

**Sudsies, Inc.**  
**Employee Handbook**



**Last Revised 3/2022**

# Welcome to Sudsies, Inc!

## Welcome!

Dear valued employee:

You and Sudsies, Inc. have made an important decision: The company has decided you can contribute to our success, and you've decided that Sudsies, Inc. is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a mutually profitable relationship. The minute you start working here, you become an integral part of Sudsies, Inc. and its future. Every job in our company is important, and you will play a key role in the continued growth of our company.

As you will quickly discover, our success is based on delivering high-quality products and providing unsurpassed customer service. How do we do it? By working very hard, thinking about our customers' needs, and doing whatever it takes. We do it by treating each other and customers with respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with your supervisor or manager.

Again, welcome!  
Jason Loeb

(This handbook replaces all previous handbooks and supersedes all earlier oral and written materials about company policies and procedures. Sudsies, Inc. reserves the right to change, add or delete benefits and policies as necessary. **This handbook does not create a contract for employment for any specified period or definite duration.**)

## **Who We Are**

At Sudsies Dry Cleaners we strive to live our Core Values and our Mission Statement.

### **CORE VALUES:**

S – SMILES  
U – US  
D – DELIVERY  
S – SERVICE  
I – INVEST  
E – EXPERIENCE  
S – SMILES

### **MISSION STATEMENT:**

AT SUDSIES, EVERYTHING WE DO BEGINS WITH A SMILE. FROM OUR USER FRIENDLY SYSTEMS TO OUR HUMAN TOUCH IN THE DELIVERY OF OUR SERVICES, WE INVEST OUR HEARTS, MINDS AND HUMOR INTO DEVELOPING A BOND WITH THE HUMAN BEINGS WHO ARE OUR CUSTOMERS AND CO-WORKERS.

WE ENJOY CREATING THE WARM, FUZZY, FUNNY AND UNIQUE EXPERIENCE THAT PERSONIFIES THE SUDSIES BRAND FOR OUR CUSTOMERS. AT SUDSIES, EVERYTHING WE DO ENDS WITH A SMILE.

**AND THAT'S WHY OUR CUSTOMERS LOVE US.**



## Introduction to StaffLink

StaffLink Outsourcing, LLC is a Professional Employer Organization (PEO) that Sudsies, Inc. has partnered with to be the administrative employer or the "employer of record". StaffLink Outsourcing, LLC will be the record custodian and comply with all applicable federal, state and local laws governing the co-employment agreement. StaffLink Outsourcing, LLC will provide services to Sudsies, Inc. including payroll processing, issuing paychecks, providing W2's for year-end, managing employment taxes, and administering workers' compensation and unemployment claims processes. StaffLink will also assist with human resources guidance and administering health insurance and other benefits provided by Sudsies, Inc.

Sudsies, Inc will set your pay rate, work schedule, job duties, performance expectations, and determine the specific terms and conditions of your employment, including the type/level of benefits offered and whether or not you receive vacation, sick leave or other programs. These specifics will be determined by Sudsies, Inc. and StaffLink will administer the compensation, benefits and other programs that Sudsies, Inc. chooses to make available for the employees.

The location where you work is considered as StaffLink's client and will be referred to as "worksite employer" throughout this handbook.

Because StaffLink is considered your "employer of record," be sure to name StaffLink, not Sudsies, Inc, for reporting work-related injuries, employment verifications and all other instances requiring identification of your employer.

Sudsies, Inc. will provide you with information on your job duties and responsibilities and make all employment related decisions regarding your work assignments, benefits and compensation. As your administrative employer, StaffLink has an open-door policy, welcoming your opinions and suggestions on any matters relating to compliance and the employment relationship.

The Sudsies, Inc. partnership with StaffLink Outsourcing, LLC allows our company to focus on its core business while providing employees with a broader range of human resource services including benefit programs; meanwhile Sudsies, Inc continues to maintain daily supervision and management of employees.

We think that employees are happier and more valuable if they know what they can expect from the company and what the company expects from them. In the preceding sections, we introduced you to Sudsies, Inc values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet Sudsies, Inc core values in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee of Sudsies, Inc and StaffLink. Please understand that this Handbook can only highlight and summarize Sudsies, Inc and StaffLink policies and practices. For detailed information, you can talk to your immediate supervisor or a StaffLink HR representative.

The StaffLink Outsourcing, LLC HR service team is located at 1371 Sawgrass Corporate Pkwy Sunrise, FL 33323. Their phone number is (954) 423-8262 or toll free (877) 899-LINK (5465) [www.stafflink.net](http://www.stafflink.net).

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## **Anti-Discrimination & Harassment**

### **Americans w/ Disabilities Act**

It is Sudsies, Inc.'s policy that we will not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. We are committed to complying with the ADA Amendments Act of 2008, the Americans with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973, as applicable. Sudsies, Inc recognizes that some individuals with disabilities may require accommodations at work. If you are currently disabled or become disabled during your employment, you should contact your manager to discuss reasonable accommodations that may enable you to perform the essential functions of your job. We are not required to provide an accommodation that could cause the business an undue hardship as defined by law.

The Americans with Disabilities Act defines "disability" as: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such an impairment. "Major life activities" include caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

In accordance with the Americans with Disabilities Act, employees with AIDS will be treated like any other ill employee. If the individual is fit to work, he or she will be provided with work in accordance with normal procedures. Usually, no special precautions in the workplace are indicated. However, employees with AIDS may request reasonable accommodation by contacting the company's medical officer or human resources department. We are committed to safeguarding the health of all employees and maintaining productivity.

### **Equal Employment Opportunity Policy**

Sudsies, Inc. provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status, sexual orientation, genetic information or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

### **Languages Spoken at Work**

Every employee is expected to treat others with respect in all aspects of their working relationships. Employees are prohibited from making offensive remarks or gestures toward fellow employees or visitors to the company who are not fluent in English. In turn, we urge employees not to use their fluency in another language in any way to humiliate or offend your fellow employees or visitors to our company.

### **Policy Prohibiting Harassment and Discrimination**

Sudsies, Inc strives to maintain an environment free from discrimination and harassment, where employees treat each other with respect, dignity and courtesy.

This policy applies to all phases of employment, including but not limited to recruiting, testing, hiring, promoting, demoting, transferring, laying off, terminating, paying, granting benefits and training.

#### **Prohibited Behavior**

Sudsies, Inc. does not and will not tolerate any type of discrimination or harassment of our employees, applicants for employment, or our customers. Discriminatory conduct or conduct characterized as harassment as defined below is prohibited.

The term harassment includes, but is not limited to, slurs, jokes, and other verbal or physical conduct relating to a person's gender (including pregnancy), race, color, religion, national origin, age, disability, ancestry, military status, genetic information, sickle-cell trait, marital status, or any other protected category under federal, state or local law, that unreasonably interferes with a person's work performance or creates an intimidating, hostile work environment.

"Genetic information" includes:

- Information about an individual's genetic tests;
- Information about the genetic tests of a family member;
- Family medical history;
- Requests for, and receipt of, genetic services by an individual or a family member; and
- Genetic information about a fetus carried by an individual or family member, or about an embryo legally held by the individual or family member using assisted reproductive technology.

Sexually harassing behavior in particular includes unwelcome conduct such as: sexual advances, requests for sexual favors, offensive touching, or other verbal or physical conduct of a sexual nature. Such conduct may constitute sexual harassment when it:

- is made an explicit or implicit condition of employment;
- is used as the basis for employment decisions;
- unreasonably interferes with an individual's work performance; or
- creates an intimidating, hostile or offensive working environment.

The types of conduct covered by this policy include: demands or subtle pressure for sexual favors accompanied by a promise of favorable job treatment or a threat concerning employment.

Specifically, it includes sexual behavior such as:

- repeated sexual flirtations, advances or propositions;
- continued and repeated verbal abuse of a sexual nature, sexually related comments and joking, graphic or degrading comments about an employee's appearance or displaying sexually suggestive objects or pictures including cartoons and vulgar e-mail messages; and
- any uninvited physical contact or touching, such as patting, pinching or repeated brushing against another's body.

Such conduct may constitute sexual harassment regardless of whether the conduct is between members of management, between management and staff employees, between staff employees, or directed at employees by nonemployees conducting business with the company, regardless of gender.

### **Harassment by Nonemployees**

Sudsies, Inc. will also endeavor to protect employees, to the extent possible, from reported harassment by nonemployees in the workplace, including customers, clients and suppliers.

### **Complaint Procedure and Investigation**

Any employee who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter to the immediate manager. If that person is not available, or you believe it would be inappropriate to contact that person, contact your manager's supervisor, the company President or a member of the StaffLink HR team.

Sudsies, Inc. will conduct a prompt investigation as confidentially as possible under the circumstance and may ask StaffLink HR team to facilitate the investigation. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time, employees have an obligation to cooperate with Sudsies, Inc. in enforcing this policy and investigating and remedying complaints.

Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline, which may include termination.

**Retaliation**

Any employee who files a complaint of harassment or other discrimination in good faith will not be adversely affected in terms and conditions of employment and will not be retaliated against or discharged because of the complaint.

In addition, we will not tolerate retaliation against any employee who, in good faith, cooperates in the investigation of a complaint. Anyone who engages in such retaliatory behavior will be subject to appropriate discipline, up to and including termination.

**Communicable Diseases**

Company decisions involving persons who have communicable diseases will be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternatives for responding to an employee with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. The company may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

The company will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees will not be denied access to the workplace solely on the grounds that they have a communicable disease. The company reserves the right to exclude a person with a communicable disease from workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

The company will comply with all applicable status and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence of employees with communicable diseases.

**Employment at Will**

Unless expressly proscribed by statute or contract, your employment is "at-will." All Sudsies, Inc. employees are at-will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to quit at any time. Any employment relationship other than at-will must be set out in writing and signed by Sudsies, Inc.'s President.

## Compensation & Work Schedule

### Attendance & Punctuality

Every employee is expected to attend work regularly and report to work on time.

If you are unable to report to work on time for any reason, telephone your supervisor/manager as far in advance as possible. If you do not call in an absence in advance, it will be considered unexcused.

If you are going to be absent or late, it is your responsibility to call your immediate supervisor at least one hour prior to the scheduled start of your shift, or as soon as possible. Please refer to “Who to Call for Assistance” page of this handbook for a list of supervisors and telephone numbers. Contacting anyone other than your immediate supervisor may result in disciplinary action. Every three (3) tardiness violations will be considered one absence. If you are absent for more than one day, you must notify your supervisor each day. If you fail to report to work without proper notification for more than two consecutive scheduled workdays, your manager will consider you to have “abandoned” your job and you may be subject to discharge.

