in the context of this manual, it is impossible for the Organisation to identify all standards of conduct that are unacceptable. Again, the Organisation demands that employees act in a professional and courteous manner. We expect that employee will use common sense and good judgment in achieving this goal. However, the Organization's judgment, and not that of any individual employee, is the benchmark for what is acceptable and what is not. An employee's conduct is not made acceptable solely because the employee believes it to be. Nor may an employee excuse his or her conduct because this manual does not specifically prohibit the objectionable conduct. The Organisation expects that employee recognize that inappropriate conduct, from rudeness to theft, is unacceptable. The decision as to what is inappropriate is left in the Organization's hands and sole discretion.

EMPLOYEE DISCIPLINE

The Organisation has adopted a progressive discipline policy to identify and address employee and employment related problems. This policy applies to any and all employee conduct that the Organisation, in its sole discretion, determines must be addressed by discipline. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the Organisation takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline. Most often, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the Organization's policies, practices or procedures. However, discipline may be issued for conduct that falls

outside of those identified areas. Equally important, the Organisation need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation. Likewise, some Organisation polices like sexual harassment and attendance, contain specific discipline procedures.

Progressive discipline may be issued on employee even when the conduct that leads to more serious discipline is not the same that resulted in less severe discipline. That is, violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action.

Probationary employees are held to the highest standards for behavior and job performance. Progressive discipline shall be exception rather than the rule for probationary employees.

The Organisation shall normally adhere to the following progressive disciplinary process:

1. Verbal Caution: An employee will be given a verbal caution when he or she engages in problematic behavior. As the first step in the progressive discipline policy, a verbal caution is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed. Verbal warnings will be documented and maintained by your [designate either appropriate individual (e.g., "your supervisor" or "your manager")]. A verbal caution remains in effect for [specify time (e.g., three months)].

2. Verbal Warning: A verbal warning is more serious than a verbal caution. An employee will be given a verbal warning when a problem is identified that justifies a verbal warning or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee's personnel file and will remain in effect for [specify time (e.g., three months)].

3. Written Warning: A written warning is more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee's personnel file and remains in effect for [specify time (e.g., three months)].

4. Suspension: A suspension without pay is more serious than a written warning. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be documented and, regardless of the length of the suspension issued, will remain in effect for [specify time (e.g., three months)].

5 Decision Making Leave: Generally following a suspension, an employee will be reprimanded then sent home for the day on decision making leave. This is intended to help the employee decide whether they shall continue employment with the Organisation. If the employee returns, they will be expected to work harder than before to follow the Organisation guidelines and continue their employment without interruption. The other option with this leave is the employee may choose to resign because employment with the Organisation is not a match.

6. Termination: An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less severe discipline.

Again, while the Organisation will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

Regardless of an employer's choice, a discipline policy shall be clear and specific. Likewise, it must be uniformly applied, particularly a progressive discipline policy. Thus, while a progressive discipline policy shall allow for employer discretion, employers that adopt such a policy shall abide by its terms, except in those rare instances that justify special treatment.

EMPLOYEE MEDICAL EXAMS

Before or during your employment you may be subject to an Organisation paid medical examination, or other related medical inquiries, as circumstances warrant. Thus, for example, a class of candidates for the same department may all be required to pass a drug test or physical. In addition, following an injury or illness, the Organisation may request a medical examination to determine whether you can perform the essential functions of your job, with or without an accommodation. These medical exams shall be performed on a non-discriminatory basis and are intended to set a minimum level of fitness and to prevent further injury by means of aggravating a pre-existing medical condition.

EMPLOYEE PRIVACY

The Organisation will not release employee's information to third parties unless the recipient has a business reason to know. The information shall not be released to outside sources without the employee's approval, except to verify employment dates and most recent job title, or as required by law. Only the Human Resources Department is authorized to disclose employee information.

EMPLOYEE SUGGESTIONS

The Organisation strongly encourages employees to offer suggestions that will improve any aspect of our operations. Just as there are no "stupid questions" there are no "stupid suggestions." Please bring any suggestions to the attention of your supervisor,

or if you prefer, in writing to the Human Resources Department. While we welcome anonymous suggestions, we encourage employees to take credit for an idea. When circumstances warrant, employees will be rewarded for any suggestion that assists us in enhancing our Organisation.

EMPLOYMENT AND SUPERVISION OF RELATIVES

The Organisation promotes hiring the family and friends of employees to build our Organisation culture. The Organisation will allow family members who are not in supervisory roles to work in the same department(s).

Unfortunately, if issues from home or personal life become disruptive at work, we will address the issue if the employees are unable to. In these cases, we may need to lay off or transfer one or both employees as we see fit.

If you and members of your family are employed by the Organisation, one may not act in a supervisory role over a department where the other family member works unless it is a different shift. Family members include those living in the same residence and employee's siblings, spouse, child, parent(s), in-law(s), grandparent(s), grandchildren, step parents or children, and domestic partner(s).

EMPLOYMENT AT-WILL

Employment with the Organisation is "at-will." This means that you may terminate your employment at any time with or without notice or cause. It also means that the Organisation can terminate your employment, at any time, with or without notice or cause. [Add if applicable: While the Organisation generally adheres to progressive discipline, it is not bound or obligated to do so. Again, in the Organization's sole discretion, you may be terminated at any time, with or without notice or cause]. In addition, the Organisation may need to alter your employment status, employment hours, schedule or demote you at its own discretion with or without notice or cause. As at will, employee, you are not guaranteed, in any manner, that you will be employed for any set period of time. No one in the Organisation, except the President, in a written, signed contract, may make any representation or promise to you that you are other than an at-will employee. Any employee, manager or supervisor who makes such a representation or promise to you is not authorized to do so.

ENTERING AND LEAVING WORK

Office employee shall leave and enter the building through the non-secure employee entrance on the side of the building. At night use a "buddy" system for getting to your car or cab. Items of value shall not be brought to work, as the Organisation cannot assume responsibility for them. For those production employees who must enter through the guard shack, have your identification and articles ready for inspection. This will help speed the process of entering the building and the search procedure. The guards will inspect your purse, lunch box / bag and inside your coat or any other area without touching your person. If you are asked to step aside by the guard, please do so

without incident. In some cases, individuals are taken aside by guards on a random basis as a deterrent to others who may think about removing Organisation property without permission in the future.

EQUAL EMPLOYMENT OPPORTUNITY

It is the continuing policy of the Organisation to provide equal-opportunity employment to all employees and applicants, without regard to race, creed, color, sex, religion, national origin, citizenship, age, veteran status, disability, pregnancy, [any other protected categories, (e.g., marital status, sexual orientation or sexual identification)]. This policy relates to all employment decisions, including those in connection with recruitment, hiring, training, promotion, compensation, benefits, termination, and all other terms and conditions of employment. All of our policies are in accordance with federal, state and local equal employment opportunity principles and other related laws. The Organisation condemns and will not tolerate any conduct calculated to intimidate, harass, or otherwise discriminate against any employees on the grounds listed above. Any employee who feels that his or her rights have been violated under this policy shall inform his or her immediate supervisor, the Human Resources Director.

EXPECTATIONS OF EMPLOYEE

As an employee of WRA, we expect no less than one hundred percent of your loyalty, effort and responsibility to help us achieve Organisation objectives. WRA shall have long standing reputation as a fair and equitable business partner. We shall build relationships over the year that will help us get through some of the most difficult economic times. Our Organisation shall reflect of the parts that make up the whole. We shall acknowledge our past and present employees for choosing to do more than their share and always pitching in to help out co-workers whenever and wherever possible. We shall feel our reputation as a choice employer is reinforced by the daily actions of those people who help the Organisation meet their objectives. Occasionally, when problems do arise, we make it a point to solve them professionally and confidentially in order to assure all parties' points have been heard.

EXPECTATIONS OF EMPLOYER

In return for your effort, employees shall expect no less than 100 percent effort from WRA.'s owners, directors and managers. The Organisation will provide tools necessary for safely performing your job, work environments which are safe and friendly, a business culture that allows individuals to contribute and gain from their efforts and most importantly continued employment through our marketing and sales efforts to sustain the operation in the long term. We will act responsibly to our employees and shareholders in the following ways:

- The Organisation will not discriminate and will respect rights of individuals.
- We will fill job openings from the inside with current employees whenever possible.
- Promote drug free and a safety conscious work environment.

- Promote a business culture to support our Organization's mission statement.
- Promote an open book policy to demonstrate the Organization's financial stability.
- Take immediate action to investigate adverse claims, problems and concerns.
- Provide compensation plans that are above the industry norm.
- Acknowledge the importance of time away from work and family values.

