



# Employee Handbook



# Employee Handbook

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## INTRODUCTION

### WE BELIEVE

- › We are here to serve our customers.
- › Our customers are entitled to the highest standards of professional service.
- › Our customers and our employees are our most important asset.
- › The safety of employees is always a major consideration.

### ABOUT OUR EMPLOYEES

- › All employees shall be treated fairly.
- › Every employee will be given equal treatment in all personnel activities consistent with their capabilities -without regard to race, color, sex, marital status, age, religion, disability or national origin.
- › Each employee shall be provided the right to discuss openly with management matters concerning his or her welfare.
- › All employees have a mutual interest in working together as a team to serve our customers.

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## THE FIRST FEW DAYS

### ORIENTATION

Once accepted for employment, each employee will be given an orientation by the client company. Position Orientation: When you start to work, you will want to know what your duties are. To help you perform your job in the correct manner, and the easiest way, proper job instructions are provided. Your Manager is an experienced person who will give you the opportunity to learn the best and most efficient way of doing your work.

### HOURS OF WORK

Working hours and schedules may vary according to the type of work performed or client scheduling requirements. However, the hours may be extended or reduced at management's discretion, based upon business circumstances. Hours of work are established by the client company. Client managers are responsible for following the scheduled hours as closely as possible. The client company will schedule employees lunch periods.

### INTRODUCTORY PERIOD

Every new employee is considered to be in an introductory period for ninety (90) calendar days after date of hire. This time is for you to evaluate the client company and to allow both you and your Manager to become acquainted with each other. During the introductory period, your Manager will review your quality and quantity of work, attendance and punctuality, and make some assessments about your suitability for the job you have been hired to perform. The introductory period may be extended when necessary. Should you fail to complete the introductory period successfully, you will be released. Successful completion of the introductory period does not affect the at will nature of employment, or create an expectation of continued employment. The Company reserves the right and you have a similar right at any time to terminate employment with or without cause.

## EMPLOYMENT INFORMATION

### EQUAL OPPORTUNITY EMPLOYER

It is the intent of the Company to attract and retain the best qualified people available. We will not discriminate in employment on the basis of race, color, religion, national origin, sex, marital status, status as a disabled veteran or veteran of the Vietnam era, age, or disability except where sex, age or physical condition is a bona fide occupational qualification. This policy applies to all relations with all employees and applicants. It includes recruitment, hiring, compensation, promotion, transfer, training, demotion, layoff, recall, and all other terms and conditions of employment.

### AMERICANS WITH DISABILITIES POLICY

In compliance with the Americans with Disabilities Act (ADA) it is the policy of the Company to prohibit employment discrimination against qualified individuals with disabilities and to make reasonable accommodations to qualified persons with disabilities unless to do so would pose an undue hardship or pose a safety threat to the employee, co-workers or others. It is the responsibility of all Managers to ensure that qualified individuals with disabilities who are employed by us, as well as persons applying for jobs with us, are treated fairly and given opportunities equal to those provided to others working or seeking work here. The Company will consider reasonable accommodations for qualified individuals with disabilities who have demonstrated their abilities and skills and can perform the essential functions of their job. This does not mean that we will lessen our qualification standards nor are we required to give preferential treatment to individuals with disabilities.

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We are committed to complying with the ADA requirements. We encourage all employees to help us achieve this objective. We should all work together to see that opportunities are available for qualified persons with disabilities.

## HARASSMENT PREVENTION

The Company has a strict policy against harassment and discrimination in the workplace. It is expected that all employees will interact fairly and honestly with one another to ensure that the work environment is free of harassment and discrimination.

The Company is committed to providing all job applicants and employees with an environment free of discrimination and unlawful harassment. Actions, words, jokes, or remarks based on an individual's sex, race, ethnicity, age, religion, physical impairment, or any other legally protected characteristic will not be tolerated. This policy prohibits harassment in any form, including verbal, physical, and visual harassment.

Unwelcome sexual conduct, such as sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when it is made as a term or condition of employment or, unwelcome sexual conduct, which creates an intimidating, hostile, or offensive work environment will not be tolerated.

