



# Associate Manual

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## 1 PURPOSE

The purpose of this manual is to:

- a. Provide a clear statement of PMC Group Inc.'s (herein PMC) objectives and operating principles;
- b. Describe the scope of responsibility of the main roles in the office; and
- c. Prescribe the processes and procedures that govern all activity within the company.

It is intended as an introduction to the PMC for the new members of staff and as a point of reference for all. The success of PMC depends on each member knowing what is expected of them and carrying out their responsibilities with dedication and professionalism. Our continuing reputation as a leading staffing agency that delivers excellent standards of service and client care is critical if we are to retain old clients and win new ones.

### 1.2 Use of this manual

Hard copies of the Manual, for reference only, are freely available in the office. You are expected to be familiar with the policies and procedures set out in this Manual. The Manual should not leave the office. The Manual is also available on the employee-only section of our website. You will need to obtain a username and password from the office staff.

### 1.3 Updates to the Manual

The Manual will be reviewed and updated every [3 months] or sooner, if the need arises.

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## 2 GENERAL

### 2.1 Our company

We strive to provide competitive pricing strategies to our clients by limiting operating expenses. We have maintained strategic relationships in the community with banks, small business assistance centers, past colleagues and mentors to build a creative business plan.

PMC is a certified Minority Business Enterprise/Disadvantaged Business Enterprise (MBE/DBE) with the Maryland Department of Transportation (MDOT) program. We are eligible for ANY State of Maryland Contract including USDOT assisted contracts of the MDOT. These include contracts let by the Maryland State Highway Administration, the Maryland Aviation Administration, and the Maryland Transit Administration. Our Motto: Leading the way!

### 2.2 Management Structure

President	Kimberley West
Vice-President	Terence West

The other important managerial and administrative roles are:

Sales Service Representative	Dennis Dixon
Recruiter	DeNotra Geddis
Customer Service Representative	Open

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## 3 PERSONNEL

### 3.1 Employment Policy

All PMC Associates are at-will. The at-will employment relationship may not be changed by any written document, oral statement, or by conduct unless such change is specifically acknowledged in writing by the President of PMC and the writing mentions the employment contract. Employment shall be for an indefinite period of time and can be terminated at will at any time by me or by the company without notice or cause.

PMC does not offer tenured or guaranteed employment. Either PMC or the associate can terminate the employment relationship at any time, with or without cause, with or without notice.

This employment at will relationship exists regardless of any other written statements or policies contained in this Handbook or any other Company documents or any verbal statement to the contrary.

### **3.2 Dress Code**

Dress code shall be required according to the assignment. Associates will receive instructions containing dress code requirements prior to the start of an assignment.

Here are some important notes to remember about the PMC dress code:

- The first impression continues to make a lasting impression.
- Jeans are only appropriate if they are dark blue, cleaned, pressed, and in good condition and allowed on the client site.
- Some assignments may require specific attire such as scrubs, boots, vest, glasses, etc. If required, it is the Associates responsibility to obtain the proper attire prior to the start of the assignment.
- If a person thinks an outfit is inappropriate, it probably is.
- What Does Your Appearance Say About You?
- Respect
- Attention to detail
- Credibility
- If you look as though it is casual Friday, then you are communicating to your interviewer that you do not take your opportunity /yourself seriously after all, you came dressed representing the level of importance you view this occasion.

### **3.3 Client Confidentiality**

PMC's client list is highly confidential and should not be shared with anyone, except the temporary employee directed to their worksite. Breach of this policy can lead to immediate termination.

All records of this office, as well as conversations between Associates, Associates and vendors, Associates and employees, Associates and owners and Associates and clients are considered confidential. No files shall be removed from this office without the permission of the President and no other information obtained while working for this company shall be used to the detriment of PMC.

All Associates shall also be obligated to honor the confidential information of any client or non-client party to any transaction. All documents stating a party's confidential information shall be kept in a special locked file to guard against any unauthorized sharing of this information.

### **3.4 Harassment**

Professional behavior is a requirement around your fellow Associates, our workforce, clients, and any other potential leads. Harassment, including verbal, physical, visual, religious, and sexual is strictly prohibited in this office. A list of things that can be considered harassment:

- Any racial, ethnic, sexual, religious, jokes / slurs / or insults
- Any physical contact such as unwelcome touching, groping, grabbing, or pinching
- Any visual renderings of sexually suggestive materials or materials negatively reflecting an individual's ethnicity, race, ancestry, or sexual preference
- Any unwelcome sexual advances, physically, verbally, and visually of a sexual nature that has a purpose or effect of work performance interference, intimidation, or hostile/offensive working atmosphere

In the event an employee, Associate, or any other staff person feels that he or she has been harassed, the incident must be reported immediately to the President. The anonymity of the accuser, as well as the accused, shall be held in confidentiality. An investigation will commence and a written report will be filed. If the allegation involves the President as the accused of such action, an outside investigator may be retained. Retaliation against complainants is strictly prohibited. Any employee, Associate or staff found guilty of engaging in harassment may be subject to disciplinary action up to and including reprimand, counseling, suspension, and termination.