FIRE PREVENTION

WRA shall provide fire extinguisher(s) in all its office and employees shall make sure they are kept clear at all times. Notify your manager if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source. In Case of Fire you shall:

- Dial police emergency number nearby or the local fire department.
- If possible, immediately contact your manager evacuates all employees from the area.
- If the fire is small and contained, locate the nearest fire extinguisher. Employees who are knowledgeable in the correct use of fire extinguishers shall only attempt this.
- If the fire is out of control, leave the area immediately. No attempt shall be made to fight the fire.
- When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

FMLA

Family Medical Leave of Absence (FMLA). The Organisation is required to comply with the Africa Family Medical Leave Act (FMLA) of 2005, which is outlined in Appendix A. The Organisation reserves the right to designate FMLA leave as needed to any eligible employee and to require employees to use first all available paid time off as qualifying FMLA time toward the 12 week limit. The FMLA entitles eligible employees to take up to 12 weeks of paid or unpaid, job-protected leave in a 12-month period based on the employee's anniversary hire date for:

- The birth or placement of a child for adoption or foster care.
- To care for an immediate family member (spouse, child, or parent) with a serious health condition.
- To take medical leave when the employee is unable to work because of his/her own serious health condition.

Eligible Employees:

To be eligible for FMLA, an employee must have worked for the Organisation for at least one year and have completed 1,250 hours over the 12 months prior to the

commencement of the leave. The 12-month period during which an eligible employee may take up to 12 weeks of unpaid leave will be calculated using the eligible employee's service anniversary date.

Procedure:

- An eligible employee who wishes to take FMLA must provide his/her supervisor with 30 days advance notice when the leave is foreseeable. At the time of the request, the employee may complete a "Family Medical Leave Information/Request Form". Once FMLA is requested or designated by the Organisation, the employee will receive an information packet containing the full policy, forms, rights and duties of the FMLA for both the employee and the Organisation.
- In most cases, the eligible employee must submit medical certification to support a request for leave. Health and dental benefits will continue during the FMLA provided the employee makes his/her regular, monthly contributions to the plan. Failure to pay premiums may result in lapse of coverage. Contact the Benefits Department for specific details on continuing benefits while on leave.
- Employees returning from FMLA within the 12 week period will be restored to their original job, or to an equivalent job with equivalent pay and benefits.
- Employees returning from a medical FMLA may be required to present medical certification of fitness for duty. Failure to provide a medical certificate of fitness for duty may result in a denial of job reinstatement until medical certificate release is provided.
- FMLA may be taken in increments as small as one hour.
- Employees may not earn additional paid time off while on FMLA.

Contact human resources for the complete policy on the Family and Medical Leave Act and for a full explanation of your rights. FMLA will always begin with paid time off until all available paid time is used. After exhausting paid FMLA leave, non-paid FMLA leave will continue until the conclusion of the protected 12 week time limit. Following the conclusion of protected leave, the employer will decide whether non-FMLA leave shall apply.

The medical Certification of Health Care Provider serves as a "doctor note" to certify the reason and expected duration of the extended medical leave in writing. All requests for medical leaves must be accompanied by a doctor's statement verifying your total disability and your estimated date of return to work. Further, the Organisation requires written medical verification of your ability to resume work and a list of restrictions that would directly relate to your ability to perform your job.

Service member FMLA Leave

In 2008 and 2009, the FMLA was amended and now entitles eligible employees to take leave for a covered family member's service in the Armed Forces.

Leave Eligibility and Duration

Eligible employees may take Service member leave for either (or both) of the following reasons: A “qualifying exigency” arising out of a covered family member’s active duty or call to active duty in the Armed Forces.

Leave Duration: Up to 12 work weeks of leave during any 12-month period.

To care for a covered family member (“next of kin”) who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member’s office, grade, rank or rating.

Leave Duration: Up to 26 workweeks of leave during a single 12-month period. (Leave may not exceed 26 weeks in a single 12-month period when it is combined with other FMLA-qualifying leave).

Veterans: The 2013 amendments extends military caregiver leave to close family members of veterans who were members of the Armed Forces (including the National Guard or Reserves) at any point in time within five years preceding the date on which the veteran undergoes medical treatment, recuperation, or therapy.

Important

Service member FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

FORMER EMPLOYEE REHIRE

A former employee who has been rehired after leaving employment for more than one calendar (1) year is considered an introductory employee during their first ninety (90) days following rehire. The benefits may or may not be continued from the point of their last tenure unless required by law. In effect, the Organisation is not required to owe any returning employee for previous time earned for vacation, sick, etc. Any employee returning to work after a leave of less than one calendar year will have their benefits reinstated at the level when separation began; less any time owed back to the Organisation. This is intended to help employees who have been laid off due to unforeseen Organisation circumstances. Other circumstances may affect the Organization’s decision to reinstate benefits except for those governed by law.

GENERAL SAFETY POLICY

The safety of our employees is very important. We expect all employees to be safety conscious, follow safety rules, and to immediately alert management to any conditions in the work place that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our employees and visitors and also a factor in our costs and profits. When an accident does occur, ask yourself how it could have been prevented and take the necessary steps to prevent a similar accident in the future.

Violation of safety and security rules is a serious offense warranting disciplinary action, including termination. As you go through the training program for your specific job position, additional safety procedures will be explained to you. However, every employee must be familiar with the six major causes and results of accidents in most workplaces clients, collisions, slips and falls, cuts, lifting, and burns. The following basic safety rules have been developed to protect you and others from injury while on the job. Accidents can happen but remember, safety is everyone's responsibility.

GIFT - GRATUITIES POLICY

Employees may not give a gift of any kind to a client, supplier or vendor representative unless it is a result of a sales promotion sponsored by the Organisation. The Organisation has in stock certain promotional items bearing our LOGO that may be used. These are the only approved gifts an employee may give without having prior management approval. Employees are not to accept gifts from clients unless they are "promotional" gifts similar to those we would issue. Receiving a promotional gift of this sort is acceptable so long as the gift has already been or will soon be given to other similar clients of our supplier or client. Anyone found to have accepted a gift may be dealt with in a disciplinary forum if the value or content of the gift is in violation of our policy.

GRIEVANCE PROCEDURE

Work related problems can arise in any place of employment. We hope individuals will try to reconcile differences on an individual basis. Shall this not be possible, to resolve a problem quickly and fairly, the Organisation has developed a grievance procedure using the following steps:

1. If you have a problem, notify your supervisor immediately. Most difficulties can be settled promptly at this point. The supervisor shall respond in writing within five (5) days of meeting with you.
2. If the problem is not resolved to your satisfaction you (and a co-worker of your choice, if you wish) may go to the Human Resources manager and verbally explain the problem to him/her; or you may instead submit the problem to him/her in writing. This step shall be taken within five (5) working days after your supervisor has given his/her decision or after the incident giving rise to your grievance, whichever is later. If the circumstances require it, the [previously identified official] will conduct an investigation.

Following his/her investigation, the human resource manager will respond in writing to your grievance. The decision shall be final.

HEALTH INSURANCE

The Organisation will pay for the employee only portion of your premium at 100 percent. If an employee chooses to add family members, they will be responsible for the remaining cost which will be automatically deducted from each pay check. In

addition, the amount of premium you pay may be deducted tax free through the Organization's Cafeteria 125 Plan. This is an automatic enrollment and you need to do nothing to pay tax free. You will be given a summary plan description of the plans available to you before you need to make a decision on which medical plan is right for you. Following your enrollment, your group benefits are explained in detail in a separate booklet. This booklet will be issued to you when your enrollment is confirmed by the insurance carrier.

HIRING

All applicants must complete an employment application. The Organisation may also require a resume' and letters of reference depending on the position being applied for. An employment application is enclosed at the end of the manual. An application must be completed before an applicant will be considered a candidate.

Following the Organization's review of all completed applications, the employer will begin interviewing the most qualified candidates. Those who do not meet our employment requirements for whatever reason will remain classified as applicants. Applicants may apply once each month for candidate status.

The Organisation will make conditional offers of employment to those candidates selected during the interview process. The conditional aspect of the job offer depends on the employee's agreeing to acknowledge Organisation policies in writing, consenting and passing all necessary drug, background and reference checks and finally any other condition that shall be met before the candidate may consider themselves an employee.

Following an acceptance of an offer of employment, all new employees will be given a start date and location to report for an orientation session. Orientation is paid. During the orientation, the new employees will be given workplace rules, policies and other information about their positions. Authorization forms and policies must be signed at this time BEFORE actual work is performed and before they are sent for a meeting with their new department manager.

HOLIDAYS

The Organisation normally celebrates the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day and day after
- Christmas Day

A list of recognized holidays for a calendar year will be distributed in December of each year. To receive pay for a holiday, you must work the scheduled day before the holiday and the scheduled day after the holiday. The only exception to this rule is if you submit a note from your physician requiring you not to work on that day. A full day is a minimum of four (4) hours.

Regular part-time employees with benefits are paid for holidays on a pro-rata basis at their regular rate of pay and no more than their regularly scheduled hours per day. Part-time pay base is on scheduled part-time hours worked, not work hours of the past week.