Unsatisfactory attendance, including reporting late or quitting early, may be cause for disciplinary action, up to and including termination.

### Breaks

You are required to punch out for all breaks with supervisor/manager approval.

Employees are **required** to a 30-minute unpaid break for meals during each work period that is at least 8 hours long. If more time is needed please request prior approval from your supervisor/manager.

Employees age 17 and under are entitled to at least a 30-minute meal break if they work more than four consecutive hours.

Breaks may be scheduled at staggered times to allow department coverage.

### Child Support Reporting Requirements

Federal and state laws require us to report basic information about new employees, including your name, address, and social security number to a state agency designated as the State Directory of New Hires. The state collects this information in an effort to enforce child support orders. Please be advised that if the state determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to pay your child support obligations. Sudsies, Inc. is required to comply with such orders as a matter of federal and state law.

### Flexible Work Hours

Sudsies, Inc. has established a flexible work arrangement program for employees whose departments and jobs are suited to it.

With a manager's approval, you may be allowed to begin and end your workday earlier or later than established hours. To maintain a flexible work arrangement, employees must ensure business needs are met and adhere to attendance and punctuality policies.

If you wish to set up a flexible work arrangement, see your manager. Such arrangements may be established, changed or discontinued at the company's discretion.

## General Pay Information

Certain deductions will be made in accordance with federal and state laws.

In addition, the company makes available certain voluntary deductions as part of the company's benefits program. If an employee elects supplemental coverage under one of the company's benefits plans, which requires employee contributions, the employee's share of the cost will be deducted from his or her check each pay period. If the employee is not receiving a payroll check due to illness, injury, or leave of absence, he or she will be required to pay the monthly cost directly to the company.

## Outside Employment

Because of Sudsies, Inc.'s obligations to its customers, the company must be aware of any concurrent employment you may have to determine whether or not it presents a potential conflict.

Serving on any public or government board or commission qualifies as employment for purposes of this policy, regardless of whether such service is compensated.

Before beginning or continuing outside employment, employees are required to discuss their involvement with the other employer and obtain written approval of their manager and the President. Failing to obtain prior approval as described may be cause for disciplinary action, up to and including termination. Employees who are on leave of absence, including FMLA leave or Workers' Compensation leave, are prohibited from having outside employment during their leave.

## Overtime

Because of the nature of work, employees may be asked to work overtime on weekends or holidays or additional hours during the regular workday and are expected to comply with such requests.

Overtime compensation is paid to all nonexempt employees at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours per week.

If you are nonexempt, you must receive authorization from your manager before working overtime. After you have worked overtime, you must enter it on your time record no later than the day after it is accrued.

Overtime pay is based on actual hours worked. Time taken for lunch or dinner is not included as time worked for purposes of computing overtime. Time off on holidays, sick leave, vacation leave, personal leave or any leave of absence will not be factored in as hours worked when calculating overtime.

## Pay Schedule

Employees will be paid weekly on Fridays. If the regular payday falls on a holiday, payday will be the last regular workday before the holiday.

For the purpose of overtime calculation, the pay week starts at the beginning of your shift on Wednesday and includes all work you perform up to the close of business on Tuesday. If a paycheck is lost or stolen, notify your manager immediately.

## Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals informally any time.

Additional formal performance reviews will be conducted to provide both supervisors and employees with

the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

## Performance Reviews and Salary Increases

Wage reviews are conducted annually for each employee and may result in increases. The salary increases are based on those reviews, as well as our profitability. However, an employee receiving a performance appraisal will not necessarily receive a salary increase.

## Salary Deduction Policy for Exempt Employees

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek. However, the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional and outside sales employees

### **Circumstances in Which the Employer May Make Deductions from Pay**

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions. Also, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

### **Company Policy**

It is our policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that the company does not allow deductions that violate the FLSA.

### **What To Do If An Improper Deduction Occurs**

If you believe that an improper deduction has been made to your salary, you should **immediately** report this information to your direct supervisor, a Human Resources manager, or the company representative responsible for payroll.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

## Timekeeping Rules for Non-Exempt Employees

Sudsies, Inc. strives to maintain strict compliance with the Fair Labor Standards Act (FLSA). The FLSA is a federal law that protects employees from unfair pay practices and guarantees non-exempt employees payment of minimum wage and overtime. The rules below are designed to help Sudsies, Inc. with the FLSA and to ensure that all employees are paid fairly and legally. Failure to follow these rules may subject you to discipline up to termination. These rules apply to non-exempt employees only. If you are unsure of your status as exempt vs. non-exempt, please ask your human resources specialist or your manager.

- Do not punch/clock in before your scheduled start time. Punch/clock in on time and be ready and available to work.

- You must keep an accurate record of all of your work hours in the manner designated by Sudsies, Inc. (time clock, timekeeping computer program, etc).
- Review the accuracy of your time records before submitting them to your supervisor for processing. If you need to make a change on your time records to correct an error, make the correction before you submit it for processing. When you sign and submit your time records, you are certifying that they are complete and that they accurately reflect all hours that you worked.
- Employees are responsible for maintaining their own time records. Do not allow another employee to punch/clock in/out for you, and do not punch/clock in/out for any other employee. Do not tamper with timekeeping equipment. Do not share your code. It is prohibited to punch/clock in or out for another employee. No one else is permitted to use your code to punch/clock in or out.
- Enter the exact time that you begin and end working on your time records. Record all breaks during which you are completely relieved from work duties including meal breaks. You should not be performing any work during your recorded breaks, as these entries may be deducted from your total work hours as non-compensable time off.
- You must obtain your supervisor's approval before working over and above your regularly scheduled work hours. This includes time incurred before or after your regular shift, during unpaid meal breaks, or after hours at your home or another off-site location. If you do perform any work outside of your regularly scheduled hours, you should record the time accurately on your time records.
- Your time records should include entries for time spent at mandatory, job-related training programs, lectures, or meetings.
- Do not carry over hours of work from one day to the next, or from one work week to the next. Your time records should reflect the exact hours worked for each day indicated.

## Work Hours

Sudsies, Inc. management determines work schedule based on the needs of the business.

The normal workweek is Wednesday through Tuesday and your manager/supervisor will set your shift time.

## Conduct Standards

### Conduct Standards & Discipline

Sudsies, Inc expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with company personnel and outside business contacts.

The company reserves the right to discipline or discharge any employee for violating any company policy, practice or rule of conduct. The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action. Be aware that Sudsies, Inc. retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

Employees may be disciplined or terminated for poor job performance, including, but not limited to the following:

- Unsatisfactory quality or quantity of work
- Repeated unexcused absences or lateness
- Failing to follow instructions or company procedures
- Failing to follow established safety regulations.

Employees may also be disciplined or terminated for misconduct, including, but not limited to the following:

- Falsifying an employment application or any other company records or documents
- Failing to record working time accurately or recording a co-worker's timesheet
- Insubordination or other refusal to perform
- Using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment and other unlawful forms of discrimination
- Disorderly conduct, fighting or other acts of violence
- Misusing, destroying or stealing company property or another person's property
- Possessing, entering with or using weapons on company property
- Possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on company property or on company time
- Violating conflict of interest rules
- Disclosing or using confidential or proprietary information without authorization
- Violating the company's computer or software use policies, and
- Being convicted of a crime that indicates unfitness for a job or presents a threat to the company or its employees in any way

### Company Equipment and Vehicles

When using Sudsies, Inc. property, including computer equipment or hardware, exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Please do not check your personal e-mail without manager's approval.

Notify your supervisor **immediately** if any equipment or machines appear to be damaged, defective, or need repair. This prompt reporting could prevent the equipment's deterioration and could also help prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

If you use or operate equipment improperly, carelessly, negligently, or unsafely, may result in discipline, up to and including termination. In addition, you may be held financially responsible for any loss to Sudsies, Inc. because of such mistreatment. Drivers please refer to the company vehicle use policy.

## Company Property

Please keep your work area neat and clean and use normal care in handling company property. Report any broken or damaged equipment to your manager at once so that proper repairs can be made.

You may not use any company property for personal purposes or remove any company property from the premises without prior written permission from the President, Jason Loeb.

## Parking

Employees are not allowed to park at Smoothie King/T-Mobile. You are required to find an alternate location. Tow truck companies will be on site to remove all unauthorized vehicles. Sudsies/Rugsies will not be responsible for vehicles that are towed and/or damaged. Employees must park in designated parking. It is prohibited to park in customer parking spaces. Please ask your supervisor or manager where to park.

## Employee Work Product

For purposes of this policy, the term "Employee Work Product" will include distinctively and collectively the whole or any part of any idea, concept, know-how, technique, discovery, invention, product, patent, trade secret, trademark, copyright, copyrightable or patentable creation, process, improvement, or any other item or work conceived, discovered, originated, created, made, written, reduced to practice, or otherwise developed by Employee, alone or in conjunction with others, provided that: (1) the work is related to or useful to Sudsies, Inc. or anticipated business; and (2) the work results from any task assigned or performed by Employee on company time, or results from any work performed with Sudsies, Inc.'s equipment, supplies, facilities, intellectual property or other company resources. Works that are created through completion prior to the employee's employment with Sudsies, Inc. will not be deemed Employee Work Product for purposes of this policy.

Employee agrees that all Employee Work Product will be the sole and exclusive property of Sudsies, Inc. Employee agrees to disclose promptly and in writing to Sudsies, Inc. any and all Employee Work Product, and all patent and copyright applications filed by Employee during his/her employment with Sudsies Inc. or within one year thereafter, so that Sudsies, Inc. may take appropriate measures to secure and protect its rights over such works qualifying as Employee Work Product. Employee further agrees to deliver to Sudsies, Inc. any and all original and copies of notes, files, disks, records, software, documents, plans, media, applications, and any other written, printed, electronic, tangible or intangible materials containing or pertaining to Employee Work Product, which Employee has in his/her possession or control, immediately upon the written request of Sudsies, Inc., or automatically upon Employee's separation from the company, whichever occurs first. Employee acknowledges and agrees that all such items are exclusively the property of Sudsies, Inc.