### **3.5 Employment Discrimination**

"It is hereby declared to be the policy of the State of Maryland, in the exercise of its police power for the protection of the public safety, public health and general welfare, for the maintenance of business and good government and for the promotion of the State's trade, commerce and manufacturers to assure all persons equal opportunity in receiving employment and in all labor management-union relations

regardless of race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, or disability unrelated in nature and extent so as to reasonably preclude the performance of the employment, and to that end to prohibit discrimination in employment by any person, group, labor organization, organization or any employer or his agents.” State Government Article, Section 20-602, Annotated Code of Maryland.

### **3.6 Complaint Procedure**

**IMPORTANT NOTICE TO ALL ASSOCIATES:** Associates who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure. An Associate's failure to fulfill this obligation could affect his or her rights in pursuing legal action. Also, please note, federal, state and local discrimination laws establish specific time frames for initiating a legal proceeding pursuant to those laws.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, PMC strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. PMC will make every effort to stop alleged harassment before it becomes severe or pervasive, but can only do so with the cooperation of its staff/Associates.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

#### **3.6.1 The Investigation**

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

#### **3.6.2 Responsive Action**

Misconduct constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as PMC believes appropriate under the circumstances. If an Associate making a complaint does not agree with its resolution, the Associate may appeal to PMC President. Individuals who have questions or concerns about these policies should talk with the onsite lead or a member of the office staff.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of PMC prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

#### **3.6.3 Retaliation Is Prohibited**

PMC prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a

serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action up to and including reprimand, counseling, suspension, and termination.

### **3.7 Americans with Disabilities Act Policy Statement**

The Company is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"). It is the Company's policy not to discriminate against any qualified Associate or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the Associate can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company.

Associates with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact their account manager. PMC encourages individuals with disabilities to come forward and request reasonable accommodation.

#### **3.7.1 Procedure for Requesting an Accommodation**

PMC will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, PMC's overall financial resources and organization, and the accommodation's impact on the operation of the Company, including its impact on the ability of other Associates to perform their duties and on PMC's ability to conduct business.

PMC will inform the Associate of its decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, Associates will be advised of their right to appeal the decision by submitting a written statement explaining the reasons for the request. If the request on appeal is denied, that decision is final.

### **3.8 Drug and Alcohol Use - Substance Use**

Drug and alcohol use are strictly prohibited while working at or for PMC and shall not be present or used during work hours unless medically prescribed and under the supervision of the Associate's health care provider. Any situations in which duties cannot be properly performed without the assistance of prescribed medication must be reported to Management. Drug and alcohol use in the workplace may be grounds for termination.

### **3.9 Conflict of Interest and Outside Employment Statement**

The Company expects our Associates to conduct business according to the highest ethical standards of conduct. Associates are expected to devote their best efforts to the interests of the Company. Business dealings that appear to create a conflict between the interests of the Company and an Associate are unacceptable. The Company recognizes the right of Associates to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the Associate must disclose any possible conflicts so that the Company may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an Associate is in a position to influence a decision that may result in a personal gain for the Associate or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of the Company's business dealings.

Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones which most frequently present problems. If an Associate has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Human Resources Department to obtain advice on the issue. The purpose of this policy is to protect Associates from any conflict of interest that might arise. A violation of this policy will result in immediate and appropriate discipline, up to and including immediate termination.

### **3.10 Outside Employment**

Associates are required to obtain written approval from their supervisor before participating in outside work activities that may conflict with their assignment. In general, outside work activities are not allowed when they: prevent the Associate from fully performing work for which he or she is employed at the Company, including overtime assignments; involve organizations that are doing or seek to do business with the Company, including actual or potential vendors or customers; or violate provisions of law or the Company's policies or rules.

From time to time, Associates may be required to work beyond their normally scheduled hours. Associates must perform this work when requested. In cases of conflict with any outside activity, the Associate's obligations to the Company must be given priority. Associates are hired and continue in PMC employ with the understanding that PMC is their primary employer and that other employment or commercial involvement which is in conflict with the business interests of PMC is strictly prohibited.

### **3.11 Financial Interest in Other Business**

An Associate and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the Company, except where such ownership or interest consists of securities in a publicly owned company and that securities are regularly traded on the open market.

### **3.12 Acceptance of Gifts**

No Associate may solicit or accept gifts of significant value (i.e., in excess of \$25.00), lavish entertainment or other benefits from potential and actual customers, suppliers or competitors. Special care must be taken to avoid even the impression of a conflict of interest. An Associate may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Company. Any questions regarding this policy should be addressed to their account manager.