Shall you be required to work on a paid holiday; you will be entitling to an additional day off with pay. The comp day may be taken upon approval so as not to interfere with the Organization's operations.

HOURS WORKED

All full-time employees are paid at the regular rate for hours worked up to 40 hours a week. Employees are not paid for lunch and therefore must clock out before dining and clock in upon return to the work area. All employees full-time and part-time will be furnished with a daily or weekly work schedule. Daily starting times, lunch period and leaving times may vary from day to day. Employees will be expected to work on Saturdays and some evenings on a rotating basis. Employees exempt from overtime under the Fair Labor Standards Act ("FLSA") who are asked to work on a Saturday, Sunday or holiday may be eligible, at the discretion of the Executive Director, for comp time.

GRIEVANCE PROCEDURE

Work related problems can arise in any place of employment. We hope individuals will try to reconcile differences on an individual basis. Shall this not be possible, to resolve a problem quickly and fairly, the Organisation has developed a grievance procedure using the following steps:

1. If you have a problem, notify your supervisor immediately. Most difficulties can be settled promptly at this point. The supervisor shall respond in writing within five (5) days of meeting with you.
2. If the problem is not resolved to your satisfaction you (and a co-worker of your choice, if you wish) may go to the Human Resources manager and verbally explain the problem to him/her; or you may instead submit the problem to him/her in writing. This step shall be taken within five (5) working days after your supervisor has given his/her decision or after the incident giving rise to your grievance, whichever is later. If the circumstances require it, the [previously identified official] will conduct an investigation.

Following his/her investigation, the human resource manager will respond in writing to your grievance. The decision shall be final.

LIFE INSURANCE

Each Employee will have an opportunity to meet with a representative to enroll in a term life insurance Plan. New employees who are interested will meet once a month for the introduction session during the benefit orientations. Life Insurance is paid 100 percent by employees and may or may not be tax free.

LIFE THREATENING ILLNESSES OR DISEASE

The Organisation will treat employees with life-threatening diseases, illnesses, diagnoses and other disabilities with compassion and understanding and will provide support and reasonable accommodation consistent with applicable Federal and State laws. The Organisation will also treat employees with contagious diseases in a like manner provided that in doing so the Organisation can maintain and provide a safe and healthy environment for its employees and visitors. In carrying out the policy, the Organisation will be guided by its commitment to the protection of the individual's rights of privacy and confidentiality.

It is the responsibility of the management to provide an environment where all employees are treated as all other employees of the Organisation. The human resource manager will offer guidance in managing this type of situation, as well as approve and provide materials and literature for the purpose of employee information and education on life-threatening illnesses and diseases. The employee's help in these matters is also essential, and it is the employee's responsibility to tell the Organisation if and when they have any medical restrictions that would prevent them from performing the essential functions of their job, with or without reasonable accommodation and when potential harm to co-workers or clients may be probable in the future.

At the request of the employee, the worksite may be reasonably accommodated to meet the reasonable need of an employee provided that they do not impose an undue business expense and the improvements or changes are consistent with business needs. Giving notice to the management of these requests for accommodation will allow the Organisation to plan for the upcoming changes needed, if applicable.

LIMITED DUTY WORK OFFER

Employees who are unable to perform their normal job for ANY reason will be offered a limited duty position at the Organisation if possible. This is to help employees maintain their employment status and recover at the worksite rather than at home for otherwise non-serious illnesses or injuries. The human resources manager will speak to the employee's physician and build a customized limited duty job to be performed for only a limited time until the employee can return to regular duty without restrictions. The employee may always refuse such offers of limited work; however doing so may affect their ability to continue to collect against workers' compensation, disability or unemployment benefits.

LOST AND FOUND

Any items found on the worksite shall be delivered to the human resource office where they will be available for claiming. To make a claim, an employee must first describe the attributes of the item without seeing the item. Clearly this process discourages inaccurate or false claim requests.

In the event an item is not claimed within 10 days, the human resource manager will make a posting of such item on employee notice boards. If the item is not claimed within 30 days, it will first be offered to the finder, and if refused will be discarded.

MEAL &/or BREAK PERIODS

Employees may take two scheduled fifteen (15) minute breaks each work day. Breaks will be designated by the supervisor as the daily schedule and situations allow. In general, employees in the warehouse area will receive one break each during the 11 am and 3pm hours. Employees shall use the restroom and make phone calls if needed during this time so they only to minimally affect their work time.

MEDIA INQUIRIES

If inquiries are made from outside the Organisation, particularly from the press, you shall not answer, but direct all such questions to your supervisor or the Human Resources Department.

Please be polite when directing the press to the HR department! Remember that your conduct reflects on our Organisation.

MEDICAL RESTRICTIONS

It is the responsibility of the employee to notify management and provide medical verification for any restrictions placed on the employee's normal job performance due to illness, physical or mental condition. The Organisation will work with the employee and their physician in accordance to regulations found in the ADA, FMLA, Workers' Compensation and other applicable standards and regulations as provided by law or prudence.

MISSION STATEMENT

To continue to providing highest quality services through be honesty, client service and dependability.

MOONLIGHTING

Absent express prior approval from human resources, the Organisation does not permit moonlighting working for another Organisation while employed by our Organisation. While the Organisation does not seek to intrude on employee's personal lives, moonlighting impacts on an employee's ability to dedicate him or herself to the

Organisation. Clearly, working for a competitor is unacceptable and will lead to immediate termination. Other employment, while not directly competitive with our operations, also may impact adversely on an employee's ability to work. That holds true for self-employment. Accordingly, if your circumstances require that you work a second job, or you intend to pursue your own business, please discuss the matter with the Director of Human Resources.

MEDICAL PLAN OPT-OUT

Medical Expenses are at an all-time high for employers. If an employee can obtain coverage through their Spouse's medical insurance plan, the Organisation will compensate the employee \$100 each month as regular income for staying on the spouse's medical plan. This only applies to medical; not dental, vision or other plans.

MILITARY LEAVE

Military leaves are governed by Government of the area of operation and state law, and will be treated in accordance with applicable regulations. Generally, such leaves include National Guard and Reserve duty, and must be granted. Where reasonably possible, employees must give advance notice that he/she will be taking a military leave of absence. Full-time and part-time employees with benefits will be paid the difference between their military base pay (not including allowances) and their normal straight time salary for up to 10 days each calendar year. Such employees will submit a receipt or certification of their military pay to Human Resources. An employee may use his/her vacation time for the purpose of military duty. During the period of leave, the employee will retain his/her previously earned seniority, vacation and sick time, but no additional benefits shall accrue. Employees honorably-discharged from military service are entitled to reinstatement to their former positions upon returning from military leave.

MINORS, EMPLOYMENT

The Organisation will not hire an applicant under the age of eighteen. Due to law controlling child labor, it is unlikely an applicant will be qualified for most administrative positions. In addition, minors are prohibited from engaging in the manufacturing process due to machinery operating requirements.

MP-3 PLAYER / MUSIC HEADSETS / HAND HELD VIDEO GAMES

Most of today's mini hand-held electronic devices make it easy to bring one's music and entertainment to the workplace. Unfortunately, the workplace is not intended to cooperate with one's entertainment. These devices will not be allowed on your person during work time. Since the Organisation can easily identify a number of issues surrounding safety, efficiency and concentration, of the users of these items, they are simply not allowed. Anyone found using a device will be asked to remove it from the premises. Any repeated offense will be dealt with as a disciplinary offense up to and including termination.

NEPOTISM

The Organisation will always hire employees based on their experience, skills and merit. If an employee's family member is interested in a position with the Organisation, they shall apply through standard channels. Most open positions are posted on the job board before they are placed in employment publications. This is the only advantage that will be exercised by family or friends of employees who wish to apply.

NON COMPETE POLICY

Following separation from employment, the Organisation does not allow employees to work for organizations that may be considered competitors. Although you have every right to seek gainful employment, our competitors would benefit greatly from your experience and expertise. It is up to us to determine whether our secrets are intentionally compromised, and if so, to prosecute to the fullest extent of the law. Following separation from employment and for a period of two years thereafter, former employees are not permitted to work for a competitor within 100 miles of any location where Widget Organisation operates a physical facility or has another physical "presence"(sales employees who work at home). Former employees are encouraged to make notice to the human resource manager if they expect to accept a competitor's offer of employment. The Organisation will decide whether an opportunity exists for our policy to be violated. If it is discovered that a former employee has violated this policy they may be subject to fines and/or prison.

OVERTIME

Non-exempt employees under the Fair Labor Standards Act are eligible for overtime for all hours worked in excess of 40 in any work week. We hope you will comply with any requests to work overtime. The Organisation will also try to give you as much notice as possible when overtime will be mandated. All overtime designated by your manager is approved overtime. If an employee works overtime without approval, the overtime must be paid, however the employee may be subject to disciplinary action. Overtime is paid at the rate of one-and-one-half times (1-½x) your regular hourly rate of pay. No non-worked lunch, sick, holiday or vacation time is included in calculating overtime.