Employee assigns and transfers to Sudsies, Inc. all rights, title and interest in and to any and all Work Product. Employee further agrees that the whole or any part of any Employee Work Product containing copyrightable work is considered "work made for hire" under copyright law, and Employee hereby assigns to Sudsies, Inc. all right, title, and interest in such works. Employee agrees that any patent or copyright application filed within a year after termination of his/her employment will be presumed to relate to a copyrightable work or invention, which was made during the term of Employee's employment with Sudsies, Inc., thereby constituting Employee Work Product, unless Employee can provide evidence to the contrary.

## Company-Sponsored Social Events

When authorized by the company, alcoholic beverages may be served at company-sponsored social events. Only those individuals legally permitted to consume alcoholic beverages may be served at such functions. However, no employee is obligated to consume alcohol at such events. At company functions, no employee should feel pressured to consume alcoholic beverages. If an employee chooses to drink

alcohol during company events, the employee does so at his or her own risk. All employees are expected to maintain a high standard of professional and personal conduct at any company event.

The company reserves the right to arrange transportation for any employee suspected of being intoxicated at a company social event. The company reserves the right to cease allowing alcoholic beverages to be served to any employee whom it suspects is intoxicated or who behaves inappropriately at such functions. Managers and supervisors should remember that even at company social events, they should set the standard for acceptable, responsible behavior.

## Dating In the Workplace

Supervisors and employees under their supervision are strongly discouraged from forming romantic or sexual relationships. Such relationships can create the impression of impropriety in terms and conditions of employment and can interfere with productivity and the overall work environment.

If you are unsure of the appropriateness of an interaction with another employee of the company, contact your manager for guidance. If you are encouraged or pressured to become involved with a customer or employee in a way that makes you feel uncomfortable and is unwelcome, you should also notify your manager, General Manager Luis Moreno, and President Jason Loeb immediately. No customer or employee of this company has the right to subject any employee to sexual or other unlawful harassment, including requests for sexual favors, sexual advances, offensive touching, and any other unwanted verbal, graphic conduct or communications of a sexual nature.

You should also be aware of, and are expected to comply with, Sudsies, Inc's policy against sexual and other forms of illegal harassment in the workplace described in this handbook.

Appropriate action, which may include a transfer or reassignment, leave of absence, suspension or termination, will be taken against those who violate this policy.

## Fragrances in the Workplace

The company recognizes that employees and visitors may have sensitivity and/or allergic reactions to various fragrant products in the workplace.

The company may prohibit employees from wearing fragranced products (such as perfume/cologne or other scented products) or using other fragrant products (such as scented candles, potpourri and other similar items) if they have work-related contact with persons determined by a physician to have such sensitivity.

Employees exposed to an irritant should contact their supervisor or human resource department immediately.

## Microwave

Due to customer concerns and the possibility that fabrics and/or clothing can absorb odors, there will be no microwave use for foods with strong odors such as seafood, fish, garlic, broccoli etc.

## Food at Workstations

As a friendly reminder. Please do not eat at your work stations. Please take necessary breaks or lunch by speaking with management to punch out and eat in the designated dining areas (break room or outside).

## Dress Policy

A well-groomed appearance and clean body hygiene are important and give the company, customers and visitors confidence in your overall effectiveness. Employees are expected to use good judgment and taste and to show courtesy to their co-workers and associates by dressing in a fashion that is presentable and appropriate.

The following guidelines for dress have been established and are expected from all employees:

- (1) Closed-toe shoes must be worn at all times for safety reasons.
- (2) Employee assigned uniforms should not be exchanged/loaned/borrowed or swapped with another uniform. Your uniform must be clean. Employee uniforms will be cleaned at no charge for the following departments/positions that are required to wear a uniform: drivers, customer service and management.
- (3) Clothing should be worn and fit in such a manner that it does not expose including, but not limited to: the abdomen, chest or buttocks areas
- (4) Shirts must be tucked in and belts must be worn at all times.
- (5) Clothing should be free of sexually related references, foul language, or suggest or promote the use of illegal drugs.
- (6) Clothing, to include jewelry and hair, should not be loose or dangle in such a way that it creates a safety hazard.
- (7) Body piercing jewelry will only be worn on the ear. No other areas of the body should be visible with body piercing jewelry. Tattoos must be appropriate in content and in keeping with a professional image. Front desk personnel must wear long sleeved shirts to cover visible tattoos.

All employees, for whom a uniform has been provided upon being hired, must wear designated uniform when working. Alterations to uniforms are allowed only if prior approval has been obtained from supervisor; alterations are only for the purpose of a better fit. **Shirts are to be neat, clean and pressed at all times.** Sudsies Dry Cleaners will clean all employee uniform shirts on a complimentary basis.

Uniforms furnished to you are not designed for use during non-working hours and are not to be substituted for personal attire.

When/if an employee violates dress code policy; management will send the employee home to change into acceptable attire. If an employee is warned or sent home three times, a written warning will be issued and placed in the employee's personnel file. If the dress code policy is violated after the written warning, the employee will be subject to disciplinary action, up to and including termination. Failure to follow the cell phone policy may also result in additional disciplinary action up to and including termination.

## Drug and Alcohol Policy

Sudsies, Inc. strives to maintain a workplace free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Misuse of alcohol or drugs by employees can impair the ability of employees to perform their duties, as well as adversely affect our customers' confidence in our company.

### **Alcohol**

Employees are prohibited from using or being under the influence of alcohol while performing company business for Sudsies, Inc., while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite.

### **Illegal Drugs**

Sudsies, Inc. employees are prohibited from using or being under the influence of illegal drugs while performing company business or while on a company facility or worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in Sudsies, Inc. facilities, while operating a motor vehicle for any job-related purpose, while on the job, or while performing company business. This

policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited.

### **Disciplinary Action**

Employees who violate this policy may be disciplined or terminated, even for a first offense. Violations include refusal to consent to and comply with testing and search procedures as described.

### **Searches**

Sudsies, Inc. may conduct searches for illegal drugs or alcohol on company facilities or worksites without prior notice to employees. Such searches may be conducted at any time. Employees are expected to cooperate fully.

Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee has violated this policy or when circumstances or workplace conditions justify such a search. Personal property may include, but is not limited to, purses, boxes, briefcases, as well as any Sudsies, Inc. property that is provided for employees' personal use, such as desks, lockers, and files.

An employee's consent to a search is required as a condition of employment and the employee's refusal to consent may result in disciplinary action, including termination.

### **Drug Testing**

Sudsies, Inc. may require a blood test, urinalysis, hair test or other drug or alcohol screening of employees suspected of using or being under the influence of drugs or alcohol or where other circumstances or workplace conditions justify such testing. The refusal to consent to testing may result in disciplinary action, including termination.

## **Unpaid Suspension as a Disciplinary Measure**

Sudsies, Inc. expects the highest standards of professional conduct at all times.

In accordance with Sudsies, Inc.'s policies on harassment, drug or alcohol use, and other work conduct rules, the company reserves the right to discipline or discharge any employee for violations of rules pertaining to behavior within the workplace.

An employee will be subject to an unpaid disciplinary suspension for infractions of workplace conduct rules. Suspensions without pay apply to everyone. For exempt employees, suspensions without pay will be in one or more full-day increments. For non-exempt employees, suspensions may be any period of time within the company's discretion.

## **Ethical and Legal Business Practices**

Sudsies, Inc. expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with the company. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our members, our customers, and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment, and be sensitive to others' perceptions and interpretations.

If you have any questions about this policy, consult your supervisor or manager. Exceptions to this policy may be made only by the President. You are expected to promptly disclose to the management of the company anything that may violate this policy. We will not tolerate retaliation or retribution against anyone who brings violations to management's attention.

### **Complying With Laws and Regulations**

All our activities are to be conducted in compliance with the letter and spirit of all laws and regulations. You are charged with the responsibility of understanding the applicable laws, recognizing potential dangers and knowing when to seek legal advice.

### **Giving and Receiving Gifts**

You may not give or receive money or any gift to or from a supplier, government official or other organization. Exceptions may be made for gifts that are customary and lawful, are of nominal value and are authorized in advance.

You may accept meals and refreshments if they are infrequent, are of nominal value and are in connection with business discussions.

If you do receive a gift or other benefit of more than nominal value, report it promptly to a member of management. It will be returned or donated to a suitable charity.

### **Employee Privacy and Other Confidential Information**

Sudsies, Inc. and StaffLink Outsourcing, LLC collect only personal information about employees that relates to their employment. Only people with a business-related need to know are given access to this information, and StaffLink Outsourcing, LLC must authorize any release of the information to others. Personal information, other than that required to verify employment or to satisfy legitimate investigatory or legal requirements, will be released outside the company only with employee approval.

If you have access to any confidential information, including private employee information, you are responsible for acting with integrity. Unauthorized disclosure or inappropriate use of confidential information will not be tolerated.

### **Accounting and Financial Reports**

Sudsies, Inc.'s financial statements and all books and records on which they are based must accurately reflect the company's transactions. All disbursements and receipts must be properly authorized and recorded.

You must record and report financial information accurately. Reimbursable business expenses must be reasonable, accurately reported and supported by receipts.

Those responsible for handling or disbursing funds must assure that all transactions are executed as authorized and recorded to permit financial statements in accord with Generally Accepted Accounting Principles.

### **Account and Customer Information**

Employees are prohibited from distributing account, client, and/or customer information to anyone, in any form, except the named account holder, client, or customer.

### **Compliance**

Employees who fail to comply with this policy will be disciplined, which may include a demand for reimbursement of any losses or damages, termination of employment and referral for criminal prosecution. Action appropriate to the circumstances will also be taken against supervisors or others who fail to report a violation or withhold relevant information concerning a violation of this policy.

### **Political/Campaign Activities**

Sudsies, Inc. encourages employees to exercise their constitutional right to vote and participate in the political process. However, political and campaign activities can be disruptive and must be limited during work hours. In the interest of maintaining a productive and tension-free work environment, Sudsies, Inc. has adopted the following policy restricting political and campaign-related activities in the workplace. Employees may be subject to disciplinary action, up to termination, for violating this policy.

### **Prohibited Employee Activities**

Employees are not permitted to participate in any political activity that interferes with or disrupts the workplace in any manner. It is against this company's policy for any employee to:

- Use work time or company resources to accomplish goals that are politically motivated.
- Solicit or encourage monetary contributions or other support for a political party, campaign, candidate, or political belief during work hours.
- Use company facilities, such as break or eating areas, conference rooms, or offices for any political or campaign activity.
- Utilize the company's property or company-issued property, including but not limited to, telephones (both cellular and desk phones), computers, facsimile machines, email systems, interoffice mail or voicemail, photocopiers, postage, paper, envelopes, or other office supplies, for any political or campaign activity.
- Use the company's name or affiliation in connection with any political or campaign activity, at any time, without the company's express written approval.