### **3.13 Confidentiality**

All Associates are bound by confidentiality in all dealings with clients. This means that no Associate may reveal to any outsider the nature of dealings or services provided to any client. If you are ever in doubt as to whether you should reveal whether we act for a given client, check with Management. Breaches of confidentiality could cause considerable problems for the company and will be treated as a serious disciplinary offense.

### **3.14 Work Product Ownership**

PMC Associates must be aware that PMC retains legal ownership of the product of their work. No work product created while employed by PMC can be claimed, construed, or presented as property of the individual, even after employment by PMC has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for PMC, regardless of whether the intellectual property is actually used by PMC. Although it is acceptable for an Associate to display and/or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a freelancer's meeting with a prospective client), one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a conflict of interest. In any event, it must always be made clear that work product is the sole and exclusive property of PMC. Freelancers and temporary Associates must be particularly careful in the course of any work they discuss doing, or actually do, for a competitor of PMC.

### **3.15 Open Door Policy**

PMC promotes an atmosphere whereby Associates can talk freely with members of the management staff. Associates are encouraged to openly discuss with their supervisor any problems so appropriate action may be taken. If the supervisor cannot be of assistance, Human Resources is available for consultation and



guidance. PMC is interested in all of our Associates' success and happiness with us. We, therefore, welcome the opportunity to help Associates whenever feasible.

### **3.16 Tape Recording Policy**

It is a violation of PMC policy to record conversations with a tape recorder or other recording device unless prior approval is received from your supervisor or a member of upper-level management or all parties to the conversation give their consent. The purpose of this policy is to eliminate a chilling effect on the expression of views that may exist when one person is concerned that his or her conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue especially when sensitive or confidential matters are being discussed. Violation of this policy will result in disciplinary action, up to and including immediate termination.

### **3.17 Solicitations, Distributions, and Use of Bulletin Boards**

Associates may not solicit any other Associate during working time, nor may Associates distribute literature in work areas at any time. Under no circumstances may an Associate disturb the work of others to solicit or distribute literature to them during their working time. Persons not employed by PMC may not solicit PMC Associates for any purposes on Company premises.

### **3.18 Internal Investigations and Searches**

From time to time, PMC may conduct internal investigations pertaining to security, auditing or work-related matters. Associates are required to cooperate fully with and assist in these investigations if requested to do so.

Whenever necessary, in the Company's discretion, work areas (i.e., desks, file cabinets, etc.) and personal belongings (i.e., brief cases, handbags, etc.) may be subject to a search without notice. Associates are required to cooperate. The Company will generally try to obtain an Associate's consent before conducting a search of work areas or personal belongings, but may not always be able to do so.

### **3.19 Reference Checks**

All inquiries regarding a current or former PMC Associate must be referred to the Payroll Administrator. No PMC Associate may issue a reference letter to any current or former Associate without the permission by the Associate. In response to an outside request for information regarding a current or former PMC Associate, the account manager will furnish or verify only an Associate's name, dates of employment, job title and department. No other data or information regarding any current or former PMC Associate, or his/her employment with PMC.

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## **4 PAYROLL**

### **4.1 Paydays**

Payroll is submitted every Monday for payday on Friday. It is each Associates responsibility to record their time worked and submit to the President by close of business on Friday. Late submission of hours worked may cause payroll to not process on time and will then prevent payment on Friday.

### **4.2 Timecards/Reporting**

Paper timecards will not be used unless it is found that time is not properly recorded as requested. Instead, Associates are asked to record time using whatever method required by their prospective client.

PMC attendance records are Company records, and care must be exercised in recording the hours worked, overtime hours, and absences. Associates are not to clock or sign in or out for other Associates. Violations of this policy may result in appropriate disciplinary action, up to and including immediate discharge.

All Associates must record the time they arrived/departed, each day, on his/her time record. Each Associate is responsible only for his/her own recordkeeping. Associate's must take a lunch and note the deduction of time on your time card. You will not be paid for your lunch unless it is approved by the customer you work for. Once an

Associate clocks or signs in, work is to commence immediately. Failure to do so is considered falsification of timekeeping records.

If an Associate forgets to clock or sign in or out, he or she must notify his or her supervisor immediately so the time may be accurately recorded for payroll.

#### **4.3 Overtime Pay**

Depending on Company work needs, Associates will be required to work overtime when requested to do so. Prior approval of a supervisor, however, is required before any non-exempt Associate works overtime. Associates working overtime without approval will be subject to disciplinary action. Non-exempt full-time Associates are eligible for additional pay for work performed beyond their regularly scheduled 40 weekly hours. Associates are responsible for calculating their own hours on a daily basis. The Associate's supervisor must approve his/her hours worked at the end of each week. All additional overtime worked must be approved by a supervisor each day/week according to client policy. Additionally, time records with overtime must be countersigned by the supervisor and must be in the Payroll Department by 10:00 a.m. the Monday preceding payday in order for an Associate's pay to be processed for payday.