PANEL OF PHYSICIANS

If you are injured while at work and medical treatment is necessary, you are required to visit one of the physicians or health care providers on the list posted at your worksite. This treatment must be for a period of 90 days from your first visit with the physician or health care provider. During the 90 day period, you may change from one designated physician or health care provider on the list to another physician or health care provider on the list, and the treatment will be paid for by the employer. If the designated physician or health care provider refers you to a non-designated provider, the employer will pay for the treatment by the non-designated provider. You have the right to obtain emergency medical treatment from a non-designated physician or health care provider

however; the subsequent non-emergency treatment must be by a designated physician or health care provider for the remainder of the 90 day period.

All reasonable medical treatment and supplies (e.g. medicines, prosthetics) related to the injury will be paid for by the employer provided treatment is by a designated physician or health care provider on the list during the 90 day period. Charges for treatment and supplies are specified by the ACT. You are not responsible for the payment of any charges in excess of those specified by the ACT. You may seek treatment or consultation from a non-designated physician or health care provider during the initial 90 day period however, you are responsible for the charges for this treatment during the 90 day period. You have the duty to notify your employer of treatment by a non-designated physician or health care provider within 5 days of your first visit to this physician or provider. Your employer may not be required to pay for treatment by a non-designated physician or health care provider prior to notification.

If the employer designated physician or health care provider recommends invasive surgery, you are permitted to obtain a second opinion from a non-designated physician or health care provider. Your employer will pay for the cost for this opinion. If this opinion differs from the opinion of the designated physician or health care provider and provides a specific and detailed course of treatment, you may elect to undergo this treatment. A designated physician or health care provider however must provide the treatment for 90 days from the date of the visit to the non-designated physician. You have the right to seek treatment from any physician or health care provider after the 90 day period has ended, and your employer will pay for this treatment provided it is reasonable and necessary.

PARKING

Employee parking at headquarters is on the south side; behind the building. Other physical locations will require other parking rules. It is always important to keep the closest parking spaces open for our walk-in clients. We hope employees will keep this in mind when they travel to other Organisation owned facilities. In addition, handicapped parking spaces are reserved for those employees who display the universal handicap place card in their vehicle or symbol on their license plates. Anyone found parking in unauthorized areas will be warned or disciplined for repeat offenders. In addition, your vehicle may be towed and you will be responsible for the storage and removal fees.

MEDICAL PLAN OPT-OUT

Medical Expenses are at an all-time high for employers. If an employee can obtain coverage through their Spouse's medical insurance plan, the Organisation will compensate the employee \$ 100 each month as regular income for staying on the spouse's medical plan. This only applies to medical; not dental, vision or other plans.

MEDICAL RESTRICTIONS

It is the responsibility of the employee to notify management and provide medical verification for any restrictions placed on the employee's normal job performance due to illness, physical or mental condition. The Organisation will work with the employee and their physician in accordance to regulations found in the ADA, FMLA, Workers' Compensation and other applicable standards and regulations as provided by law or prudence.

NON DISCLOSURE

All employees at one time or another will receive or be exposed to personal, privileged and/or confidential information. That information may concern other employees, the Organization's operations, recipes, client lists, Organisation affairs, product development, trade secrets, business models or other organizations with whom we do business. You are obligated to ensure that this information remains confidential and is not disclosed. This is true regardless of whether you are actively employed, on leave or your employment with the Organisation ends (for any reason). Employees who disclose such sensitive information will be disciplined, up to and including immediate termination or legal action. In addition, employees are not permitted to photograph, record, photocopy, or otherwise preserve Organisation forms, lists or other materials belonging to the Organisation without prior authorization. This is especially critical for items that were prepared or saved for an employee's own or someone else's current or future use.

OMBUDSMAN

In the event an employee feels their issue has not been taken seriously or if they wish to confide with a non-Organisation affiliated official, they may contact the Ombudsman. The Ombuds works as a third party administrator who helps employees resolve their issues by providing support, information or other resources that may be available to them. An ombudsman cannot identify the employees or issues they have to any official except those with the utmost authority. Ombuds can help solve issues before they become legal problems through problem solving, open discussion and mediation. The contact information for the Ombuds is in the notice area of your break room.

ORGANIZATIONAL STRUCTURE

Our Organisation supports a non-traditional horizontal organizational structure. With this approach, we have found managers learning from staff and support operators in regard to product modifications, client requests and process management. By avoiding a top down hierarchical model, we have achieved a harmonious open communication and sharing approach that benefits everyone in the process-including our valued clients. Managers and their teams who identify money saving ideas that are implemented are recognized annually at the holiday celebration.

NON COMPETE POLICY

Following separation from employment, the Organisation does not allow employees to work for organizations that may be considered competitors. Although you have every right to seek gainful employment, our competitors would benefit greatly from your experience and expertise. It is up to us to determine whether our secrets are intentionally compromised, and if so, to prosecute to the fullest extent of the law.

Following separation from employment and for a period of two years thereafter, former employees are not permitted to work for a competitor within 100 miles of any location where Widget Organisation operates a physical facility or has another physical "presence"(sales employees who work at home). Former employees are encouraged to make notice to the human resource manager if they expect to accept a competitor's offer of employment. The Organisation will decide whether an opportunity exists for our policy to be violated. If it is discovered that a former employee has violated this policy they may be subject to fines and/or prison.

PAYROLL DEDUCTIONS

The Organisation is required by law to make certain mandatory deductions from employee paychecks. The standard deductions we withhold are Social Security, Medicare, State and Federal taxes, unemployment compensation and in some states, disability premiums. Some employees may also have additional deductions mandated by court such as child support, IRS Tax levies or student loans. The Organisation must make these deductions, so if you have a dispute in regard to the amount or frequency of these deductions, speak to someone in the payroll or human resource department.

PAYROLL MISTAKES

If you feel there is an error in your payroll rate, calculation methods, or any other aspect of benefits, vacation, etc. you must immediately bring this concern to the payroll department. If you wait, you will make it more difficult to address the issues if legitimate.

PERFORMANCE EVALUATION

Performance observations are conducted on a daily basis through interactions between managers and peers. These observations help managers and employees to determine the context for which a formal performance evaluation will transpire. It is not necessary for a manager to privately meet an employee each time an assessment is conducted. Performance reviews are one method by which the Organisation builds a case for each employee's attitude, strengths and areas of improvement. Although a wage change may be given during a review, completion of a Performance review is not a guarantee to expect changes in compensation. Many other factors are related to the frequency and amount of compensation changes if they occur. Managers must formally record in writing an opinion of each employee under their direct supervision who has been with the Organisation for more than 90 days and at least once every six months thereafter.

Human Resources will notify managers of those employees who are due to be reviewed.

Upon conclusion of the evaluations, each employee will have time to read the evaluation and respond for the permanent record. Following the employee's review process; they will have an opportunity to formally critique their direct supervisor with the Human Resource manager present. This bottom up evaluation will also be recorded in the manager's file.

PERSONAL DAYS

The Organisation provides its staff with personal days to meet personal and individual needs. Full-time and part-time employees with benefits may take three personal days per calendar year. Personal days must be approved in advance, except in cases of emergency. Days taken off the day before or the day after paid holidays will not be recognized as personal days and no payment will be made for them. No personal days may be taken during the first six (6) months of employment. You may not carry over personal days into the next calendar year. Employees are not paid for unused personal days. Personal days may not be taken in units of less than one-half of a day.

PERSONAL USE OF ORGANISATION PROPERTY

Employees may use certain tools and equipment for their own personal use while on our premises. Under no circumstances may this be done off our premises, or without prior management approval. In addition, employees may only use our property when they are on a non-paid break or during a scheduled time when the employee is not actively working such as a day off or after returning to work from home. While using Organisation equipment for your own use, the Organisation will not be liable for personal injuries resulting from such use. You accept full responsibility for any and all liabilities for injuries or losses which occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

POSSESSION OF UNLAWFUL OR STOLEN MATERIAL

At times, the Organisation may become aware of situations reported by employees when co-workers may possess or take ownership of unapproved or unlawful materials. The Organisation reserves the right to search the possessions of employees including their person, lockers, automobiles or other items located on Organisation property.

Either you or the Organisation may request to have police present for a search of your body. The Organisation doesn't require law enforcement unless there is a specific reason to do so and will always have at least two managers present during a search. An employee may refuse a search, however this may result in termination.