### **Political Coercion, Harassment and Retaliation**

Sudsies, Inc embraces diversity and respects each employee's political beliefs and preferences. It is against company policy for anyone to behave in a threatening, harassing, or discriminatory manner toward any other employee with respect to his or her political beliefs or activities. The company does not permit its officers or managers to coerce employees into supporting or opposing any political candidate, party, or belief. It is a violation of this company's policy for any manager to retaliate, threaten to retaliate, or take any adverse action against an employee for his/her support or opposition to any political campaign or party affiliation.

### **Employees Running for Public Office**

Employees who decide to run for public office are expected to keep politics separate from employment, and should not allow political involvement to interfere with work performance. Sudsies, Inc. strictly prohibits employees seeking public office from using the company's name in association with any political or campaign activity without the company's express written permission. Employees wishing to run for public office should notify their supervisor and the Human Resource Department (refer to "Who to Call for Assistance" page of this handbook) in writing of their intentions, specifying the position and venue in which they are seeking election. Employees running for office are expected to maintain all regular work duties during the campaign and upon election. Employees elected to a full-time office are encouraged to either resign or request a leave of absence without pay. The company does not guarantee that employees will be reinstated to their prior position or any other position upon return from a leave of absence for political service. Employees elected to public office must disclose to an officer of the company the existence of any potential or actual conflict of interest affecting the employee's duties or loyalty to the company, and shall cooperate to the extent practicable to resolve such conflicts to the company's satisfaction.

### **Non-Business or Social Visits to the Worksite**

While personal visits are not prohibited, their frequency and duration should be limited and should not interfere with on-going work nor distract fellow employees. Visitors must have an employee escort them while on the company's premises. Unaccompanied visitors will be asked to leave the premises. The employee shall be responsible for the acts of visitors in the workplace. Please punch/clock out during the visit with prior manager/supervisor approval.

### **Gambling in the Workplace**

Gambling is not permitted on company property during work hours, during breaks, during lunch periods, in the company cafeteria, while traveling on company business, at company functions, or while entertaining clients. Company facilities and equipment may not be used to gamble (e.g. poker games over the Internet, telephone calls to place off-track bets, etc.). Gambling paraphernalia, such as betting slips, video software games, cards or dice is not permitted on company facilities or in company vehicles.

Gambling includes, but is not limited to, poker, video poker games, horse betting, football pools, fantasy football bets, lotteries and raffles.

Any drawings, contests or similar advertising promotions must be approved by the Human Resources Department and company management. Please see the Who to Call page if you have questions or to ensure that the promotion is not an illegal lottery.

Employees' desks, offices, belongings, lockers, vehicles, Internet usage, e-mail, faxes, telephone logs and computers may be inspected in accordance with company policy to ensure compliance.

Employees are expected to cooperate with any investigation of a violation of this policy and any employee who violates this policy is subject to discipline up to and including termination.

## Workplace Bullying

The company is committed to providing our employees with a healthy and safe work environment that is free from bullying.

Bullying is repeated unreasonable behavior directed toward an employee, or group of employees, that creates a risk to health and safety. Examples of bullying include, but not limited to:

- Verbal abuse and yelling
- Humiliating someone through sarcasm, criticism or insults
- Constant criticism

The company expects all employees to behave in a professional manner and to treat each other with dignity and respect.

We encourage all employees who experience bullying to report it.

Any reports of bullying will be treated seriously and investigated promptly, confidentially and impartially to the extent possible. The reporting and investigation procedures for dealing with bullying are set out in the Employee Handbook Policy Prohibiting Harassment and Discrimination,

## Open Door

Communication is a two-way street. Sudsies, Inc. and StaffLink Outsourcing, LLC have an open-door policy whereby any employee can speak to any executive, manager, or supervisor on any matter. Our leaders are dedicated to being available and attentively listening to employees. The bottom line is, we can't implement change(s) if we are unaware of the need for change(s).

## Progressive Discipline

Sudsies, Inc. retains the discretion to discipline its employees. Oral and written warnings and progressive discipline up to and including discharge may be administered as appropriate under the circumstances.

Please note that Sudsies, Inc. reserves the right to terminate any employee whose conduct merits immediate dismissal without resorting to any aspect of the progressive discipline process.

## Driving Policy

The following policies are expected to be followed at all times. Any deviation from these policies will be addressed immediately and may result in disciplinary action up to and including termination.

## **Collecting payments- Zero tolerance policy**

- All drivers are required to ensure there is updated customer credit card information on file or collect cash/check payment upon delivery.
- All drivers must collect and post payments into the computer system the same day the deliveries are made. No one is permitted to roll over dates/deliveries/pickups, etc. Any deviation or manipulation to the policy in any way that impacts sales/commissions will not be tolerated on any level and will be grounds for disciplinary action up to and including immediate termination.
- All prepaid orders must have prior management approval.

## **Manifest**

- You must review and follow every request on the manifest by ensuring all deliveries/pickups that are scheduled each day are completed.
- Create and print the manifest to take on all routes. All special requests listed must be followed accordingly. All pick up request scheduled for that day must be completed. **Please note:** By creating and printing the manifest you are certifying that you have racked to route all completed orders and physically have the order in hand. If the full order is not completed for that customer for any reason you must call the customer to let them know.
- Check the manifest upon return to ensure all deliveries/pickups scheduled are completed. If not please contact the customer to reschedule a pickup or delivery. If the order was not delivered for any reason you must call the customer to reschedule.
- If there is a need to change the schedule due to a customer conflict; please obtain approval from management.
- A service issue must be written to document all communication with a client. All service issues must be addressed and cleared when completed.

**These policies and procedures are vital to the success of our company. It is very important that you adhere to them at all times. Failure to do so could result in disciplinary action up to and including termination.**

## **Use of Cell Phones While Driving**

This policy applies to: (1) the operation of company-provided vehicles at any time; and (2) the operation of private vehicles while an employee is on work time or conducting business for the company.

The use of a cell phone while driving may present a hazard to the driver, other employees and the general public. Employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving. Accordingly, employees must not use cell phones while driving if such conduct is prohibited by law, regulation or other ordinance. If you are not sure whether the use of a cell phone while driving is prohibited in a particular area, please check with the human resources department.

Employees should not use hand held cell phones for business purposes while driving. Should an employee need to make a business call while driving, he/she should locate a lawfully designated area to park and make the call. Employees may use hands-free cell phones only in emergency situations. Such calls should be kept short and should the circumstances warrant (e.g., heavy traffic, bad weather), the employee should locate a lawfully designated area to park to continue the call.

Violation of this policy may subject an employee to disciplinary action up to and including immediate termination.

## **Recording Devices/Camera Phones**

In an effort to secure employee privacy, trade secrets and other business information Sudsies, Inc prohibits employee use of recording devices such as cameras, camera phones, tape recorders or any

other recording device which may pose a threat to employee and company privacy.

This policy is applicable to all employees and their visitors while on company premises. Employees are responsible for making their visitors aware of this policy and that all recording devices should be left either at the reception area or in their vehicles.

### **Procedures**

1. Employees are strictly prohibited from bringing cameras or recording devices into the workplace unless prior authorization was granted from the company President or a department head. This prohibition includes any recording using cellular phones with built in cameras and other video devices.
2. Sudsies, Inc. may grant authorization for the use of these devices when a particular business purpose will be served. Employee privacy should not be jeopardized by such usage. Unless otherwise authorized by federal and state law, all parties involved must be aware that the conversation or meeting will be recorded.
3. Sudsies, Inc. prohibits the use of camera-equipped and recording devices in research areas or in any other areas where there may be sensitive information, without prior approval from the company's President.
4. Employees are prohibited from taking any camera-equipped or recording device into any company restroom, shower facility, exercise area or any sick rooms at any time.
5. In limited circumstances, employees may be granted permission to bring a recording device into the workplace. These requests, however, will be reviewed on a case-by-case basis.
6. Sudsies, Inc. reserves the right to revoke authorization at any time for any reason. In such instances employees will be granted the opportunity to have the equipment removed from company premises.
7. Employees should contact their supervisor or human resources (See Who to Call list at the end of this handbook) with any questions regarding this policy.

### **Prohibited Use of Personal Communication Devices**

The use of personal communication devices shall be limited in the workplace to alleviate distractions and the disruption of regular work routines. Personal communication devices are defined as, but not limited to, cellular or two-way phones and audible pagers. Personal communication devices are prohibited from use during work hours and in work areas, unless the company has provided such device(s) to the employee for business use only. Any employee carrying a non-company issued pager with an audible alarm or ring must ensure the sound is turned off during work hours and in work areas. Employees must not take, return, or receive calls on personally-owned communication devices during work hours or in work areas.

Limited and temporary exceptions to this policy permitting the use of personally-owned communications devices for ongoing personal emergency situations (such as the imminent birth of a child) can be made only with the prior and continued approval of the employee's supervisor. In the case of an accident involving a family member or other urgent personal emergency where the employee's supervisor or HR representative cannot be immediately contacted for permission, reasonable and appropriate use of a personal communication device is permitted.

The use of a personal cell phone while at work or in the company building may present a distraction to the user, customers or co-workers. As such Sudsies employees are only permitted to use personal cell phones during authorized breaks or outside of the building. Emergency calls will only be permitted with manager approval or during authorized breaks. You can use the company phone for emergencies only with management approval. This policy is meant to ensure that cell phone use while at work is not disruptive to business operations.

Violation(s) of this policy may be grounds for discipline up to and including termination.

## Prohibited Personal Use of Company Cell Phone

Unless otherwise authorized, a company cell phone may be used only for business purposes. In addition, employees should use a company-provided cell phone only when a less costly alternative does not exist. Employees must fully reimburse the company for any personal use of a company-provided cell phone. Violation of this policy may subject an employee to disciplinary action up to and including immediate termination.

## Smoking / Electronic Vaping Policy

Smoking and vaping is prohibited inside Sudsies, Inc. facilities and prohibited in all company vehicles.

All employees, clients and other visitors are expected to comply with this policy, and employees who violate it may be disciplined.

Should you have a question, complaint or dispute about smoking or vaping in the workplace, contact your manager.

## Workplace Solicitation

To promote a professional and collegial workplace, prevent disruptions in business or interference with work, and avoid personal inconvenience, Sudsies, Inc. has adopted rules about soliciting for any cause and distributing literature of any kind in the workplace.