#### **4.4 Personnel Records**

To keep necessary Company records up to date, it is extremely important that you notify your account manager of any changes in:

- Name and/or marital status
- Address and/or telephone number
- # of eligible dependents
- W-4 deductions
- Person to contact in case of emergency

#### **4.5 Attendance/Lateness**

All Associates are required to contact PMC within 24 hours of completion of each assignment. Failure to contact PSL may result in a voluntary quit and/or the loss of unemployment benefits. Associates are required to check in weekly in order to remain active on the roles. Associates must always call or leave a message when running late or cannot report to work for any reason, at least three hours prior to the start of the shift or start time. Failure to contact PSL may result in a voluntary quit and/or immediate termination. As your employer, PMC will inform the client. Some assignments require that you call both PMC and the client. In those cases, it is not sufficient to call only one party.

**You must call both.**

#### **4.6 Paid Time Off (PTO)**

All Associates are eligible for Eligibility for Paid Vacation after working 1,250 hours of continuous service. Time accrues quarterly. If you have a break in employment over 21 days, your 1,250 hours of service will start over. Also, you must work the scheduled work day before, and the scheduled work after each holiday regardless of circumstance, or service will again start over.

After 1,250 hours, 8 hours are awarded. An additional 8 hours are awarded for each additional 250 hours earned up to a maximum of 40 hours per calendar year.

#### **4.7 Holidays**

PMC is closed on the following holidays. Holidays may differ at the client site. All observed holidays taken by Associates (and either approved or mandated by client sites) are taken as unpaid leave:

*New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Eve Day*

#### **4.8 Time Off To Vote**

Associates who are registered voters may take time off to vote at general, direct primary, or presidential primary elections. Time off to vote is taken as unpaid leave.

#### **4.9 Jury Duty**

If summoned to jury duty or an administrative hearing or subpoenaed to appear as a witness in court, the Consultant must notify their manager immediately. Upon receipt of the notice to serve jury duty, the Associate should immediately notify his/her supervisor, as well as their account manager. Additionally, a copy of the notice to serve jury duty should be attached to the Associate's attendance record for attendance purposes. Upon the Associate's return, the Associate must notify the PMC staff and must submit a signed Certificate of Jury Service indicating the number of days served. Jury duty is taken as unpaid leave.

#### **4.10 Bereavement Leave**

In the unfortunate event of a death in the immediate family, a leave of absence of up to 3 days without pay will be granted. These three days are to be taken consecutively within a reasonable time of the day of the death or day of the funeral, and may not be split or postponed. For this purpose, immediate family is defined as:

- Spouse
- Child
- Step-child
- Parents (including in-laws), step-parents
- Siblings, step-siblings
- Grandparents
- Grandchildren

Associates should make their supervisor and PMC staff aware of their situation. Upon returning to work, the Associate must record his/her absence as a Bereavement Leave on his/her attendance record. Proof of death and relationship to the deceased may be required.

#### **4.11 Sick leave/vacation**

PMC does not provide paid leave, outside of accrued Paid Time Off (PTO) to continue the salary of eligible Associates who are absent from work because of illness or injury, medical appointments, for parental bonding, family illness or bereavement leave purposes, or while on specified Administrative and Other Leaves as outlined within this policy.

For leaves other than Family and Medical Leave, an Associate must inform his/her supervisor as far in advance as possible of the need to take time off from work for any reason, including the expected length of the leave. If the need to take leave is unforeseen an Associate must inform his/her supervisor as soon as practicable. The Associate may be required to provide evidence of the treatment, circumstance, or event that is the basis for the absence from work, consistent with the provisions applicable to the particular type of leave being taken.

To keep the business and each department running smoothly and efficiently, it is important that every Associate be on the job on time regularly. For this reason, careful attention is given to promptness, absence record and overall dependability.

PMC recognizes, however, that an Associate may occasionally be disabled by injury or illness. Associates must contact their work site supervisor 3 hours prior to their shift as well as contacting the PMC callout line.

If PMC has questions about the nature or length of an Associate's disability, a written certification from a physician or licensed health care professional may be required.

#### **4.12 Military Leave**

An Associate who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted an unpaid leave of absence for military service, training or related obligations in accordance with applicable law. At the conclusion of the leave, upon the satisfaction of certain conditions, an Associate generally has a right to return to the same position he or she held prior to the leave or to a position with like seniority, status and pay that the Associate is qualified to perform.

#### **4.13 Associate Benefits**

PMC currently offers regular full-time and regular part-time Associates who have been employed by PMC, health coverage. Medical health insurance, dental, short-term disability and life insurance are all available through Essential Healthcare.