PROBATIONARY PERIOD

On the first day you report to work, you will begin an Introductory Period to last 90 calendar days. This Introductory Period will be a time for learning about your fellow employees, your manager and the tasks involved in your job position. We expect you will also become familiar with other relevant information about the Organisation and our rules or regulations. Your department manager will work closely with you on all aspects of your training, understanding and responsibilities during this introductory period. We encourage new employees to get to know their fellow co-workers and managers quickly as this tends to help you succeed with our Organisation. The Introductory Period is 90 calendar days for all new employees. By completing this introductory period, an employee is not guaranteed continued employment for any term as it is always "at-will" and subject to various conditions.

PUNCTUALITY

Reporting for work regularly and on time is essential, since lateness or absence interferes with the daily running of Organisation and places an extra workload on your fellow employees. Please use your personal days to schedule business, medical, dental and other appointments which conflict with your work schedule. Failure to report to work on time is cause for discipline, up to and including discharge.

REASONABLE ACCOMMODATION

We understand the need for disabled and handicapped individuals to achieve independence through their work and contribution to society. In supporting the provisions of the Americans with Disabilities Act, the Organisation will make reasonable accommodations for those individuals who qualify for and request in writing or through their spokesperson a need for an accommodation. Our facility has been updated to meet building code requirements for the handicapped and disabled. Other facility and workplace accommodations will also be made if feasible on an as needed basis. In addition, workloads for individuals with handicaps and disabilities may be adjusted accordingly. Particular tasks with time limits or requiring specific motor/movement control will also be evaluated to determine an acceptable level of work performance in terms of each individual's abilities. All aspects of this manual continue to apply to those who qualify for reasonable accommodations.

PAYCHECK

Your check stub will show you how your check was computed. It shows your regular pay, overtime pay (if any), gross pay, each payroll deduction for that pay period and year-to-date totals for earnings, FICA, Federal withholding taxes, State withholding taxes, local withholding taxes (if any), and disability contributions. The law requires that we deduct applicable Social Security, federal, state, and local (if any) taxes from your paycheck. If you wish to make changes to the deductions taken out each week, please see [specify official (e.g., Benefits Manager)] and fill out a new Form W-4 to effect any

changes. No changes can be made without a properly filled out Form W-4 being submitted at least one week in advance of the payroll period to have the change.

PAYROLL ADVANCES

The Organisation will not authorize payroll advances for any reason at any time.

PAYROLL CYCLE

We strive to pay wages that are competitive in our industry. The Organisation payroll week runs from Monday through Sunday. Both management and non-management employees receive paychecks bi-weekly (every two weeks) on Friday for the preceding two-week period. Direct deposit is available and is the preferred method of payment. Some employees will receive additional Bonuses or Commissions on a monthly, quarterly or annual basis. If you qualify for these plans, you will be notified.

RECORDING YOUR TIME

Law requires accurate recording of time worked by all hourly non-exempt employees. Your recorded time is a legal record of the hours you are at work and your paycheck is based on the time you record. You are required to clock in for your scheduled start time and clock out at the end of your scheduled shift. Never work when you are clocked out or after you have completed your shift. Additionally, never help a co-worker with any type of work after you have clocked out at the end of your shift. You must leave the premises after the completion of your shift and may return as a "visitor" only after a reasonable amount of time has elapsed.

RECYCLING

During the manufacture of our primary product, we are left with various types of residual scrap which is sold as a by-product. This recycling helps promote the Organization's environmentally friendly attitude and is carried into other parts of the business where recycling can make a difference. Employees can make a difference too. Recycling canisters are located in the lunch area for glass and aluminum and are also available in other areas for large scale recycling. For example, employees may drop off cardboard and other large metal items (with prior approval) near the warehouse bay doors and we will bail or transport the items for recycling. Since this is provided to you at no additional cost, please take advantage of it.

REIMBURSEMENT (Non Travel)

From time to time, employee may be required to purchase tools or supplies to effectively perform their jobs. Your supervisor will give you verbal approval to purchase miscellaneous items you wish to claim as a reimbursed expense. For individual items over \$200 or \$ 200 per month, you must have a manager's written authorization to first incur such an expense and expect full reimbursement. Do not purchase items without first gaining written or verbal authorization if you intend the expense to be reimbursed.

To be reimbursed for all authorized expenses, you must submit an expense report or voucher accompanied by receipts and your manager must approve it. Please submit your expense report or voucher by the last business day of each month, as you incur authorized reimbursable expenses. Any expense reports or vouchers older than three (3) months old may not be honored. If you are asked to conduct Organisation business using your personal vehicle, you will be reimbursed at the rate of \$0.48 cents per mile. Please submit this expense with other monthly expense reports.

REMAINING VACATION UPON TERMINATION

If an employee is terminated for a reason other than willful misconduct or resigns and gives the Organisation a minimum of two weeks' notice (or three weeks for office staff) they will be entitled to receive up to a maximum of ten days (10 days or one pay cycle) of compensation as severance pay. In cases where an employee gives notice to resign, the employee may not use vacation during their resignation period. If vacation is used during the resignation period, the used amount will be deducted from the Severance leave amount. This severance compensation will be either included in your last paycheck or paid with the following weeks Organisation payroll at the Organization's discretion.

REPRESENTING THE ORGANISATION

When employees speak or take action on behalf of the Organisation, they must do so with consideration of the generally accepted practices of the Organisation or upon approval of the Board of Directors. Shall an employee publicly take a position inconsistent with our policy or practice; we ask that the employee make clear he/she does not speak as an Organisation representative.

RESIGNATION

If you decide to leave the Organisation, we ask that you give your Manager at least two weeks' courtesy notice. Providing adequate notice allows your Manager to arrange for an exit interview if needed, your final paycheck and to include any unused vacation hours you may be eligible for. Resigning without notice means you will not be entitled to receive unused vacation or personal time. Please keep in mind that as an "employee at will" once you give notice, the Organisation may decide it is not necessary for you to work out the entire duration of your notice.

ROBBERY

Remain calm. Cooperate with the suspect with any demands they may make. Do not try to be heroic as your safety and the safety of others is the utmost importance in this situation. Only after you are sure the suspect has left the premises shall you call 911, but do so as soon as possible. Immediately ask all co-workers and witnesses to write down everything they can possibly remember about the incident, time, what the suspect(s) looked like, what they wore, and if possible how they fled, ie: on foot, in a

car, etc. Wait until the authorities arrive and cooperate with their questions. Contact your manager and then the corporate office.

SAFETY - BURNS

- Hot metals and chemicals will cause serious burns USE CAUTION!
- Operate machines with guides in place and wear all safety equipment.
- Machine parts can be hot to the touch. Never lean on machines.

SAFETY – COLLISIONS

- Collisions may cause slips, falls, cuts and burns.
- When moving among the other employees let them know you are coming. Learn to anticipate the moves of your fellow workers and the areas they work in.
- Turning too quickly, changing direction, stopping suddenly or entering/ exiting doorways could cause an accident. Be vocal and make your presence known by saying “excuse me”, “behind you”, “coming through” etc.
- Do not grab or push other employees out of your way. Be efficient and courteous!

SAFETY - CUTS

- When opening boxes or cutting bands with razor knives, always direct the blade away from your fingers and body.
- Broken glass or metal fragments shall be cleaned up immediately. Pick up broken sharp objects with a broom and dustpan then dispose of all objects in a separate container.
- Wear a protective glove when using or cleaning sharp-edged material.

SAFETY - HOUSEKEEPING

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times it is a required safety precaution. Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention. Please report anything that needs repairing or replacing to your manager immediately.

SAFETY - LIFTING

- Store heavy items on lower shelves.
- Use an approved sturdy ladder for reaching upper shelves.
- Avoid strains when lifting by following the correct procedure which is: face item to be lifted; keep back straight; take a firm grip on the item and then push up with your leg muscles; do not lift with your back or in a twisted or awkward position.

- Get help before lifting or moving heavy or awkward items. Use the buddy system.

SAFETY - LOCKOUT AND TAGOUT

Lockout / tag out are an additional means of preventing accidents. When electrical equipment and other services need to be repaired or serviced they must have their power source disconnected. To prevent accidental energy releases to the equipment, lockout/tag out procedures exist. Lockout refers to using a locking device, usually a key or combination lock, to secure a valve, lever, or electrical switch in the "OFF" position. Tag out refers to placing a tag on a power source warning employees not to turn the power ON. Your manager has "tags" which are used to alert and warn employees not to turn on or plug in the identified power source. Your manager will show you one of the tags and explain who has authority to place and remove them.

Lockout/Tag out Procedures:

Any time you clean, repair, service, inspect, or clear equipment, you must:

- Alert others that you are starting a lockout/tag out procedure.
- Turn off the equipment and disconnect the power supply.
- Test the "ON" switch to confirm the disconnect, and then return switch to the "OFF" position.
- Release stored energy in springs, unsecured machine parts, air, gas, or water pressure.
- Lock or block out the energy sources with the required lock and/or tag.
- Retest the "ON" switch, and then return it to the "OFF" position.