Employees may not solicit on Sudsies, Inc. property or use company facilities, such as e-mail, voicemail or bulletin boards during working time for solicitation. This policy applies to collecting funds, requesting contributions, selling merchandise, gathering employee signatures and promoting membership in clubs or organizations.

Working time means time during which employees are expected to be actively engaged in their assigned work; it does not include scheduled meal or break periods.

You may solicit another employee only if both you and the other employee are not on working time, and you may distribute literature only in nonworking areas and while not on working time to other employees who are not on working time.

Nonemployees may not make solicitations or distribute literature at any time.

Sudsies, Inc. may grant limited exemptions from these rules for charitable purposes at its discretion.

## Zero Tolerance for Workplace Violence

To ensure a workplace safe and free of violence for all employees, the company prohibits the possession or use of weapons anywhere on company property, except as specifically provided herein. Employees are prohibited from bringing or otherwise carrying firearms or other weapons inside company-owned or leased buildings, structures, or other areas or structures where employees, staff, management, customers or other members of the public gather as a result of company business, events or activities. To enforce this policy and protect our employees' safety, we reserve the right to search all packages, containers, purses, briefcases, backpacks, lockers, desks or persons entering or located on company property. Any violation of this policy, including refusal to promptly permit a search under this policy, will result in prompt disciplinary action, up to and including termination.

To comply with Florida's Preservation and Protection of the Right to Keep and Bear Arms in Motor Vehicles Act of 2008, the following exceptions apply to this policy:

This policy does not prohibit an employee, licensed to carry a concealed weapon, to maintain possession of a legally-owned firearm locked inside, or locked to, a private motor vehicle in a parking lot, so long as the employee is legally on the premises at the time, and the vehicle is not owned, rented, or leased by the employer or landlord of the employer. This policy strictly prohibits anyone from removing a firearm from a vehicle in the parking lot unless the firearm is removed for the lawful purpose of self-defense against a crime. For purposes of this policy, the following definitions apply:

“Firearm” means any weapon (including a starter gun) which will, is designed to, or may readily be converted to expel a projectile by the action of an explosive; the frame or receiver of any such weapon; any firearm muffler or firearm silencer, any destructive device; or any machine gun.

“Motor vehicle” means any automobile, truck, minivan, sports utility vehicle, motor home, recreational vehicle, motorcycle, motor scooter, or any other vehicle operated on the roads of the state and required to be registered under state law.

“Parking lot” means any property that is used for parking motor vehicles and is available to customers, employees or invitees for temporary or long-term parking or storage of motor vehicles.

## Non-Solicitation of Customers

During the period of twelve months following the Employee’s last date of employment with Sudsies, Inc., regardless of the reason for Employee’s separation from company, Employee agrees, whether on behalf of himself/herself or any other person or entity, not to solicit or otherwise attempt to obtain business from any of Sudsies, Inc.’s clients or customers who: (1) had an actual business relationship with Sudsies, Inc. at the time of Employee’s separation from the company or within twelve months preceding Employee’s separation from the Company; or (2) were prospective customers of Sudsies, Inc. at the time of Employee’s separation from the company and with whom Employee had contact while employed with Sudsies, Inc.

Employee further agrees that, for the same period of time following his/her separation from company, that he/she will not, whether on behalf of himself/herself or any other person or entity, encourage any such client/customer to end their relationship, stop doing business with, or decrease business with Sudsies, Inc. Nothing in this Agreement is intended to restrict Employee from being employed by or engaged in a competing business. Such restrictions may be the subject of a separate agreement signed by Employee and Sudsies, Inc. to the extent permitted by law.

## Return of Company Property upon Separation

When an Employee’s employment with Sudsies, Inc. terminates, for whatever reason, the Employee is required to immediately return all company-owned property used during his/her employment, and all documents, disks, and other materials containing proprietary or confidential information belonging to the company. This includes without limitation, keys, credit cards, computers, vehicles, communication devices, uniforms, identification cards or badges, and any other equipment, materials, or items purchased, leased, owned, or otherwise belonging to Sudsies, Inc.

Upon separation, employees must return any originals or duplicates of any written or other tangible items, whether maintained in hard copy, film, microfiche or electronic medium, belonging to the company, its subsidiaries, affiliates, successors, or assigns, including without limitation, correspondence, reports, memoranda, records, data, charts, notes, devices, specifications, drawings, customer lists, and any other item containing trade secret information or confidential information relating to Sudsies, Inc. products, services, designs, formulas, developmental or experimental work, computer programs, databases, customers/clients, marketing strategies, business plans, financial information, and employee information. These items are property of Sudsies, Inc.

## Leave

### Bereavement Leave

Full-time employees who have worked at Sudsies, Inc. for at least 90 days are permitted up to three consecutive days without pay to attend the funeral of an immediate family member, which includes a spouse, child, brother, sister, parent or grandparent.

Eligible employees may be permitted one unpaid day(s) with pay for the death of a relative who is not an immediate family member-including an aunt, uncle, nephew, niece, brother-in-law, sister-in-law or parent-in-law.

Your supervisor must approve all bereavement time, and the company may request verification of the facts surrounding the leave and grant or deny the leave as deemed appropriate.

### Federal Family and Medical Leave Rights

#### 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.

"Son or daughter" under the FMLA includes not only a biological or adopted child, but also a foster child, stepchild, a legal ward, or a child of a person standing in loco parentis. Loco parentis means the employee intends to assume the responsibilities of a parent and provides either day-to-day care or financial support for the child. No legal or biological relationship is required.

#### Military Family Leave Entitlements

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

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a family member who is covered service member during a single 12-month period.

A covered service member is:

- A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, or is in outpatient status, or is on the temporary retired list, for a serious injury or illness.
- A veteran who is undergoing medical treatment, recuperation or therapy, for a serious injury or illness and who was a member of the Armed Forces (including the National Guard or Reserves) at any time during the five years preceding the date of medical treatment, recuperation or therapy.

A serious injury or illness is:

- In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), an injury or illness that was incurred by the member in the 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 the line of duty on active duty in the Armed Forces) that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.

- In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the five years preceding the date of medical treatment, recuperation or therapy, a qualifying injury or illness that was incurred by the member in the 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 the line of duty on active duty in the Armed Forces) that manifested itself before or after the member became a veteran.

### **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 the same covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

### **Definition of Serious Health Condition**

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

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

### **Use of Leave**

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

### **Substitution of Paid Leave for Unpaid Leave**

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

### **Employee Responsibilities**

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

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

## **Employer Responsibilities**

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

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

## **Unlawful Acts by Employers**

FMLA makes it unlawful for any employer to:

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

## **Enforcement**

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

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

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

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

U.S. Department of Labor/Employment Standards Administration/Wage and Hour Division

## **Jury Duty**

Employees are encouraged to serve on jury duty and fulfill their civic obligations. Employees who are scheduled for jury duty must provide documentation of the jury duty summons to their supervisor immediately.

Unless otherwise required by state or local law, Sudsies, Inc. will not compensate employees their regular pay for up to five days of time they are required to serve. Employees must provide evidence of service including monies received from jury duty, if eligible or Jury Pay from Sudsies, to their immediate supervisor for submission to the Payroll Department.

If excused or released from jury duty, employees are expected to return to work promptly.

## **Time Off From Work In Connection With Court Cases**

We recognize that an employee might be subpoenaed or otherwise required to serve as a witness in a court case or arbitration. If you are called to serve as a witness, notify your manager as soon as possible.

Unless otherwise required by state or local law, you will not be paid for the time you are away from work participating in a court case or arbitration, but may use available vacation and personal days to cover the time.

Employees will not be terminated solely for their absence while appearing in response to a subpoena.

## Military Leave

### FOR USE BY PRIVATE SECTOR AND STATE GOVERNMENT EMPLOYERS

#### **YOUR RIGHTS UNDER USERRA THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT**

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

#### **REEMPLOYMENT RIGHTS**

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- You ensure that your employer receives advance written or verbal notice of your service;
- You have five years or less of cumulative service in the uniformed services while with that particular employer;
- You return to work or apply for reemployment in a timely manner after conclusion of service; and
- You have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

#### **RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION**

If you:

- Are a past or present member of the uniformed service;
- Have applied for membership in the uniformed service; or
- Are obligated to serve in the uniformed service;

then an employer may not deny you:

- Initial employment;
- Reemployment;
- Retention in employment;
- Promotion; or
- Any benefit of employment (including wages or salary for work performed)

Because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

#### **HEALTH INSURANCE PROTECTION**

- If you leave your job to perform military service, you have the right to elect to continue your

existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.

- Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

## **ENFORCEMENT**

- The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.
- For assistance in filing a complaint, or for any other information on USERRA, contact VETS at **1-866-4-USA-DOL** or visit its website at <http://www.dol.gov/vets>. An interactive online USERRA Advisor can be viewed at <http://www.dol.gov/elaws/userra.htm>.
- If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice for representation.
- You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.

**The rights listed here may vary depending on the circumstances.**

## **Time Off To Vote**

Employees who are eligible to vote but do not have sufficient time outside of regular working hours to vote in an election may request time off to do so. The time off will be unpaid. Such time off will be granted at your supervisor's discretion.

If you plan to take time off to vote, you must provide your supervisor with reasonable notice before Election Day. The company may specify which hours you take off to vote.

### **Requesting Time Off for Voting**

The company encourages every employee to play an active role in the election process. Employees are generally permitted to take time off from work to vote in the event the employee's work schedule does not allow sufficient time for voting either before or after work. Employees are encouraged to check local poll operation times before requesting time off to vote. Requests should be made as far in advance of the election date as possible to minimize disruption to work flow and operations.

The company will attempt to accommodate all requests for voting leave; however, management has discretion to deny leave requests or designate permissible voting times for business reasons, to the extent permitted by law. The company also reserves the right to demand proof that a vote was cast as a condition for excusing an employee's absence or issuing pay for time off. State law and company policy will determine whether you will be paid for time off used for voting.

## General Employment

### Employee Classifications

Employees at Sudsies, Inc. are either full-time or part-time. The company may on occasion hire temporary or seasonal employees, who will not generally be eligible for benefits.

Part-time employees work fewer than 30 hours per week. Unless specifically stated, part-time employees are not afforded any benefits other than wages; for example, they do not accrue benefits such as sick days, vacation days, and health insurance.

All other employees are full-time.

Your supervisor will verify whether you are a full-time or part-time employee, and also whether you are exempt or non-exempt. Exempt employees are not entitled to overtime under the Fair Labor Standards Act, while non-exempt employees can qualify for this pay.