You have up to 30 days from your employment date to make your medical plan election. Once made, your election is generally fixed for the remainder of the plan year. However, if you undergo a change in family status (as defined in the Plan document), you may make a mid-year change in coverage (i.e., you may change coverage from individual to family or from family to individual, add or delete dependents, or revoke coverage), provided you do so within 30 days from the date of the change in family status, in a manner which will not entitle you to make a mid-year change from one medical carrier to another. Please contact your account manager to determine if a family status change qualifies under the Plan document and IRS regulations.

At the end of each calendar year, during open enrollment you are free to change your medical elections (including your choice of medical carriers) for the following calendar year, whether or not you have a change in family status.

#### **4.13 REQUESTS FOR LEAVE**

If an Associate plans to be absent from their assignment for any period of time, he or she must inform PMC staff as well as the client. All leave requests require either official military or doctor documentation.

##### **4.13.1 Leave for Active or Reserve Duty**

Upon receipt of orders for active or reserve duty, an Associate should notify his/her supervisor, as well as their account manager, as soon as possible, and submit a copy of the military orders to his/her supervisor and the account manager (unless he/she is unable to do so because of military necessity or it is otherwise impossible or unreasonable).

Leave for Training and Other Related Obligations (e.g., fitness for service examinations) Associates will also be granted unpaid time off for military training and other related obligations, such as for an examination to determine fitness to perform service. Associates should advise their supervisor and/or department head of their training schedule and/or other related obligations as far in advance as possible. Military documentation must be submitted to the PMC office ahead of the required leave.

##### **4.13.2 Leave under the Family and Medical Leave Act ("FMLA")**

The Family and Medical Leave Act (FMLA) provides eligible Associates with up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12 month period. During this leave, an eligible Associate is entitled to continued group health plan coverage (if previously covered) as if the Associate had continued to work. At the conclusion of the leave, subject to some exceptions, an Associate generally has a right to return to the same or to an equivalent position. Military documentation must be submitted to the PMC office. Doctor documentation must be submitted to the PMC office ahead of the requested leave.

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## **5 ON THE JOB**

PMC has a general policy to ensure, as far as we are able, that you have a safe and comfortable environment in which to work. All Associates are encouraged to be aware of unsafe situations and prepare themselves to avoid unsafe practices. Questions from the news media relating to incidents of workplace violence should be forwarded to the President.

Immediately report problems to Management that pertain to:

- An Associate/Associate having complaints involving a work-related injury
- Criminal charges against the Associate, with the exception of traffic offenses
- Acts of discrimination committed by Associates
- Unresolved disputes between Associates, within or outside the office
- Physical injuries within the office or while in performance of services or duties in the name of PMC

### **5.1 Attendance, Punctuality and Dependability**

Because PMC depends heavily upon its Associates, it is important that Associates attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, Associates are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time. Moreover, an Associate must notify his/her supervisor and PMC as far in advance as possible, but not

later than three hours before his/her scheduled starting time if he/she expects to be late or absent. This policy applies for each day of his/her absence. An Associate who fails to contact his/her immediate supervisor and PMC may be considered as having voluntarily resigned. A careful record of absenteeism and lateness is kept by the Associate's supervisor and becomes part of the personnel record. To the extent permitted by law, absenteeism and lateness lessen an Associate's chances for advancement and may result in dismissal.

## **5.2 Drug & Alcohol Abuse**

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Company premises is strictly prohibited. These activities constitute serious violations of Company rules, jeopardize the Company and can create situations that are unsafe or that substantially interfere with job performance. Associates in violation of the policy are subject to appropriate disciplinary action, up to and including dismissal. Additionally, PMC reserves the right to require an Associate to undergo a medical evaluation under appropriate circumstances.

## **5.3 Drug Testing**

PMC is determined to eliminate the use of illegal drugs, alcohol, and controlled substances at our work sites. The purpose of this program is to improve job safety on all projects. This program is designed solely for the benefit of our Associates to provide reasonable safety on the job and protection from offending individuals. In addition, this program attempts to meet our responsibility to the public, whom we serve. PMC charges a fee of \$20.00 for the pre-employment drug screen testing.

- Drugs and alcohol tests will be administered under the following conditions:
- When an Associate shows signs of impairment on the job;
- After any accident or occurrence that results in an injury on the job as defined by the Occupational Safety and Health Administration;
- After any vehicular accident when it appears that the Associate might reasonably have avoided the accident or minimized the consequences, but did not do so;
- At hiring time, when all new hires will be required to pass a pre-employment drug- screening test as a condition of employment;
- Associates who refuse to submit to drug and alcohol testing will be terminated.
- Progressive Discipline;
- First-time offenders who test or screen positive will not be eligible for hire for 6 months and must re-test; and
- Associates who test positive after they have been employed will be charged for the drug screen and will be terminated.

## **5.4 Appearance and Conduct**

PMC expects Associates to maintain a neat, well-groomed appearance at all times. Associates should avoid extremes in dress.

The Company requires order and discipline to succeed and to promote efficiency, productivity and cooperation among its Associates. The orderly and efficient operations of PMC require that Associates maintain proper standards of conduct at all times.