If you believe a customer, co-worker, member of management, or agent of the Company has unlawfully harassed you, you should promptly report the matter to your Manager. If your Manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of management. You can raise concerns and make reports without fear of reprisal.

Managers shall make every effort to ensure that complaints of harassment or discrimination are resolved promptly and effectively. All actions taken to resolve complaints of harassment or discrimination through investigations shall be conducted confidentially to the extent possible.

Any employee, after appropriate investigation, who is found to have engaged in harassment or discrimination of another employee, retaliates against an employee who alleged or participated in an investigation of harassment or discrimination or falsely alleged harassment, will be subject to disciplinary actions, up to and including discharge.

If you have any questions concerning this policy, please feel free to contact your Manager, Human Resources or any other member of management.

## PERSONNEL RECORDS AND CHANGES

Be sure to notify MatrixOneSource if you change your address or telephone.

## OUTSIDE EMPLOYMENT

Please remember that your job with us is considered primary. Outside employment can interfere with job performance, work hours, quality of service to our customers as well as any meetings requiring your attendance. Therefore, should you find it necessary to work a second job, you should/must discuss the issue with your Manager in advance to avoid a possible conflict and be sure it will not create a scheduling problem.

## TERMINATIONS

Termination is defined by category and action to be taken as follows:

Resignation - when the termination is voluntary on the part of the employee, a two-week written notice is expected.

Employees shall have the right to terminate their employment at any time.

One (1) day of absence without notice to appropriate management is considered resignation without notice.

Release -this is a termination that results during the introductory period when the employee may not be suited for the type of work or may lack the qualifications.

Lay-off -results when no work is available for the employee.

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Retirement -in accordance with applicable requirements by the client company. Discharge -The Company reserves the right at any time to terminate employment with or without cause. An employee who is discharged is usually not subject to rehire. Employees will normally receive their final paycheck on the next regularly scheduled payday. Final paychecks will be mailed to your address on file, unless other arrangements are made. Employees must contact MatrixOneSource within 48 hours of the conclusion of each job assignment, regardless of duration, for possible reassignment. Failure to contact MatrixOneSource may result in a denial of unemployment benefits.

## ABOUT YOUR PAY

### HOURS OF WORK

The workweek is a 7 day period that begins at 12:01 am. and ends 7 days later at 12:00 midnight.

### OVERTIME

A non-exempt (hourly) employee who works over forty (40) hours in a workweek will be compensated at the rate of one and one-half (1112) times their regular hourly rate of pay. All hours to be worked in excess of your regular schedule must be authorized in advance by your Manager. Overtime may be granted when necessary on an as needed basis.

Occasionally, overtime may be required due to business necessity. We are confident that you will cooperate to the fullest when overtime hours are required. An exempt employee will not receive overtime pay. There will be times when working extra hours will be required.

### DEDUCTIONS

Payroll deductions may consist of the following:

Federal/State Income Tax (withholding tax)

Social Security and Medicare Taxes

Other deductions as approved by the employee and client company.

### GARNISHMENT & WAGE ASSIGNMENTS

You are expected to be responsible for your own financial affairs and budget your expenses wisely. Voluntary assignments of pay will not be honored. Current laws will be followed in honoring garnishments and in deciding appropriate disciplinary actions if necessary.

### RECORDING TIME WORKED

All employees complete a time sheet that accurately reflects all hours worked each week. Time sheets allow for accurate accounting of employee benefits and hours worked for computing pay and overtime for non-exempt employees.

You will keep a time sheet and sign it at the end of each pay period. Your Manager will also sign the completed time sheets. If corrections are made to the time sheet, both you and the Manager must verify the accuracy of the changes by initialing the time sheet.

Under no circumstances may any employee complete or sign another employee's time sheet. Falsification of time records is grounds for disciplinary action, up to and including discharge.

### PAY PERIODS

Paydays will vary depending on the schedule established for the client company. When a regularly scheduled payday occurs on a weekend or holiday you will normally receive pay on the last business day prior to the weekend or holiday.

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Paychecks are carefully prepared, but errors can occur. If you think there is an error on your check, report it to your Manager immediately. Furthermore, no paycheck will be given to anyone except the employee whose name appears on the check. An exception will be made where you have given written and signed authorization to your immediate Manager, providing the name and reason why this exception is requested. A new written authorization will be required for each pay period which you request your paycheck be given to someone in your absence.