### Employee Records

An employee's personnel file consists of the employee's employment application, withholding forms, reference checks, emergency information and any performance appraisals, benefits data or other appropriate employment-related documents.

It is the employee's responsibility to notify the Payroll or Human Resources department of any changes in name, address, telephone number, marital status, number of dependents, military service status, beneficiaries or person to notify in case of an accident.

You may be dismissed for misrepresenting any fact on your application or in your personnel file.

Personnel records are considered company property and are not available for review by employees unless specifically authorized by management.

### Employment of Relatives

Sudsies, Inc. may hire relatives of employees where there are no potential problems of supervision, safety, security, morale or potential conflict of interest. Relatives include an employee's parent, child, spouse, domestic partner, sibling, cousin, in-laws and step relationships.

Employees who marry or become related will be permitted to continue to work as long as there are no substantial conflicts. Reasonable accommodations will be made when possible in the event a conflict arises.

### Employee Referrals

To encourage and reward employees who refer qualified candidates for full-time positions, Sudsies, Inc. sponsors an employee referral incentive program. All full-time employees are eligible to participate, with the exception of all managers.

If Sudsies, Inc. hires the referred candidate and the employee remains in good standing for 90 days, Sudsies, Inc will award a \$300 bonus, minus applicable tax withholdings and deductions, to the referring employee, provided both employees are still active employees.

### Introductory Period

The first 90 days of employment are an Introductory Period for both the employee and the company. However, during and after this period, the work relationship will remain at will.

This time period allows you to determine if you have made the right career decision and for Sudsies, Inc. to determine whether your initial work performance meets our needs. Your manager will monitor your work performance, attitude and attendance during this time, and be available to answer any questions or concerns you may have about your new job.

Benefits such as time off for vacation, personal days, sick days or bereavement leave do not accrue during this period.

The Introductory Period may be extended at management's discretion.

## Job Postings & Promotions

Sudsies, Inc. has a job posting program to inform employees of available staff positions. Sudsies, Inc. will fill job vacancies whenever possible by promoting qualified employees from within the company.

To apply for a posted position, an employee must:

- Have completed any mandatory Introductory Period at a satisfactory performance level,
- Meet the minimum requirements for the position, and
- Not have received written correction counseling within the past 90 days; employees who have received a verbal warning may also be prohibited from applying.

Employees interested in applying for a posted position should submit a memorandum with an updated resume to Sudsies office indicating interest in the position. And qualified employees must inform their managers that they have applied for the job. Candidates will be judged on individual performance, conduct, experience, and potential. Length of service, although considered, shall not be the sole determining factor in selecting candidates for promotion.

Sudsies, Inc. has the discretion to fill job vacancies from outside if we consider that circumstances call for outside recruitment.

## Identity Theft Protection

Sudsies, Inc and StaffLink Outsourcing, LLC respects the privacy of your personal data and is committed to ensuring that it will only be accessed and utilized as necessary, in a professional and confidential capacity. In all circumstances, we take reasonable steps to:

- Give you clear notice when we are requesting information from you, the types of information we request from you, the general purposes for which that information will be used or disclosed, and the categories of users to whom we provide the information; and
- Use safe and secure systems, physical and electronic, to safeguard your non-public personal information, including your social security number.

If at any time you feel as if your personal data has been misused or improperly accessed, please report your concerns to the Human Resources Department for further investigation.

## Pre-Employment Testing

Sudsies, Inc. requires that all applicants for employment submit to a test for intoxicants prior to employment. Failure or refusal to submit to a test will result in withdrawal of a conditional offer of employment and/or discharge of employment if employed pending receipt of intoxicant test results. No applicant will be asked to take a test unless an offer of employment has been made. All offers of employment are conditional upon a negative test result.

## Reference/Background Checks

Sudsies, Inc. conducts reference and background checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination. Applicants who have provided false information may be eliminated from further consideration for employment.

All inquiries regarding a current or former employee must be referred to the Human Resources Department.

Should an employee receive a written request for a reference, he/she should refer the request to the Human Resources Department for handling. No employee may issue a reference letter to any current or former employee without the permission of the Human Resources Department.

Under no circumstances should any employee release any information about any current or former employee over the telephone. All telephone inquiries regarding any current or former employee must be referred to the Human Resources Department.

In response to an outside request for information regarding a current or former employee, the Human Resources Department will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former employee, or his/her employment with the company, will be furnished unless the employee authorizes the company to furnish this information in a writing that also releases the company from liability in connection with the furnishing of this information or the company is required by law to furnish any information.

## Termination, Resignation and Discharge

Unless expressly proscribed by statute or contract, employment with Sudsies, Inc. is on an "at will" basis and may be terminated with or without cause or notice. Similarly, employees are free to resign their employment at any time. If at any time it is necessary for an employee to resign his or her employment with the company, Sudsies, Inc. requests at least two weeks' notice.

Any employee who is discharged or resigns will be paid all wages accrued but not paid through the date of separation.

## Transfers & Relocation

To meet business needs, Sudsies, Inc. may occasionally need to transfer employees to a different department, shift or location. Employee requests for transfers will be accommodated where possible.

Contact your manager for help or information about transfers.

# Confidential Information & Conflict of Interest

## General Confidentiality Obligations

Information that pertains to Sudsies, Inc.'s business, including all nonpublic information concerning the company, its vendors and suppliers, is strictly confidential and must not be given to people who are not employed by Sudsies, Inc.

Please help protect confidential information -- which may include, for example, trade secrets, customer lists and company financial information -- by taking the following precautionary measures:

- Discuss work matters only with other Sudsies, Inc. employees who have a specific business reason to know or have access to such information.
- Do not discuss or negotiate personal services/needs with Sudsies vendors
- Do not discuss work matters in public places.
- Monitor and supervise visitors to Sudsies, Inc. to ensure that they do not have access to confidential information.
- Destroy hard copies of documents containing confidential information that is not filed or archived.
- Secure confidential information in desk drawers and cabinets at the end of every business day.

Your cooperation is particularly important because of our obligation to protect the security of our clients' and our own confidential information. Use your own sound judgment and good common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult your manager, General Manager Luis Moreno, or President (See Who to Call page at end of this handbook). These rules will not apply to any information made in the exercise of any rights granted to an employee by federal law.

## Conflict of Interest

Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of Sudsies, Inc. You must avoid any situation in which your loyalty may be divided and promptly disclose any situation where an actual or potential conflict may exist.

Examples of potential conflict situations include:

- Having a financial interest in any business transaction with Sudsies, Inc.
- Owning or having a significant financial interest in, or other relationship with, a Sudsies, Inc. competitor, customer or supplier or asking a customer or client while on the property if you can call or communicate with them for non-work related reasons.
- Accepting gifts, entertainment or other benefit of more than a nominal value from a Sudsies, Inc. competitor, customer or supplier.

Anyone with a conflict of interest must disclose it to management and remove themselves from negotiations, deliberations or votes involving the conflict. You may, however, state your position and answer questions when your knowledge may be of assistance.

## Safety & Emergency

### Emergency Measures

We realize that bad weather or hazardous commuting conditions may occasionally make it impossible for employees to report to work on time.

However, you are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of the conditions, inform your supervisor as soon as possible. Your absence may be charged to personal or vacation time.

If it becomes necessary to shut down the office due to weather or other emergency, every effort will be made to notify employees. If there is a question as to whether the office will be open, call your place of work. If there is no answer within one hour after the normal start time, assume the office is closed.

### Transportation Guidelines for Injured/Ill Employee

Employees who experience a work-related injury should notify their manager or supervisor immediately. In cases of extreme illness or injury (such as unconsciousness, severe bleeding or broken bones), the company will call 911.

For injuries and illnesses that require medical attention but are not life threatening, the company will:

1. Call the employee's emergency contact to arrange transportation to a medical facility. In the absence of an emergency contact, the company will arrange to have a supervisor or manager transport the injured employee - in either a company vehicle or, if unavailable, the accompanying employee's personal vehicle.
2. May call the medical facility to let them know that an employee is coming in with a work-related injury. After an injury, an Employee Injury Report must be completed by the affected employee and given to the supervisor or manager as soon as reasonably possible.

A physician's report must be provided to a supervisor or manager before the affected employee returns to work after treatment for an on-the-job injury.

### Fire Safety

Every employee is responsible for recognizing potential fire dangers and taking an active role in preventing fires.

Employees are required to observe all OSHA safety requirements and regulations. Flammable materials are to be stored in covered metal containers. Employees should not block any fire doors, fire exits, fire extinguishers, windows or doorways. Review the fire escape routes posted in each work area.

### Safety

Sudsies, Inc. and StaffLink Outsourcing, LLC are committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your manager.

If you or another employee is injured, contact your supervisor or manager immediately. Seek help from outside emergency response agencies, if needed. Contact information is posted employee bulletin board.

You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury

that requires medical attention. If your inquiry does not require medical attention, you must still complete a Supervisor and Employee Report of Accident Form in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required forms from manager.

A federal law, the Occupational Safety and Health Act, requires that we keep records of all illnesses and accidents that occur on the job. OSHA also provides for your right to know about any health hazards that might be present on the job.

In addition, the state Workers' Compensation Act also requires that you report any illness or injury caused by the workplace, no matter how slight. If you do not report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

You can get the required reporting paperwork from manager.

## Security

Sudsies, Inc. and StaffLink Outsourcing, LLC are committed to ensuring employees' security. Our premises are equipped with security alarms that are active outside working hours and a fire alarm system. If you have a security concern or need more information about operating these systems, contact your manager.

All employees are given identification cards (ID) when they join the company. Wear your ID at all times while on company business, whether you are on or off company premises. If you leave Sudsies, Inc., you must surrender your ID and any company keys you have been issued.

## Lock Out/Tag Out General Procedures

The unexpected start-up of machines during maintenance or servicing has been the cause of many deaths and serious workplace injuries. As a result, the Occupational Safety and Health Administration has issued a hazardous energy standard known as the lock out/tag out standard, to minimize the hazard to which employees are exposed. Sudsies, Inc. and StaffLink Outsourcing, LLC are committed to maintaining a safe environment for all employees and require the strictest adherence to this standard. Below is a summary of the key provisions of OSHA's lock out/tag out requirements. Sudsies, Inc. and StaffLink Outsourcing, LLC will provide additional training on these issues as needed to ensure the safety of our workforce.

### Definitions

**Lock Out:** A lock out is a locking device, which may be a padlock, placed on a switch, lever or valve in order to prevent accidental machine startups or accidental energy and electrical releases.