When cleaning, repair, service, inspection, or clearing of the equipment is completed, you must:

- Check the area to be sure all tools have been removed and guards are in place.
- Alert others that you are ready to start up the equipment.
- Remove locks/tags. Locks/tags must only be removed by the person who installed them.
- Connect the power supply and return the switch to the "ON" position.
- Turn the equipment on. Observe equipment in operation to be sure job was done correctly.

SAFETY - SLIP AND FALLS

- Many times accidents are the result of an employee walking forward and looking to the side. Look where you walk.
- Running increases the potential for falls and collision accidents; therefore, walk.
- Wet floors and spills greatly increase the hazard of your slipping and falling. Clean up spills immediately. If you can't clean up a spill immediately, the

minimum action an employee shall take is to place a danger sign in or on the area.

SAFETY - VISITOR ACCIDENTS

If a visitor is injured while on our property, get the closest manager immediately. All accidents must be reported promptly, as well as any possible situation that may jeopardize the safety of our guests. Never make comments about similar incidents that may have occurred in the past. An accident report shall be completed in the same manner as though the guest is an employee. The report shall be sent to risk management in the human resource department.

SCHOOL VISITATION

Exempt classes of employees are entitled to four hours of non-allocated time to visit a school administrator for purposes of conference or visitation with teachers or their children. This time will not be counted toward any other time and will not be compensated if unused.

SEXUAL HARASSMENT

The Organisation prohibits sexual harassment of its employees and applicants for employment by any employee, non-employee or applicant. Such conduct may result in disciplinary action up to and including discharge. This policy covers all employees. The Organisation will not tolerate, condone or allow sexual harassment, whether engaged in by fellow employees, supervisors, associates, clients or other non-employees who conduct business with the Organisation. Sexual harassment is any behavior that includes unwelcome sexual advances and other verbal or physical conduct of a sexual nature when:

- Submission to, or rejection of, such conduct is used as the basis for promotions or other employment decisions;
- The conduct unreasonably interferes with an individual's job performance or creates an intimidating, hostile or offensive work environment.

WRA employees are entitled to work in an environment free from sexual harassment and a hostile or offensive working environment. We recognize sexual harassment as unlawful discrimination, just as conduct that belittles or demeans any individual on the basis of race, religion, national origin, sexual preference, age, disability, or other similar characteristics or circumstances.

No manager or supervisor shall threaten or imply that an employee's refusal to submit to sexual advances will adversely affect that person's employment, compensation, advancement, assigned duties, or any other term or condition of employment or career development. Sexual joking, lewd pictures and any conduct that tends to make employees of one gender "sex objects" are prohibited.

Employees who have complaints of sexual harassment shall (and are encouraged to) report such complaints to their supervisor. If this person is the cause of the offending conduct, the employee may report this matter directly to [specify various officials, (e.g., Director of Human Resources, designated Vice director, Director, etc.]. Your complaint will be promptly and thoroughly investigated. Confidentiality of reports and investigations of sexual harassment will be maintained to the greatest extent possible. Any manager, supervisor, or employee who, after appropriate investigation, is found to have engaged in sexual harassment of another employee or tutor will be subject to disciplinary action, up to and including discharge.

If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party shall submit his or her written comments to [specify official (e.g., Director of Human Resources)].

The Organisation will not in any way retaliate against any individual who makes a report of sexual harassment nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and shall be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to appropriate disciplinary action, up to and including termination.

SHORT TERM DISABILITY

Each employee will be automatically enrolled in a Short Term Disability benefit plan upon the first day of the month following 90 calendar days of employment. Only those part time employees who work less than 20 hours will not be eligible. If you are disabled due to a non-work related incident, and you are out of work with a doctor's note for at least 7 days, you will receive up to 2/3 of your normal average pay for a period of up to three months. You will need to complete these forms for enrollment and they will be forwarded to you at the appropriate time.

SICK DAYS

The Organisation provides paid sick time in the form of vacation days. Sick leave may be taken when an employee is unable to report for work due to illness. The Organisation may request that the employee furnish a doctor's certificate or other reasonable proof when absent for three (3) days or when circumstance warrant, such as situations where questions arise concerning the legitimacy of the absence or whether the absence may qualify for Family Medical Leave (FMLA).

SMOKING

All forms of smokeless tobacco are forbidden in the workplace. Employees who use smokeless tobacco as an alternative to smoking tobacco will be disciplined. In accordance with law, the Organisation prohibits smoking in conference areas, halls, restrooms, reading areas and any other workplace areas. Smoking is permitted in a

private, enclosed office provided that: (1) no more than 3 people usually occupy the office; (2) no more than three people are in the office when smoking occurs; (3) the office door is kept closed while smoking occurs and for a reasonable period thereafter; (4) if more than one person is present in the office, one person must be the office's usual occupant; and (5) all persons present consent to the smoking. Smoking is also permitted outside at the designated point so long as employees do not litter the area with butts. Please use the ash containers that are provided in each area. Shall a dispute arise between employees concerning smoking; the Executive Director shall be notified immediately. The Organisation shall make every effort to accommodate the interests of the non-smoker to the extent reasonably practicable. All employees and applicants for employment are free to exercise their rights under this policy without fear or threat of retaliation or reprisal.

SOCIAL VISITS

From time to time it may become necessary for employees to receive visits from a relative or friend. If this occurs please keep these visits brief and keep them from disrupting the working atmosphere during business hours. Instruct your visitors to report to the main office and have you paged.

SOLICITATION

No employee may solicit other employees during his/her working time anywhere on Organisation premises. No employee may distribute any written material in (a) working areas at any time or (b) non-work areas (restroom, hallway) during his/her working time without permission. Non-employee may not distribute materials or solicit employees on Organisation premises at any time unless approved by Human Resources. In such cases, a meeting room will be established for this purpose.

TEAMWORK

Our success begins and ends with teamwork. It is expected that each person will do their part to avoid situations that disrupt or promote others in their group to act in ill-will, to be insubordinate to a supervisor or to intentionally sabotaging the efforts of other employee teams or departments. Teamwork is promoted when everyone acknowledges the team leader, respects the leader's judgment and authority and follows through on requests/directives without questioning them in a hostile or demeaning way. Mutual respect is the underlying factor. If someone is known to intend harm against the Organisation or a team, please see your manager.

TRAVEL REIMBURSEMENT

Unless otherwise directed, the mass transit system is the mandatory method of transportation on Organisation business. If the Organisation determines that the use of a personal car is necessary for business purposes, proof of liability insurance coverage meeting our standards must be submitted by the employee. A transportation allowance will be provided for personal car use at a rate determined annually. Parking fees

incurred on official business are reimbursable. Local carfare is reimbursable when it is incurred on Organisation business. Employees applying for reimbursement for business travel on commercial transportation must submit receipts within five (5) days of incurring such expense.

TECHNOLOGY, PERMISSIBLE USE POLICY

The Organisation provides employees with a host of electronic technologies and services, including computers, E-Mail, Voice Mail and Internet services. These technologies and services are intended to be used for business purposes only and are meant to assist employees in completing job responsibilities as effectively as possible. Personal use of these technologies and services is prohibited. It is imperative that employees not abuse or misuse these technologies and services. Employees must ensure that only business related information is contained or maintained on the Organization's systems or devices. This is particularly important when using e-mail, the World Wide Web, or any other part of the Internet. At minimum, employees must be guided by common sense when using the computer technologies. Given the ever-changing nature of these technologies, it is impossible to catalogue all possible abuse or misuse. Nevertheless, employees are strictly prohibited from using any technology to view, listen to or communicate offensive, defamatory or disruptive content. Such content includes, but is not limited to, material of a sexual or sexually suggestive nature, racial, ethnic or gender-specific slurs, or any other visual/audio/verbal content that offends or is intended to offend someone because of his or her age, sex, religion, national origin, disability or other lawfully protected trait. The Organisation will periodically audit its systems, including e-mail and Internet access, to determine whether there is evidence of abuse or misuse. Employees who abuse or misuse any Organisation maintained technology will be disciplined, up to and including immediate termination.

TEAMWORK

Our success begins and ends with teamwork. It is expected that each person will do their part to avoid situations that disrupt or promote others in their group to act in ill-will, to be insubordinate to a supervisor or to intentionally sabotaging the efforts of other employee teams or departments. Teamwork is promoted when everyone acknowledges the team leader respects the leader's judgment and authority and follows through on requests/ directives without questioning them in a hostile or demeaning way. Mutual respect is the underlying factor. If someone is known to intend harm against the Organisation or a team, please see your manager.

SOLICITATION

No employee may solicit other employees during his/her working time anywhere on Organisation premises. No employee may distribute any written material in (a) working areas at any time or (b) non-work areas (restroom, hallway) during his/her working time without permission. Non-employee may not distribute materials or solicit employees on

Organisation premises at any time unless approved by Human Resources. In such cases, a meeting room will be established for this purpose.