## SOME THINGS YOU SHOULD KNOW

### COOPERATION AND ASSISTANCE

Operating an efficient and profitable Company requires that employees place great importance on providing cooperation and assistance while performing their primary job responsibilities. Teamwork activities are necessary to achieve continued growth and success. We can fulfill our responsibility to our customers and fellow employees only with your complete cooperation.

### TELEPHONE TECHNIQUE

If your job involves using the telephone you are requested to convey a friendly, helpful and considerate tone. Your help in being polite and considerate when receiving calls from customers or vendors will create a positive image for the Company.

Avoid keeping callers on hold for long periods of time and do not allow a phone to ring unanswered. To assure effective telephone communications, you should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

### PERSONAL MAIL

All mail which is delivered to the Company is presumed to be Company business. Mail sent to you at the office will be routed to the appropriate department. If you do not wish to have your personal correspondence handled in this manner, then you should have it delivered to your home. You must not use the postage equipment for your personal mail.

### PERSONAL PROPERTY

The Company cannot assume responsibility for the loss or theft of your personal property or valuables. You are encouraged to keep such property in a safe place.

### VOTING

The Company encourages you to exercise your right to vote. The polls are open a sufficient number of hours to allow you to vote either before or after your regular work hours. You will not receive pay for time taken during work hours for voting purposes.

### BULLETIN BOARDS

Bulletin boards are for the purpose of posting official notices and communications for employees of the Company. You should check the bulletin boards on a regular basis. Information about office activities, procedures, training, governmental regulations and other events appear on the boards.

### PARKING

You should keep your car Jocked while on the parking lot. The Company is not responsible for Joss, damage or theft of any vehicle or personal property left in vehicles while on Company premises.

### MEAL/BREAK PERIODS

Meal periods and breaks will be scheduled by your Manager.

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## YOUR BENEFITS PROGRAM

### GENERAL INFORMATION

Benefits and contributions to benefit plans are not offered by MatrixOneSource.

For details regarding any applicable benefits package, please refer to the benefits offered by the client company.

### MILITARY RESERVE/NATIONAL GUARD TRAINING OR ARMED FORCES ACTIVE DUTY LEAVE

If you are a member of the Reserve or National Guard and you are called upon to perform periodic training or you enlist or are drafted by the U.S. Armed Forces, you will be granted an unpaid military leave of absence in accordance with the federal and/or state legislation for the time required. During a military leave, you are entitled to continuation of benefits, and job reinstatement or re-employment in accordance with federal and state laws. You should give your Manager as much advance notice as possible of your intent to be away by providing us with a copy of your orders as soon as possible.

If you wish, you may take your normal vacation during this time, but this is not required.

### LEAVES OF ABSENCE /Family and Medical Leave

Under certain circumstances you may be eligible for Family and Medical Leave. When you need extended time away from work because of the birth or placement for adoption or foster care of a child; because of the serious health condition of a spouse, child, or parent; or because of your own serious health condition, discuss the matter with your Manager. If you have been employed for at least twelve (12) months and worked 1250 hours in the past year, you may be granted unpaid leave of up to twelve (12) weeks, within a twelve (12) month period. The twelve (12) month period is measured forward from the date an employee's first leave begins. This leave must be approved by your Manager. You will be required to use all accrued unused vacation and/or sick time as part of the leave at the beginning of the leave.

As soon as you become aware of the need for a leave, you must inform your Manager so that proper arrangements can be made. If the leave is for the birth or placement of adoption or foster care of a child, it must be taken within 12 months of the birth or placement and may be taken intermittently only with the approval of management. If the leave is due to your own serious illness or that of a family member, the leave time may be taken intermittently, within a twelve (12) month period, if medically necessary (medical certification is required in this case). In this case, the Company may temporarily transfer you to an alternative position that better accommodates the recurring periods of leave.

Upon your request for leave due to your own serious illness or that of a family member you may be required to provide certification of the health condition. This certification must include the date on which the serious health condition in question began; the probable duration of the condition; appropriate medical facts regarding the condition; and a statement that you are needed to care for a spouse, parent, or child (along with an estimate of the time required), or that you are unable to perform your job functions. The employee will need to obtain a written doctor's release in order to be reinstated in their position.