**Tag Out:** A tag out is a conspicuous written warning that informs employees not to operate a switch or any other mechanism that may release hazardous energy or set a machine in motion.

**Affected Employees:** Employees designated to operate machinery or equipment for which maintenance or servicing is performed under lock out or tag out, or whose job requires them to work in an area which maintenance or servicing is being performed.

**Authorized Employees:** Employees designated to lock out or tag out machines or equipment in order to perform servicing or maintenance on equipment or machinery.

### Lock Out/Tag Out General Requirements

The company shall adopt specific procedures regarding the control of hazardous energy, equipment isolation, and preparation for shutdown, lock out/tag out application, release of stored energy, verification of isolation, and the restoration of equipment back to normal production operations. Procedures must be implemented to ensure safety when equipment is tested during servicing, when a crew servicing equipment needs a multiple lock out, when outside contractors are working at the site, and when personnel or shifts change. All "affected employees" must be notified that a lock out or tag out system

is to be followed, and that each lock out/tag out device shall only be removed by the worker who applied it. "Authorized employees" must be knowledgeable about the same issues, as well as the type and magnitude of energy required by the equipment and specific hazards involved.

### **Sequence of Lock Out/Tag Out System Procedures**

Although supplemental training will be provided as needed, below are the basic lock out-tag out procedures to be followed by authorized employees for equipment maintenance or repair.

- Prepare by conducting a survey to identify and locate all valves, switches, and/or other energy isolating devices that are associated with the equipment that is to be locked or tagged out. It is possible that more than one energy source (mechanical, electrical or others) is involved in an operating system.
- Shut down equipment or machine that is operating by using the normal stopping procedure. This will isolate the equipment.
- Use reliable methods such as blocking, bleeding down, and repositioning to dissipate stored energy.
- Have a designated individual apply lock out/tag out energy isolating devices.
- Ensure that personnel are not exposed, and check to see if energy is disconnected, by operating the push button or other normal operating controls to make certain equipment will not operate. Operating controls must be returned to off position after the test.
- When servicing or maintenance is complete and equipment is ready to be operated, ensure that no one is exposed to any energy source by checking the area around the machine or equipment.
- Remove all lock out and tag out devices only after all tools have been removed from equipment or machine, guards have been reinstalled, and employees are in the clear.
- Machine or equipment may be restored to normal operation.

Sudsies, Inc. and StaffLink Outsourcing, LLC recognize that the control of hazardous energy sources for prevention of workplace accidents is a serious issue. It is critical that employees remain aware of possible dangers associated with energy sources and adhere strictly to the lock out/tag out procedures described in this policy and in supplemental training.

## Corporate Communications & Technology

### Bulletin Boards

Check all the bulletin boards regularly to obtain important information about company events and policies. Only Sudsies, Inc. employees should use company bulletin boards. Management must approve all postings. See your manager to obtain approval for a bulletin board posting.

### Employee Suggestions

The Employee Suggestion program is established to supply all employees with an opportunity to express their own creative and original ideas on methods and procedures that ultimately will:

- Improve efficiency
- Improve attitudes and working conditions
- Improve the company's competitive position
- Improve productivity

We consider the ideas and suggestions of our employees to be one of our best sources for making Sudsies, Inc. the best company possible. It is the desire of management to encourage ongoing efforts in creative thinking and originality so that we can maximize our potential.

### Investigations

In an effort to safeguard the property of our employees, clients, and Sudsies, Inc., Sudsies, Inc. reserves the right to inspect property owned and/or supplied by the company. Company-supplied property (including but not limited to offices, desks, file cabinets, computers and software, company vehicles, lockers and other storage facilities) are company property and are subject to inspection by managers at any time, with or without notice. Therefore, employees should have no reasonable expectation of privacy in property owned and/or supplied by the company. Employees may be permitted to store personal items in facilities. However, the company is not responsible for loss, damage or theft of employees' personal belongings, so employees should exercise discretion in storing any personal items.

### Software Policy

Sudsies, Inc. regulates employees' use of its computer software.

You may not duplicate any licensed software or related documentation for use, either on company premises or elsewhere, unless expressly authorized to do so by written agreement with the licensor. And you may not provide licensed software to anyone outside the company. Employees should be aware that the illegal duplication of software may result in the filing of criminal copyright charges by the owners of the copyrights and can subject both the employee and the company to liability.

All software that Sudsies, Inc. acquires must be purchased by Sudsies. Upon delivery, all software must be registered properly by Sudsies and installed by Sudsies. You may not load personal software on Sudsies, Inc. computers.

### Use of Company Communication Systems

The Communication and Information Systems at Sudsies, Inc. should be used only for conducting company business. Communication systems include, but are not limited to any handheld wireless device such as palm organizers, laptops and blackberries or more traditional devices such as phones, facsimile-machines and mailing systems. Information systems include computers, internet/intranet networks and electronic mail.

Since Sudsies, Inc. reserves the right to access any personal communication without prior notice, company systems should not be used by employees to transmit any messages or to access any information that they would not want to be viewed or heard by a third party.

Incidental, occasional and infrequent use of the company's communication and information systems for personal use is permitted as long as such use does not interfere with your work or the work of any other employee or with the computer's operations.

The communication and information systems of Sudsies, Inc. may not be used for any illegal, unethical, destructive or wasteful purpose. Employees should exercise care in personal use of any communication and information systems device and should not expect their use of personal information stored in these systems to be kept private.

### **Telephone Usage**

The telephone system (including voicemail) at Sudsies, Inc. is the property of the company and is provided for business purposes. To the extent permitted by law, Sudsies, Inc. may periodically monitor the use of the telephone systems to ensure compliance with this policy. Therefore employees should not consider their conversations on the company telephone system to be private.

### **Instant Messaging**

Employees' use of instant messaging should be limited to work-related matters, except for incidental personal use. Incidental personal use of instant messaging by employees is permitted as long as the use does not interfere with the employee's work, the company's operations, or use of communication facilities, and does not violate any policies.

Employees should not use the instant message system to "visit" with colleagues about non-work-related subjects.

When using instant messaging, employees are to follow company security procedures.

Employees should not use instant messaging to transmit confidential, proprietary, or trade secret information or personnel information.

Instant messages are not to be used as a substitute for oral communication with nearby co-workers or telephone calls to key vendors or customers. Generally, verbal communications are preferred when practical.

### **Internet/Intranet and E-mail Usage**

The use of the company's information systems are subject to company policies applicable to traditional forms of communication. These include, but are not limited to, policies prohibiting discrimination, sexual harassment, solicitation, and use of company property and resources, disclosure of confidential information, misconduct and profanity.

The electronic mail (e-mail) system is provided by the company to facilitate business activities within the organization. The hardware of the e-mail system is considered to be company property. All messages written, sent or received remain company property and are not considered to be private property of any employee.

The information systems should not be used to upload (send) or download (receive) any trade secrets, proprietary information, copyrighted information, or any similar materials without prior authorization of company officials.

The company's internet/intranet and e-mail systems must not be used to create disruptive or offensive messages. These may include, but are not limited to racial slurs, sexually implicative messages, or offensive comments about someone's age, disability, national origin, political or religious belief, sexual orientation or national origin.

Accessing files, utilizing codes or retrieving stored information is prohibited unless an employee has

received prior authorization from management to conduct any such activity. Employees are also prohibited from gaining access to another employee's e-mail unless permission was granted to do so.

### **Blogging/Social Networking Sites**

Generally Sudsies, Inc. views the use of social networking sites, weblogs and personal websites positively. The company recognizes the right of employees to use blogs/social networking sites as a medium of self expression. Should you choose to identify yourself as an employee of Sudsies, Inc. to discuss business related matters on such web sites, bear in mind that some readers may view you as a company representative or spokesperson. We therefore ask you to observe the following guidelines when referring to the company:

1. Ensure that readers understand that the views expressed are entirely your own, and that these views do not necessarily reflect the views of Sudsies, Inc. Please include a disclaimer that is easily visible to all visitors to the site.
2. All bloggers should reveal their identity on the blog and should not use a pseudonym to post their views.
3. Do not disclose any sensitive, financial, proprietary or confidential company information. This may include, but is not limited to financial data, trade secrets or corporate announcements that are not made available to the public.
4. Sudsies, Inc. expects that employees will be respectful to the company, fellow employees, our customers, partners and competitors. Employees must not post materials that violate the privacy or publicity rights of another individual or entity.
5. Blogging activity should not interfere with work requirements at any given time.
6. Copyrights and laws regulating what can be written must be respected at all times. Blogs and social networking sites should not be used to make statements that are libelous, defamatory, profane, harassing or obscene.
7. The company reserves the right to suspend blogging activities temporarily if it has any concerns about compliance with securities regulations or other laws.
8. Ask your manager or supervisor for guidance if you are uncertain whether the content of your blog will conflict with the company's blogging policy.
9. Breaching this policy may result in discipline up to and including termination.

### **Unsolicited Messages**

Sudsies, Inc. strictly prohibits the transmission of unsolicited e-mails or mass-messages of any kind. Spam (i.e., unsolicited commercial or bulk e-mails, mass and junk e-mails) will not be tolerated. The electronic mail system is reserved for company business. It may not be used for personal solicitation or any other improper purposes.

### **General Computer and Software Usage**

It is the policy of the company to respect all computer software copyrights and adhere to the terms of all software licenses to which the company is a party.

Employees may not duplicate any licensed software for their use unless the company is expressly permitted to do so by an agreement with the licensor and with the approval of the employee's supervisor.

Only software purchased by Sudsies, Inc. with the approval of the appropriate management may be used on company computers. Employees are not permitted to bring software from home and load it on company computers, unless: (1) such action is approved by the company's management and technology department and (2) such use of the software is consistent with the terms of the software licensing agreements.

Use of the company's communication and information systems constitutes consent to the company's Communication and Information Systems policy.

### **CAN-SPAM**

Controlling the Assault of Non-Solicited Pornography and Marketing Act (CAN-SPAM) was passed by Congress and took full effect on January 1, 2004. This anti-spam legislation imposes new requirements on the use of commercial e-mail messages (known as CEMMs).