TECHNOLOGY, PERMISSIBLE USE POLICY

The Organisation provides employees with a host of electronic technologies and services, including computers, E-Mail, Voice Mail and Internet services. These technologies and services are intended to be used for business purposes only and are meant to assist employees in completing job responsibilities as effectively as possible. Personal use of these technologies and services is prohibited. It is imperative that employees not abuse or misuse these technologies and services. Employees must ensure that only business related information is contained or maintained on the Organization's systems or devices. This is particularly important when using e-mail, the World Wide Web, or any other part of the Internet. At minimum, employees must be guided by common sense when using the computer technologies. Given the ever-changing nature of these technologies, it is impossible to catalogue all possible abuse or misuse. Nevertheless, employees are strictly prohibited from using any technology to view, listen to or communicate offensive, defamatory or disruptive content. Such content includes, but is not limited to, material of a sexual or sexually suggestive nature, racial, ethnic or gender-specific slurs, or any other visual/audio/verbal content that offends or is intended to offend someone because of his or her age, sex, religion, national origin, disability or other lawfully protected trait.

The Organisation will periodically audit its systems, including e-mail and Internet access, to determine whether there is evidence of abuse or misuse. Employees who abuse or misuse any Organisation maintained technology will be disciplined, up to and including immediate termination.

TRAVEL REIMBURSEMENT

Unless otherwise directed, the mass transit system is the mandatory method of transportation on Organisation business. If the Organisation determines that the use of a personal car is necessary for business purposes, proof of liability insurance coverage meeting our standards must be submitted by the employee. A transportation allowance will be provided for personal car use at a rate determined annually. Parking fees incurred on official business are reimbursable. Local carfare is reimbursable when it is incurred on Organisation business. Employees applying for reimbursement for business travel on commercial transportation must submit receipts within five (5) days of incurring such expense.

TUITION REIMBURSEMENT

The Organisation will reimburse eligible employees for tuition expenses (not including fees, books or supplies) paid to accredited schools, colleges and universities, as set forth in this policy.

Maximum Reimbursement

For undergraduate and graduate students, tuition reimbursement is offered for up to six credits per semester and a maximum of 18 credits a year. The Organisation will reimburse employees at the conclusion of a successfully completed course, pursuant to the following schedule:

- For an "A" grade, the Organisation will reimburse 100% of the tuition cost;
- For a "B" grade, the Organisation will reimburse 75% of the tuition cost;
- For a "C" grade, the Organisation will reimburse 50% of the tuition cost;

No reimbursements will be made for grades lower than a "C" grade;

The Organisation will not reimburse employees for courses in which the employee can receive a grade of only "PASS" or "FAIL," unless no other grade option is available for the course. Reimbursement rates are not affected by grades that are accompanied by a plus sign (+) or a minus sign (-). Thus, for example, an eligible employee who receives a B+ will be reimbursed at 75%. Likewise, an eligible employee who receives a B- will be reimbursed at 75%. Numerical equivalents of a letter grade may be accepted in lieu of a letter grade, provided the Organisation receives what it considers in its sole discretion to be adequate assurances from the accredited institution that the numerical grade is equivalent to a letter grade.

Eligibility

To be eligible for tuition reimbursement under this policy an employee must:

- Be a full-time employee;
- Have completed a year of service; and
- Be on the payroll when the course is completed.

Otherwise eligible employees are or become ineligible for tuition reimbursement under this policy, if:

- The employee has received a formal warning within six months prior to his or her request for pre-approval; or
- The employee receives a formal warning following pre-approval and before the course is completed. Accordingly, despite pre-approval, the Organisation will not reimburse your tuition payment if you receive a formal warning at any time prior to you completing the course.

Courses and Programs Eligible for Reimbursement

Certificate, Associates, Bachelors and Masters Degree programs will be reimbursed if they are business or job related. All courses, required and elective, which are related to an employee's work or which lead to a business-related or job-related degree will be

reimbursed. The Organisation will determine, in its sole discretion, whether a degree program or course is business or job related.

Application for Pre-Approval of Tuition Reimbursement

Employees must obtain pre-approval for tuition reimbursement under this policy. To do so, employees must complete and return to the Human Resources Department a "Request for Tuition Reimbursement" form (the form can be obtained from the Human Resources Department). If and when the course is pre-approved, this form will also serve as a request for payment form at the conclusion of the course.

Application for Reimbursement upon Completion of Course

Upon completion of the pre-approved course, the employee must submit a copy of the "Request for Tuition Reimbursement" form to the Human Resources Department, along with an official transcript of grades and proof of payment. Proof of payment can be established by either a bursar's receipt or a copy of a canceled check (front and back).

UNION FREE PHILOSOPHY

It is our belief that the individual relationship between employee and manager provides the best climate for maximum development, teamwork and the attainment of the individual's goals and those of the Organisation. We are proud of the fact that we provide employees with fair treatment, personal respect, good working conditions, competitive wages and an excellent benefits package. We know that employees may need to express their concerns, suggestions and comments to us so that we can now and understand each other better. You have that opportunity here. It is done on a more personal basis, without a third-party union interrupting the relationship between employees and management. You can and shall speak for yourselves. We will listen. We firmly believe that the union would not be to the advantage of our employees, to our clients, or the economic growth of which we all depend. We sincerely believe that a third-party influence could seriously impair the relationship between employees and management.

UNUSED VACATION POLICY

Each hire anniversary year an employee may roll forward unused Vacation into the next year's earned Vacation up to a limit of thirty (25) days or the maximum available for their years of service level. The combination of rolled forward leave and new earned leave may not exceed the maximum regardless of years of service. In addition, the vacation rolled forward must be used during the year they were rolled into or those days will be forfeited at the end of that year. Understand each year's unused vacation days will be rolled forward only one year. This is known as a "use it or lose it" rule and is the basis for encouraging employees to take paid time off. For Example: Sue has her hire anniversary tomorrow. Today she has 20 banked days of vacation. Tomorrow she is eligibility to receive up to 25 more days; however she will only receive 5 days which will put her back at the maximum of twenty five days. In addition, since she rolled

forward 20 days, she must use these 20 days during this year or any remaining portion of those 20 days will be forfeited. After a year goes by, it is determined she only used 15 days, so she will forfeit only 10 days to the "use it or lose it" rule. Since she is eligible to again receive up to 25 days, and already has 10 days rolled forward, she will only get 15 days which will again put her at the 25 day maximum.

USING VACATION

Employees are urged to give as much advance notice as possible when they need to take time off. The vacation request form shall be completed and given to your supervisor. In general, we ask that employees give their immediate supervisors two (2) weeks' notice of their intent to use vacation days. The Organisation recognizes that it is not always possible to give this much notice (i.e., if you become injured or ill). Therefore, supervisors will be flexible in dealing with employees who make a good faith effort to give notice. In any event, all employees must abide by the Absence and Tardiness requirements set forth in this manual.

UNUSED VACATION POLICY

Each hire anniversary year an employee may roll forward unused Vacation into the next year's earned Vacation up to a limit of thirty (25) days or the maximum available for their years of service level. The combination of rolled forward leave and new earned leave may not exceed the maximum regardless of years of service. In addition, the vacation rolled forward must be used during the year they were rolled into or those days will be forfeited at the end of that year. Understand each year's unused vacation days will be rolled forward only one year. This is known as a "use it or lose it" rule and is the basis for encouraging employees to take paid time off.

For Example: Sue has her hire anniversary tomorrow. Today she has 20 banked days of vacation. Tomorrow she is eligibility to receive up to 25 more days, however she will only receive 5 days which will put her back at the maximum of twenty five days. In addition, since she rolled forward 20 days, she must use these 20 days during this year or any remaining portion of those 20 days will be forfeited. After a year goes by, it is determined she only used 15 days, so she will forfeit only 10 days to the "use it or lose it" rule. Since she is eligible to again receive up to 25 days, and already has 10 days rolled forward, she will only get 15 days which will again put her at the 25 day maximum.

VACATION CASH OUT

The intent of our vacation benefit is for qualified employees to enjoy paid time off away from the Organisation and not necessarily take cash outs. The Organisation understands some employees choose to receive their benefit in cash, in addition to their normal pay, as circumstances may dictate. Effective immediately, no cash payouts will be made during the months of November, December or January of any year unless it is due to resignation or termination for a reason other than willful misconduct as set forth in the section "Resignations by Employees". Active employees will each have the

opportunity to make one (1) cash out against their Annual Leave during the months from February through October each year. The Organisation will ONLY allow cash payouts up to one third (1/3) of the value of available Annual Leave when the request is made. This will leave 2/3 of an employee's remaining Annual Leave for taking paid time off throughout the year.