Paid holidays are not provided to employees who are on an unpaid leave and vacation and sick time does not accrue during an unpaid leave of absence.

If you return to work by the predetermined return date, you will be reinstated in your previous position or an equivalent position with no loss of benefits that had accrued at the commencement of the leave. When you return to work, if your leave was due to your own serious health condition, you must provide the Company with medical certification verifying your ability to return to work. Your leave shall run concurrently with a workers' compensation absence when the on the job injury is one that meets the criteria for a serious health condition.



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## **SOCIAL SECURITY RETIREMENT SYSTEM**

You may receive a lifetime monthly pension based upon earnings and the number of years you are covered under the Social Security Act. In addition to the amount you have deducted from your paycheck, the Company also matches your deduction dollar for dollar and pays into your social security account.

You are encouraged to check your social security record every few years to make certain that deductions have been correctly reported and credited to your account. The Social Security Office provides free postcards for this purpose.

## **UNEMPLOYMENT COMPENSATION**

The Company pays the entire cost of unemployment compensation insurance to provide a benefit to you in the unlikely event of lay-off. If it were necessary for you to be laid-off, you would receive a weekly benefit for a specified period of time while you search for other employment. This benefit is designed to help prevent the financial hardship of unemployment.

## **WORKERS' COMPENSATION**

When an on-the-job accident is determined to be in the course and scope of your employment, workers' compensation insurance covers the cost for your medical expenses and hospital care plus compensation for lost wages, in accordance with the laws of the state.

The Company pays the entire cost of this benefit. All injuries, no matter how superficial they may appear, must be reported immediately to your Manager. Failure to report an accident may result in a loss of benefits.

In the event that you suffer an injury on the job that requires referral for medical treatment you may be required to submit to a substance abuse test. Furthermore, your family and medical leave shall run concurrently with a workers' compensation absence when the on the job injury is one that meets the criteria for a serious health condition.

In the event of an accident on-the-job that requires medical treatment and when the injury appears to be life threatening, you should be taken to a hospital emergency room. For a less serious injury, an emergency primary care center designated by the Company should be used.

All employees must report any claims immediately and no later than 24 hours to their immediate supervisor. All paperwork will be supplied by their employer and completed in full to provide medical treatment. Employees also agree to a post accident drug test, at the expense of MatrixOneSource. Failure to take the drug test may be grounds for denial of the claim per state law. A positive result could be grounds for disciplinary action up to and including termination based on the policy and procedures of the individual clients.

## **COMPANY POLICIES**

### **ATTENDANCE AND TARDINESS**

Your contribution to the success of our Company is important and we need you at work every day. Absenteeism and lateness cause a loss of efficiency and place an undue burden on your fellow employees.

You are asked to give advance notice to your Manager, when feasible, of tardiness or absence. Notice should be received prior to the beginning of the workday.

If you are absent one (1) workday without notice to appropriate management you will be presumed to have voluntarily resigned your position without notice.

Excessive absenteeism or excessive lateness may be subject you to disciplinary action, up to and including discharge.

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## LIFE-THREATENING ILLNESSES

MatrixOneSource is committed to providing equal opportunity to all employees, including those who have, or employees who live with someone who has, or who is suspected of having life-threatening illnesses such as cancer, HIV/AIDS, cardiopulmonary diseases, meningitis, hepatitis, Hodgkins disease, cerebral palsy, sickle cell anemia, leukemia, etc.

MatrixOneSource is also committed to providing a safe work environment that meets or exceeds state and federal regulations. Consequently, employees who have a life-threatening illness will be treated like other employees as long as they meet performance standards, and medical and other evidence indicating that their condition is not a threat to themselves or others.

## DRUG FREE WORKPLACE

In a commitment to safeguard the health of our employees and to provide a safe working environment for everyone, we have established a Drug-Free Workplace Policy.

It is the intent of the Company to provide a safe work environment for all employees free of the effects of substance abuse. Similarly, it is the responsibility of employees to maintain personal health so they are physically and mentally capable of performing in the workplace. The abuse of drugs or alcohol is an unsafe and counter-productive practice which will not be tolerated.