Associates who fail to maintain proper standards of conduct toward their work, their co-workers or the Company's customers, or who violate any of the Company's policies, are subject to appropriate disciplinary action, up to and including discharge. Please refer to the job order for customer specific dress code.

## **5.5 Anti-Nepotism Policy**

Members of an Associate's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:  
Create a supervisor/subordinate relationship with a family member;  
Have the potential for creating an adverse impact on work performance; or  
Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when assigning, transferring, or promoting an Associate. For the purpose of this policy, immediate family includes: spouse, parent, child, sibling, in-law, aunt, uncle, niece, grandparent, grandchild, members of household. This policy also applies to romantic relationships.

Associates who become immediate family members or establish a romantic relationship may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, attempts will be made to find a suitable position within PMC to which one of the Associates will transfer. If Associates become immediate family members or establish a romantic relationship, the Company will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale. If accommodations of this nature are not feasible, the Associates will be permitted to determine which of them will resign. If the Associates cannot make a decision, the Company will decide in its sole discretion who will remain employed.

OR

The employment of relatives can cause various problems, including charges of favoritism, conflicts of interest, family discord and scheduling conflicts that work to the disadvantage of both the Company and its Associates. Therefore, it is the policy of PMC not to hire a close relative of any current Associate in any capacity.

For purposes of this policy, the term "close relative" includes the following relationships, whether established by blood, marriage, or other legal action; mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, step-child, aunt, uncle, nephew, niece or cousin. When a situation occurs which results in a violation of this policy (whether because of the marriage of two Associates or some other circumstance), one of the Associates involved will be required to resign or otherwise be discharged. Associates will be permitted to determine which of them will resign and will be required to inform the Company of their decision within a two-month period after the violation begins. If the Associates cannot make a decision, the Company will decide in its sole discretion who will remain employed.

This policy does not apply to "close relatives" who already are employed by PMC as of the effective date of this policy. This waiver, however, may not be used as a basis for further exceptions subsequent to the effective date of this policy.

### **5.6 Romantic or Sexual Relationships**

Consenting "romantic" or sexual relationships between a supervisor/manager and an Associate may at some point lead to unhappy complications and significant difficulties for all concerned - the Associate, the supervisor/manager and the Company. Any such relationship may, therefore, be contrary to the best interests of the Company.

Accordingly, the Company strongly discourages such relationships and any conduct (such as dating between a supervisor/manager and an Associate) that is designed or may reasonably be expected to lead to the formation of a "romantic" or sexual relationship.

By its discouragement of romantic and sexual relationships, the Company does not intend to inhibit the social interaction (such as lunches or dinners or attendance at entertainment events) that are or should be an important part or extension of the working environment; and the policy articulated above is not to be relied upon as justification or excuse for a supervisor's/manager's refusal to engage in such social interaction with Associates.

This policy shall apply without regard to gender and without regard to the sexual orientation of the participants in a relationship of the kind described.

### **5.7 Fire Safety**

As part of the system, fire detectors located within the Office premises will detect a fire and turn on the fire sprinkler system automatically. The Landlord is responsible for ensuring that the fire detectors / sprinklers and fire alarm system in the Building is operational at all times.

### **5.8 Theft of Personal Belongings**

You are responsible for the security of your own personal belongings which you bring into the Office Premises. PMC keeps an insurance cover primarily for the property of PMC and will not necessarily cover your personal belongings.

## **5.9 No Smoking Policy**

PMC operates a strict “no smoking” policy throughout the Office Premises including the common areas leading to the Office Premises (including the lobby areas and the stairwell). This policy applies to Clients as well as Associates, and should be requested politely to refrain from smoking if they attempt to do so.

## **5.10 Workplace Violence Procedures**

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve Associates, visitors, contractors, and other non-Federal Associates.

A number of different actions in the work environment can trigger or cause workplace violence. It may even be the result of non-work-related situations such as domestic violence or “road rage.” Workplace violence can be inflicted by an abusive Associate, a manager, supervisor, co-worker, customer, family member, or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated.

The expectation is that each Associate will treat all other Associates and Associates, as well as customers and potential clients of PMC, with dignity and respect. You can and should expect management to care about your safety and to provide as safe a working environment as possible by having preventive measures in place and, if necessary, by dealing immediately with threatening or potentially violent situations which occur.

Because PMC services touch the lives of so many persons, you can expect at some point in your career to encounter individuals who don't share PMC's core ethic of fairness, dignity, and respect. There are appropriate and effective ways to deal with such persons to avoid or minimize the damage they seek to cause, and we all need to educate ourselves on those methods.

In addition, supervisors and managers have the obligation to deal with inappropriate behavior by their Associates and clients, to provide Associates with information and training on workplace violence, and to put effective security measures in place.