VACATION DAYS

The Organisation provides each eligible employee with vacation days. All employees are expected to use their vacation days within the year they were earned. Take a short trip, an extended weekend or pursue personal interests with the time you have earned. The Organisation feels this rest period will benefit you and your co-workers. Vacation days are the same as vacation, sick and qualified FMLA leave; they do NOT take the place of Personal Days, Bereavement Leave, Birthday Leave, or Jury Duty. The other paid leave categories are explained in the following sections of the handbook. Vacation days are awarded at the beginning of each person's own hire anniversary date. The number of vacation days each employee earns depends on their own hire date, length of service and employment status.

VIDEOTAPING IN THE WORKPLACE

Unless expressly authorized by the Human Resources Department, taking video in the workplace is strictly prohibited. The type of device used to capture video is irrelevant as is the format in which the video is taken. Employees are prohibited from using any device that has the capacity to capture video images. The nature of the activity captured on video is also irrelevant. Videotaping the workplace or work activities has the potential of disclosing confidential Organisation information and/or trade secrets. The consequence of disclosing such information is severe as would be the damage to the Organisation. Any employee determined to have taken an unauthorized video will be subject to discipline, up to and including immediate discharge.

VISION AND DENTAL PLAN

Refer to Eligibility of Benefits. Dental and Vision Benefits are paid 100 percent by employee through payroll deduction. Employee premiums are paid automatically through the Cafeteria Plan and are Pre Tax. You will be given a summary plan description of the plans available to you before you need to make a decision on which medical plan is right for you. Following your enrollment, your group benefits are explained in detail in a separate booklet. This booklet will be issued to you when your enrollment is confirmed by the insurance carrier.

VOTING TIME

Exempt Classes of employees who are registered voters are entitled to two hours off, with no loss of pay, only if he or she has insufficient time outside working hours in which to vote. Four consecutive hours is considered sufficient time within which to vote.

WEAPONS

The Organisation believes it is important to establish a clear policy that addresses weapons in the workplace. All persons who enter Organisation property are prohibited from carrying a handgun, firearm, knife, or other weapon of any kind regardless of whether the person is licensed to carry the weapon or not. The only exception to this policy will be police officers, security guards or other persons who have been given written consent by the Organisation to carry a weapon on the property. Any employee disregarding this policy will be subject to immediate termination.

WORK SCHEDULE

Generally, work schedules are posted on Thursday for the following week. From time to time, your manager may need to change your schedule to meet scheduling or other needs. You shall take the time each week to review your schedule. A manager will try to avoid conflicts by knowing in advance days requested off, however not all requests will be honored. Refer any questions that you may have to your manager.

WORKERS' COMPENSATION

The Organisation complies with Worker Compensation Insurance Laws and provides payment for your medical treatment and part of any income you may lose while recovering from an on the job illness or injury. Specific benefits are prescribed by law depending on the circumstances of each case. It is against the law for a Organisation to terminate or punish an employee for reporting an accident or injury. All reports of first aid, accidents, illness (due to work) and injury must be reported within 24 hours of incident. Statistics show when an incident is reported quickly, the long term expense is less to all parties involved.

WORKPLACE VIOLENCE

Our Organisation strictly prohibits workplace violence. Consistent with this policy and others supported by the Organisation, any act of intimidation, harassment, harm, violence, aggression, coercion or any other physical or psychological acts will be addressed as a disciplinary action up to and including termination. Creating a hostile or stressful environment by abusing or intimidating co-workers or subordinates will be dealt with swiftly. All threats or acts of violence shall be reported immediately to the human resource manager. Examples would further include:

- Hitting and shoving or caging in another person
- Making threats against a person, their family, friends, property, etc.
- Making phone calls inside or outside of the work environment
- Harassing by stalking or surveillance
- Carrying, pointing or using firearms and weapons against another

APPENDIX A: EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FMLA

Employee Rights and Responsibilities under the FMLA 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

"Qualifying Exigency" Leave for Families of Active Duty Members of the Armed Forces Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the Armed Forces 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.

Military Caregiver Leave for Veterans and for Aggravated Illnesses or Injuries

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member or veteran during a single 12-month period. A "covered service member" 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 by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces), and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating. (Emphasis added).

Since veterans do not have a current "office, grade, rank, or rating," the serious injury or illness must be one "that manifested itself before or after the member became a veteran."

The entitlement to take military caregiver leave for the care of veterans extends only to family members of veterans when the veteran was a member of the Armed Forces at some point in the five years preceding the date on which the veteran undergoes the medical treatment or receives the therapy that necessitates the leave.

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. Then 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.

APPENDIX B: INTRODUCTION TO MANUAL

Employee Welcome

Dear Employees,

WRA would like to welcome you to our family of employees. You are the most important asset we have. We depend on each employee to provide the best product(s), service(s) and client care as possible. This manual will help you understand the rules and policies which helped get us to where we are today.

The legacy of our Organisation and its continued success shall make us the most recognized name in our work. For time, we have made organization decisions necessary to ensure our success. The most recent decision shall be hiring you, and we are certain we made the right choice.

Once again, welcome to the Organisation and best wishes of success to you during your new employment. We hope through our Organisation, you will reach your goals and help us reach ours.

Sincerely,

Human Resource department

WRA

APPENDIX C: HANDBOOK DISCLAIMER

You understand that you responsible for reading the handbook, familiarizing myself with its contents, and adhering to all of the policies and procedures of WRA Organisation, whether set forth in this handbook or elsewhere. The policies, procedures and standard practices described in this manual are not conditions of employment. This manual does not create an express or implied contract between WRA and any of its employees located in New York, Pennsylvania or any other designated locations where this manual is applicable. WRA reserves the right to terminate any employee, at any time, with or without notice or procedure, for any reason deemed by the Organisation to be in the best interests of the Organisation.

You understand that the information in this handbook represents guidelines only. WRA reserves the right to modify this handbook, amend or terminate any policies, procedures, or employee benefit programs whether or not described in this handbook at any time, or to require and/or increase contributions toward these benefits programs.

All personnel policies contained herein were adopted by WRA and supersede previous policies. We periodically review personnel policies in part or as a whole, to ensure that they continue to reflect current thinking in the field of Human Resources Management and are consistent with trends and legislative requirements.

You further understand that no manager or representative of WRA, other than a Senior Officer of WRA, is authorized to enter into any employment agreement on behalf of WRA, other than the Chairman or President. I also understand that any such agreement, if made, shall not be enforceable unless it is a formal written agreement signed both me and an authorized WRA Senior Officer.

You also understand that this manual is the property of WRA, and is to be returned to the Human Resources Department shall my employment be terminated.

NAME _____

DATE _____

SIGNATURE _____

APPENDIX D: VACATION SCHEDULE

Full and Part time employees (who work more than 20 hours average a week) are entitled to earn Vacation days. Part time employee leave is based on hours or days worked during the previous anniversary year. Full time employee leave is based on completed service years. Certain employees may have different vacation schedules. For the most part, the schedule below shall apply.

EMPLOYMENT STATUS	ENTITLED DAYS	ENTITLED HOURS	MAXIMUM ACCUMULATED
PART TIME	1 x the Average days worked per week in previous year	Varies See Left	25 Days or 200 Hours Each Anniversary Year
FULL TIME		8 hours = 1 day	Same as above
Immediately upon hire	Up to 10 days (2 wks)	Up to 80 hours	Same as above
3 Completed Years	Up to 15 Days (3 wks)	Up to 120 hours	Same as above
5 Completed Years	Up to 20 Days (4 wks)	Up to 160 hours	Same as above
10 Completed Years	Up to 25 Days (5 wks)	Up to 200 hours	Same as above

APPENDIX E: ACKNOWLEDGMENT PAGE

I understand that I am responsible for reading the handbook, familiarizing myself with its contents, and adhering to all of the policies and procedures of WRA, whether set forth in this handbook or elsewhere.

The policies, procedures and standard practices described in this manual are not conditions of employment. This manual does not create an express or implied contract between WRA and any of its employees located in New York, Pennsylvania or any other designated locations where this manual is applicable. WRA reserves the right to terminate any employee, at any time, with or without notice or procedure, for any reason deemed by the Organisation to be in the best interests of the Organisation.

I understand that the information in this handbook represents guidelines only. WRA reserves the right to modify this handbook, amend or terminate any policies, procedures, or employee benefit programs whether or not described in this handbook at any time, or to require and/or increase contributions toward these benefits programs.

All personnel policies contained herein were adopted by WRA and supersede previous policies. We periodically review personnel policies in part or as a whole, to ensure that they continue to reflect current thinking in the field of Human Resources Management and are consistent with trends and legislative requirements.

I further understand that no manager or representative of WRA, other than a Senior Officer of WRA, is authorized to enter into any employment agreement on behalf of WRA, other than the Chairman or President. I also understand that any such agreement, if made, shall not be enforceable unless it is a formal written agreement signed both me and an authorized WRA Senior Officer.

I also understand that this manual is the property of WRA, and is to be returned to the Human Resources Department shall my employment be terminated.

NAME _____ DATE _____

SIGNATURE _____