The Company prohibits the illegal use, possession, sale, manufacture, or distribution, of drugs, alcohol, or other controlled substances on Company property. It is also against Company policy to report to work or to work under the influence of drugs or alcohol.

All applicants considered final candidates for a position will be tested for the presence of drugs as part of the application process depending on their position. Any applicant refusing to submit to a preemployment drug test will be ineligible for hire. If an applicant's test is confirmed positive, the applicant will not be considered for employment at that time. You should notify your Manager if the use of properly prescribed prescription drugs may adversely affect your work performance. Abuse of prescription drugs will be considered a violation of this policy.

In the case of a first-time violation of the Company policy, including a positive drug or alcohol test result the employee will be subject to discipline up to and including discharge.

The Company may suspend employees without pay under this policy pending the results of a drug/alcohol test or investigation. Any employee using, selling, purchasing, possessing, distributing or dispensing drugs or alcohol on duty or on Company property will be discharged.

Any employee who refuses to submit to a drug/alcohol test may be terminated from employment or otherwise disciplined.

## SAFETY

The safe performance of all work assignments, without injury, is the Company's first concern. Our safety program is based on the fact that accidents do not simply happen -they are caused. Only through the determined elimination of the causes of accidents can we reduce their frequency. The Company firmly believes that all personal injuries can be prevented.

The key to the prevention of injuries is the willingness of each of us to work safely. Almost all injuries are the result of carelessness. Each employee must accept his responsibility to help in the prevention of accidents.

In consideration of our commitment to providing a safe working environment, all employees must abide by the following safety rules:

- › Report all injuries, no matter how slight, to your Manager.
- › Obtain written medical authorization from your Manager, before seeing a doctor for job-related accidents.
- › Use provided safety equipment such as glasses, goggles, respirators, guards, etc. as recommended. Your Manager will be familiar with the requirements.

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- › Observe all posted danger and warning signs.
- › You are required to wear seat belts at all times while operating Company vehicles.
- › Report any damaged or missing equipment to your Manager.
- › Report to your Manager all machinery, tools or others items in need of repair.
- › If in doubt as to any unsafe act or condition, consult your Manager.

## SMOKE-FREE WORKPLACE

It is the intent of the Company to foster a healthy environment by prohibiting smoking in all Company facilities or in facilities of customers. All smoking is to be outside of all buildings in designated areas. Smoking is also prohibited while conducting business with our customers or vendors at any time.

## CONFIDENTIAL INFORMATION

All information relating to our Company business and our customer information must be treated with strict confidence. Confidential information should be discussed with only employees whose job responsibilities require them to know. All employees are responsible for the physical safeguard of confidential records.

## MEDIA CONTACT

MatrixOneSource wants to convey a clear and consistent message about the mission of our Company. Therefore, all questions from any person representing the media (i.e., newspapers, television, or any print media) must be referred to senior management. For the privacy and protection of our customers, you are not permitted to discuss the business of our Company with any person representing the media.

## SECURITY

Maintaining the security of the Company buildings and vehicles is every employee's responsibility. Habits that insure security are as follows:

- › Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform a Manager.
- › Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them should the need arise.
- › When you leave the Company premises, make sure that all entrances are properly locked and secured and the security alarm is armed.

## SOLICITATIONS/DISTRIBUTION

Solicitations and distribution can put undue pressure on employees and interfere with work activities. Therefore, the following shall apply to solicitations or distribution of literature:

1. There will be no solicitations or distribution of literature during working time or at any time in working areas.
2. Working time means the period of time that is spent in the performance of actual job duties, either by the person soliciting or by the person(s) being solicited.
3. There will be no solicitations or distribution of literature on Company premises at any time by non- employees. Solicitations which are forbidden include, but are not limited to, solicitations for magazines or periodicals, subscriptions, memberships in organizations, and political contributions. Distributions which are forbidden include, but are not limited to, political or religious literature, advertising brochures, packages of materials, leaflets, or information bulletins. Strict compliance with this rule is required of all employees. Violation of this rule will be grounds for discipline up to and including discharge.