### **5.10.1 Identification**

If you ever have concerns about a situation which may turn violent, alert your supervisor immediately and follow the specific reporting procedures provided by your agency. It is better to err on the side of safety than to risk having a situation escalate.

Once you have notified a subordinate, co-worker, or customer showing any signs of indicators, you should take the following steps: If you are a co-worker, you should notify the Associate's supervisor immediately of your observations. If it is a customer, notify your supervisor immediately. If it is your subordinate, then you should evaluate the situation by taking into consideration what may be causing the Associates problems. If it is your supervisor, notify that person's manager.

It is very important to respond appropriately, i.e., not to overreact but also not to ignore a situation. Sometimes that may be difficult to determine. Managers should discuss the situation with expert resource staff to get help in determining how best to handle the situation.

### **5.10.2 Responding to Violent Incidents**

No matter how effective agencies' policies and plans are in detecting and preventing incidents, there are no guarantees against workplace violence. Even the most responsive employers face this issue. When a violent incident does occur, it is essential the response be timely, appropriate to the situation, and carried out with the recognition that Associates are traumatized and that the incident's aftermath has just begun.

### **5.10.3 Evaluation**

Agencies should have in place a mechanism to evaluate what took place to determine if everything was done that could have been done to have prevented the incident and what can be done to prevent it from happening again. The threat assessment and emergency response teams should be part of this process.

## **5.11 Equal Employment Opportunity Commission Guidelines**

The Equal Employment Opportunity Commission (EEOC) has issued guidelines that address potentially violent misconduct by Associates with psychiatric and other disabilities. Agencies may discipline an Associate with a

disability who has violated a written or non-written rule that is job related and consistent with business necessity, as long as the agency would impose the same discipline on an Associate without a disability.

An agency is never required to excuse past misconduct as a reasonable accommodation. A reasonable accommodation is a change to the workplace that helps an Associate perform his or her job and may be required, along with discipline, when the discipline is less than removal. The servicing human resources management office can provide assistance to supervisors on determining proper reasonable accommodation.

### **5.12 Accidents, Injuries & Worker's Compensation Claims**

Maintaining a safe work environment requires the continuous cooperation of all Associates. The Company strongly encourages Associates to communicate with fellow Associates and their supervisor regarding safety issues.

All Associates will be provided care, first-aid and emergency service, as required, for injuries or illnesses while on PMC premises. Associates should contact their supervisor, the nearest supervisor, and/or 911 in the event of an accident or emergency.

If an Associate is injured on the job, PMC provides coverage and protection in accordance with the Worker's Compensation Law. When an injury is sustained while at work, it must be reported immediately to the Associate's supervisor or Onsite Lead who in turn will notify the office staff. Failure to report accidents is a serious matter as it may preclude an Associate's coverage under Worker's Compensation Insurance.

The Company is covered under statutory state Workers' Compensation Laws. Should you sustain a work-related injury, you must immediately notify your department supervisor and your account manager. Should your injury require the attention of a doctor, you can obtain a list of approved physicians by calling our Workers' Compensation Carrier's Physician Network Referral Unit. In the case of an emergency, you should go to the nearest hospital emergency room for treatment and then utilize the Network Referral Unit if additional treatment is necessary.

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## **6 USE OF COMPANY TECHNOLOGY SYSTEMS**

PMC has installed and made provision of computer systems and services to facilitate efficient and timely delivery of staffing services to our clients.

### **6.1 Computer Policy**

To maintain the integrity of the company's data and to ensure that the systems operate with optimal efficiency in a virus-free environment, these policies and procedures set out the areas of personal responsibility in relation to the same.

#### **6.1.1 Computer Security – Use Information Systems Policy**

The Information Systems which includes all hardware, software, e-mail, voice mail, Internet access and data entered, transmitted, downloaded, uploaded, imported, exported and used in the daily operations of business are proprietary to PMC. This includes but not limited to the following:

- All business, products and services of PMC
- All market data, financial data, personnel data and computer programs
- All client, customer, account and supplier lists, files and data
- All files, letters, memoranda, reports, records, data and other written materials that you prepare as an Associate for PMC.

With respect to the Information Systems, these items shall not be removed, destroyed or modified except within the scope of business. Any Associate, Associate, or staff using any form of the Information Systems is responsible for adhering to the Information Systems policy. Violations of this policy may warrant termination of certain information systems access, disciplinary action, up to and including discharge from employment and possible civil liability.

#### **6.1.2 Computer Security – Proprietary Equipment and Information**

All data, programs and work product related to these activities are the property of PMC and shall not be stored in the Associate's home without written authorization.



Any portable computer equipment authorized for use by PMC places full responsibility for the security and adherence to the Information Systems Policy when in possession of the Associate, Associate, or any other staff personnel.

Upon termination of employment, or demand from PMC, the Associate, Associate, or staff shall immediately surrender and return all Information Systems related material in their possession or control.