The Act prohibits transmission of a CEMM without disclosing: (a) clear identification that the message is an advertisement or solicitation; (b) an opportunity to decline or "opt-out" of receiving further e-mail messages from the sender; and (c) a valid physical postal address of the sender. To comply with this Act, the company requires employees sending commercial e-mails on behalf of the company to follow these guidelines:

1. The use of misleading subject lines and headers are prohibited. Subject lines/ headers should be a true reflection of the subject matter or message.
2. Unsolicited CEMMs must be labeled in the message subject. CEMM must bear clear notice that they are advertisements or solicitations.
3. Each CEMM must contain a working "opt-out" mechanism. To fulfill this requirement one must provide a return e-mail address or another internet based mechanism that permits a recipient to request that future email messages are not sent to this address.
4. When a recipient selects the opt-out option, the sender is required to honor the request and must stop sending e-mail messages to the recipient's address within 10 days of receiving the request. The sender (or any other individual made aware of the request) is prohibited from selling or transferring the e-mail addresses of individuals who have selected the "opt-out" option, except in cases where the recipient has granted consent.

# Employee Benefits

## Insurance

As part of our commitment to our employees and their well-being, we provide employees with a variety of benefit plans, such as medical, dental, vision, disability, and other supplemental offerings.

Although we briefly introduce you to available plans in this section, we cannot provide the full details of each plan here. You will receive official plan documents for each benefit plan offered and these will be your primary resource for information regarding the plans. If you see any conflict between those documents and the information in this Handbook, the official plan documents are primary.

The benefits we provide are meant to help employees maintain a high quality of life—both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you have any questions about the benefits we offer, please contact the StaffLink Benefits Department at [benefits@stafflink.net](mailto:benefits@stafflink.net) for additional information.

### Health Care Benefits

Because your health is of great importance to us, we offer eligible employees health plan options. As a regular full-time employee, you are eligible to receive health care benefits and the company will pay a portion of the cost of the basic health insurance premium for you. If you choose to add dependent coverage or select a higher level of coverage, you will be responsible for any additional costs associated with your elections.

You and your dependents become eligible for benefits on the first of the month following the 60-day waiting period. (If your status changes from part time to full time, you become eligible the first of the month following 60 days as a full-time employee). Employees who choose to waive benefits during their initial eligibility will not be permitted to enroll in benefits until the next annual Open Enrollment period unless they experience a “qualifying life event.”

As with all policies in this Handbook, our health care coverage, rates, and contributions may change at any time. For the most up-to-date information about your health care benefits, refer to the plan document or contact the StaffLink Benefits Department.

### Dental Insurance

All eligible employees can select dental insurance during their benefit enrollment period. Dental services are provided at greatly reduced rates. Refer to the plan summary for details regarding coverage, eligibility, waiting periods and cost. Contact the StaffLink Benefits Department for additional information.

### Vision Insurance

All eligible employees can select vision insurance during their benefit enrollment period. StaffLink’s vision insurance provides substantial savings on eye care and eyewear needs at thousands of chain and independent provider locations nationwide. Refer to the plan summary for details regarding coverage, eligibility, waiting periods and cost.

### Supplemental Insurance Plans

Term and accidental death and dismemberment (AD&D) life insurance, short-term disability insurance, lump sum cancer insurance, and other plans are available to all eligible employees during his/her course of employment. StaffLink’s supplemental insurance benefits are individually underwritten, portable plans. Contact the StaffLink Benefits Department for additional information.

Upon becoming eligible to participate in these plans, you will receive detailed information. Please refer to the SPD or feel free to speak to Human Resources, company management or a StaffLink Outsourcing, LLC benefit specialist.

## Travel & Expenses

Employees will be reimbursed for all reasonable and necessary expenses they incur while traveling on Sudsies, Inc. business. Use your discretion, but try to keep costs low.

When it's necessary to travel for Sudsies, Inc. business, please contact Sudsies management or your manager to discuss your travel arrangements.

You must record all travel and business activities on the company's Expense Report Form and submit it to your manager. If business travel requires you to be out of the office for an extended period, your report must cover no less than one week and no more than one month of expenses.

All Expense Report Forms should be submitted to Accounting no later than five business days after the last day of the month.

## Workers' Compensation

Sudsies, Inc. and StaffLink Outsourcing, LLC provide insurance to compensate for any illness or injury an employee might suffer while working on company premises, traveling on official company business, or attending an activity officially sponsored by the company. If you become ill or injured, please get medical attention at once.

You must also report the details to your supervisor immediately. And you must complete a report for every injury, no matter how small, to keep the coverage in force and to get any benefits or other compensation to which you may be entitled.

## Unemployment Compensation

The law provides unemployment compensation benefits to protect workers from economic hardship due to a loss of employment. A terminated employee who is unable to secure new employment may file a claim for unemployment compensation. An employee may be eligible for unemployment compensation if he/she was terminated for reasons other than misconduct, as defined by state law. Generally, employees who voluntarily resign without "good cause" are not eligible for benefits.

When an employee files a claim for unemployment compensation, the employer is required to provide a written statement detailing the circumstances or reasons for the employee's termination. The employer will also be asked whether payment of unemployment compensation is opposed. The answer provided by the employer may determine the employee's eligibility for benefits. If either party disagrees with the initial determination with respect to coverage, an appeal can be made. A formal hearing is held in the event that there is an appeal.

## Vacation & Holidays

### Holidays

Sudsies, Inc. observes the following holidays:

Christmas and New Years

You will be paid for the holiday if:

- you are a full-time employee who has worked at least 90 days at the company, and
- you have worked the full day before and the full day after the holiday, unless time off has been approved in advance as vacation or personal days.
- the holiday falls on your regular scheduled work day

Holidays that fall on a weekend will be observed either on a Friday or Monday. To avoid confusion, all holidays will be announced in advance.

### Vacation

Sudsies, Inc. provides paid vacation time to active full-time employees. Full time is defined as an employee scheduled to work an average of 30 or more hours per week.

Temporary or part time employees will not receive vacation pay regardless of tenure with the company.

Employees are gifted **48** hours of vacation **after a full year of service** in accordance with this policy. After a full year of service, employees may use a maximum of 48 hours of vacation each anniversary year.

Vacations must be requested in writing and approved by management prior to taking any time off. Vacations will not be permitted in the months of December, January, February, March, April, and May.

Vacations may be used in full day increments and time off must be approved in advance

Managers reserve the right not to approve a vacation request if it will interfere with company operations or adversely affect coverage of job and staff requirements. Whenever possible, employees' requests for vacation will be granted, but where scheduling conflicts arise, seniority and workload priority will prevail.

Unused vacation can be paid out at the request of the employee and the approval of Sudsies, Inc management. Unused vacation time will expire at the end of each anniversary year and reset to the new 48 hours.

Vacation is a benefit gifted to active full-time employees and there are no vacation payouts upon voluntary or involuntary separation. If an employee is granted an exception to use time before having it available and separates employment from Sudsies, Inc, any time used in advance will be deducted from the final paycheck to the extent permitted by law.

## Who to call for assistance

<b>Sudsies 6786 Miami Beach Boutique. Sudsies South Beach</b>	<b>(305) 864-3279</b>
<b>Sudsies 12711 North Miami Boutique. Sudsies Biscayne</b>	<b>(305) 728-8940</b>
<b>Sudsies 6100 Design District Boutique. Sudsies Design District</b>	<b>(305) 728-8940</b>
<b>Sudsies 112 Las Olas Boutique. Sudsies Davie</b>	<b>(954) 869-3279</b>

### Executive Team:

Jorge Baboun	Executive Vice President	(305) 762-2078
Jason Cespedes	Vice President Relationship Director	(305) 345-9715
Tania Escobar	Vice President Chief Technical Training Officer	(786) 769-4854
Jason Loeb	Chief Executive Officer	(305) 803-7837
Luis Moreno	Executive Vice President	(305) 801-4272

### Management Team:

Jamie Adams	Retail Manager	(305) 510-5506
Alex Aleutine	Plant Manager	(305) 916-9525
Ange Charles	Retail Manager	(786) 660-4275
Beatiriz Daszynski	Plant Manager	(305) 801-5946
Gabor Kondorosi	Route Manager	(786) 285-4737
Christine Smith	Davie Retail Manager	(407) 318-6682
David Zambelli	Route Manager	(954) 654-4097

You can also easily access your StaffLink representatives by telephone, facsimile, or email. Contact Information for each department and their service areas are listed below:

### Benefits (954) 423-8262

- Health and Welfare Insurance Plans [benefits@stafflink.net](mailto:benefits@stafflink.net)
- Medical, Dental, Life, Vision and Disability
- StaffLink Discount Programs (Costco, Tri Rail, Working Advantage and Tickets at Work)
- COBRA

### Human Resources -StaffLink HR Team (954) 423-8262

- Employee Relations [hr@stafflink.net](mailto:hr@stafflink.net)
- Federal and State Law Compliance
- FMLA
- Worksite Investigations
- Terminations / Unemployment Benefits

### Payroll (954) 423-8262

- Payroll Deductions [payroll@stafflink.net](mailto:payroll@stafflink.net)
- Direct Deposits, Payroll Changes & Corrections
- Paycheck Processing
- Employee Status and Information Updates
- W-2 Issuance

### Risk Management (954) 423-8262 ext. 205

- OSHA Compliance [risk@stafflink.net](mailto:risk@stafflink.net)
- Safety Training and Compliance
- Workers' Compensation Benefits / Worker' Compensation Fraud Hotline

**StaffLink Outsourcing, LLC (877) 899-LINK or (954) 423-8262**  
**1371 Sawgrass Corporate Parkway**  
**Sunrise, Florida 33323**

## Acknowledgment

I acknowledge that I have received the Sudsies, Inc. and StaffLink Outsourcing, LLC Employee Handbook and that I have read and understand the policies.

**I understand that this Employee Handbook represents only current policies and benefits, and that it does not create a contract of employment.** Sudsies, Inc. and StaffLink Outsourcing, LLC. retain the right to change these policies and benefits, as it deems advisable.

Unless expressly proscribed by statute or contract, my employment is "at-will." I understand that I have the right to terminate my employment at any time, with or without cause or notice, and that the company has the same right. I further understand that my status as an "at-will" employee may not be changed except in writing and signed by Jason Loeb, the President of the company.

I understand that the information I come into contact with during my employment is proprietary to the company and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties, or disclose it to any person or entity outside the company.

I understand that I must comply with all of the provisions of the Handbook to have access to and use company resources. I also understand that if I do not comply with all provisions of the Handbook, my access to company resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with the company's safety, health, and emergency procedures as outlined in this Handbook or in other documents

*Employee signature*

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(Employee Signature)

«ESignatureName»

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(Employee Name)

Date: «SignDate»

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(Employee Signature)

«ESignatureName»

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(Employee Name)

Date: «SignDate»

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