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## **VIOLENCE IN THE WORKPLACE**

The Company does not tolerate any type of workplace violence committed by or against employees. You are prohibited from making threats or engaging in violent activities. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including discharge.

Any potentially dangerous situation must be reported immediately to a Manager or a member of management.

All activities related to the situation will be held in strictest confidence, and promptly investigated in such a manner as to protect the privacy of all concerned, to the extent allowed by law.

## **PERSONAL COMPUTER AND SOFTWARE POLICY**

MatrixOneSource does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the users’ right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines of as much as \$250,000 and jail terms of up to five years. Even the users of unlawful copies suffer from their own illegal actions. They receive no documentation, no customer support and no information about product updates.

1. MatrixOneSource licenses the use of computer software from a variety of outside companies. MatrixOneSource does not own this software or its related documentation and, unless authorized by the software manufacturer, does not have the right to reproduce it.
2. With regard to use on local area networks or on multiple machines, MatrixOneSource employees shall use the software only in accordance with the license agreement.
3. MatrixOneSource employees learning of any misuse of software or related documentation within the Company shall notify the management.
4. According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. MatrixOneSource employees who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances. Such discipline may include dismissal.

## **E-MAIL VOICE MAIL**

It is the policy of the Company to inform all employees regarding privacy issues and usage of e-mail, voice mail and other information technologies. Ownership of internal communication systems, whether they are technologically based or paper based remains with the Company. The Company reserves the right to read and listen to anything contained in a Company owned electronic or paper communication system. The Company intends to honor the policies/procedures set forth below, but reserves the right to change them at any time.



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- › **The electronic** and voice mail systems (“mail systems”) hardware and software are Company property. Additionally, all messages composed, sent, or received on the mail systems are and remain the property of the Company. They are not the private property of any employee.
- › **The use of the mail systems** is reserved solely for the conduct of business at the Company. It may not be used for personal business.
- › **The mail systems** may not be used to solicit for commercial ventures, political cause, outside organizations, or other non-job-related solicitations.
- › **The mail systems** are not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, gender specific comments, or any other comment that offensively addresses someone’s age, sexual orientation, religious or political beliefs, national origin, or disability.
- › **The mail systems** will not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
- › **The Company reserves** the right to review all messages created, received, or sent over the mail systems for any purpose. The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within the Company without an employee’s permission.
- › **The confidentiality** of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. All passwords must be disclosed to management or they are invalid and cannot be used.
- › **Notwithstanding the Company’s** right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them. Any exception to this policy must receive prior approval by the Company. Any employee who violates this policy or uses the system for improper purposes will be subject to discipline, up to and including discharge.

## INTERNET USAGE

The Internet and the World Wide Web networks provide a unique resource for acquiring and sharing business, governmental, technical and other information. The Internet must be used in a proper, ethical and professional manner. When accessing the Internet through the Company you:

## AMERICANS WITH DISABILITIES POLICY

In compliance with the Americans with Disabilities Act (ADA) it is the policy of the Company to prohibit employment discrimination against qualified individuals with disabilities and to make reasonable accommodations to qualified persons with disabilities unless to do so would pose an undue hardship or pose a safety threat to the employee, co-workers or others. It is the responsibility of all Managers to ensure that qualified individuals with disabilities who are employed by us, as well as persons applying for jobs with us, are treated fairly and given opportunities equal to those provided to others working or seeking work here. The Company will consider reasonable accommodations for qualified individuals with disabilities who have demonstrated their abilities and skills and can perform the essential functions of their job. This does not mean that we will lessen our qualification standards nor are we required to give preferential treatment to individuals with disabilities.

- › Must not disclose or transmit Company proprietary information, such as security specifics (Passwords/login codes), software products or public information via the Internet unless approved by the Company.
- › Must not download or upload any content which would negatively reflect upon the Company including the following:
  - Derogatory racial content
  - Sexual content
  - Derogatory religious content
  - Political statements
  - Offensive language
  - Games
- › Must not use the Internet for personal gain or non-business solicitation.
- › Must not attempt to gain unauthorized access to any computer or communications systems on the Internet.
- › Must check any downloaded executable software using an approved virus package before that software is run on any Company computer system.
- › Are not permitted to use personal Internet accounts on Company time without management’s approval.

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Any employee who violates this policy or uses the system for improper purposes will be subject to discipline, up to and including discharge.

## STANDARDS OF CONDUCT

The purpose of these rules is not to restrict, but to define and protect all employees. Certain rules and regulations are required to safely and efficiently operate a business. As circumstances change, rules often must change. Therefore, the Company may from time to time amend these rules. These rules shall not be interpreted to affect the at will nature of employment. The Company reserves the right at any time to terminate employment with or without cause. You may be subject to suspension or discharge and loss of any accrued benefits, if any of the following rules are violated by:

- › Failure to correct unsatisfactory work performance for which you are primarily responsible.
- › Failure to give notification to or receive authorization from your Manager before leaving the work station, work site, or leaving the job.
- › Reporting to work under the influence of intoxicants, including alcohol, illegal drugs or narcotics or the bringing of intoxicants, illegal drugs or narcotics onto Company property, including parking areas.
- › Limiting one's output or directly or indirectly encouraging another employee to cut down production.
- › Failure to observe any special rules/notices posted or distributed by management.
- › Carelessness or neglect of duty in carrying out assignments or instructions from those in authority or insubordination of any kind.
- › Falsification or withholding of facts on any Company records, including employment applications, time sheets, etc.
- › Excessive absenteeism or excessive lateness.
- › Accepting payment or gifts for favoritism or services.
- › Failure to follow policies, procedures and guidelines contained in the employee handbook or posted on Company bulletin boards.
- › Conviction of a serious crime, the nature of which would be considered to render an individual unreliable as an employee.
- › Failure to follow safety rules and regulations.
- › Conduct during work hours which could be construed as negative to our customers or the Company.
- › Contracting with customers to perform work of any kind for them.
- › Non-disclosure of interest in, or connection with any business which competes with MatrixOneSource
- › Threatening, intimidating, coercing, or interfering with the performance of other employees.
- › Engaging in such other practices inconsistent with the ordinary and reasonable rules of conduct necessary for the welfare of the Company, its employees or our customers.
- › Pilferage, removal or destruction of Company property, property of customers, fellow employees or others.
- › Fighting or disorderly conduct on Company premises.
- › Willful destruction of Company property.
- › Any solicitations/distribution in violation of Company policy.
- › Carrying dangerous or concealed weapons.
- › Sleeping on the job.
- › Any form of unlawful harassment or discrimination.
- › Falsely stating or making claim of occupational or non-occupational injury or illness.
- › Failure to report accidents immediately including personal injury on the job.
- › Horseplay.
- › Discourtesy or impoliteness to customers.
- › Making false, vicious, profane, abusive or malicious statements.
- › Making physical or verbal threats or engaging in violent activities.
- › Holding unauthorized meetings on Company premises.
- › Disregarding prescribed cash handling procedure.
- › Disclosure, or use, of confidential information not available to the general public for personal gain or benefit.
- › Possession of firearms or explosives or other weapons on Company premises (including parking areas used by Company employees or customers).
- › Conduct off the job that could cause loss of patronage.
- › Illegal gambling in any form while on Company premises.

# Employee Handbook

## **NOTE:**

This list of Company rules is not a complete list of all activities that will be considered improper conduct. The Company reserves the right to discipline, up to and including discharge, an employee regardless of whether or not the conduct or performance is described in the list of Company rules.

## **SUMMARY AND CLOSING WORDS**

This booklet is a summary of the principles for which we stand. We hope that you have read your handbook carefully and will keep it for future reference. If you have any questions concerning the policies or benefits outlined in this handbook, please ask your Manager.

We may occasionally revise some of the policies that are outlined in this handbook, or add new policies and new benefits that we feel will make the Company a better place to work. The dynamic nature of our business, our steady growth, and ever-changing business conditions will undoubtedly require changes in our policies and procedures. Be sure to keep any notification of policy changes that come to you.

You are now a part of the team and we hope your association with us will be happy and rewarding. Your job is important to our continued growth and success. With all of us working together in a spirit of cooperation and teamwork, our Company will be unsurpassed for its quality, integrity, and service.