## **6.2 Technology Use Policy**

### **6.2.1 Passwords**

You have been issued passwords that allow you access to one or more programs of PMC. These passwords are issued to prevent unauthorized use of these facilities by third parties. It is your responsibility to keep your password(s) secure. You will be prompted by the network server to change your password every [3] months. Please change your passwords every three months. You are requested not to “recycle” your passwords or use your date of birth or family names. Do not disclose your password or otherwise enable access to secure facilities to unauthorized third parties, regardless of whether they are a member of the company. If you have reason to believe that your password is no longer secure, or you have lost your password, you must send a request to the IT Manager to disable the lost password and to re-issue you with a new one.

### **6.2.2 Data Back Up Policies**

PMC is responsible for devising and implementing a data back-up and recovery. Automated backup procedures are scheduled every evening on the data stored in PMC’s network servers. Your responsibility is to ensure that all Associate work is saved in the as soon as it is completed. Non-Associate work should also be saved in the company’s network servers as far as possible.

### **6.2.3 No Unauthorized Software Programs**

You are not permitted to download from the Internet or install through CD-ROM or other removable media any software programs into the company’s IT Systems (whether licensed or not). If a software program is required to be installed in the course of your work, make your request known to the IT Manager who will be responsible for evaluating the software and making the appropriate recommendation. The IT Department shall be responsible for all downloads and installations of software.

### **6.2.4 Download or installation of 3rd Party Materials**

Where, in the course of your work, you need to download material from the Internet, in an email attachment or CD-ROM or other removable media, (other than text files from parties known to you and are involved in an ongoing matter or from trusted sites), you must seek and obtain authorization so that we can carry out appropriate anti-virus scanning and ensure that safeguards against malicious software codes are in place prior to the download.

### **6.2.5 Virus Detection**

Files obtained from sources outside the Company, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Company’s computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-Company sources, without first scanning the material with Company-approved virus checking software.

### **6.2.6 Stay Alert to Security Risks**

TO BE UPDATED

## **6.3 Use of Company’s IT Systems**

In this section, the term “the company’s IT Systems” includes the office equipment such as laptops/computers, photocopiers, scanners, telephone system, etc.

### **6.3.1 Misuse of PMC’s IT Systems**

The Company has made, and continues to make, a substantial investment in the upgrade and renewal of the company’s IT Systems. You are expected to exercise an appropriate degree of care when handling such equipment. Wanton misuse of the company’s IT Systems resulting in damage or loss is misconduct which may result in disciplinary action and the imposition of restrictions on your use of the system.

### **6.3.2 Inappropriate Use**

The use of PMC systems to create, copy, transmit or disseminate inappropriate, illegal or offensive material is strictly prohibited.

For our purposes, inappropriate material (whether text, image, video, data or programs) is material that the Management perceives to be pornographic or obscene or contains racial, sexual or religious tones that does or could cause offence to any party, and includes material that contains or involves-

- defamatory or illegal material;
- unlicensed software, or pirated films or music;
- breach of client confidentiality;
- professional misconduct; and,
- breach of PMC's security policies.

### **6.3.3 Personal Use**

While Management recognizes and accepts that occasionally you may need to use PMC IT systems (i.e. your workstation, copiers, scanners, email or Internet access) for your own personal use, it must be limited to brief and reasonable use that does not interfere with the timely and diligent performance of your official duties. The use of PMC's Systems to generate private profit for you or third parties unrelated to the business of PMC or involves inappropriate material as described in the paragraph above is strictly prohibited.

## **6.4 Email Use Policy**

### **6.4.1 General**

The office email is a business tool and should be used in an appropriate manner as befitting the professional and business environment of a staffing agency.

The use of office email to transmit, share, disseminate or broadcast inappropriate material is prohibited. "Inappropriate material" is described in the section above.

Personal or social use of the email is governed by the paragraph on Personal Use of Systems above. You are hereby notified that copies of all emails are stored on the company's servers that are routinely accessed by the IT Department, and are therefore not necessarily private.

### **6.4.2 Client Confidentiality**

Where the email contains confidential information, you should obtain the prior informed consent of the client on the use of email as a means of delivery of the confidential information.

### **6.4.3 Sending Unsolicited E-Mail (Spamming)**

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

Amendments and revisions. This policy may be amended or revised from time to time as the need arises. Users will be provided with copies of all amendments and revisions. Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, and civil and criminal liability.

### **6.4.4 Language in Email Communications**

All outgoing emails must be written in polite formal language generally adopted for any other form of written communication when addressing a client or Associate. Informal or inappropriate communication through email may open the company to legal liability or risk of embarrassment. If in doubt, do not send anything by email that you would not be prepared to send on PMC letterhead.

## **6.5 Internet Use Policy**

PMC is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

Use of the Internet via PMC's computer system constitutes consent by the user to all of the terms and conditions of this policy.

#### **6.5.1 Acceptable Use**

Access to the Internet is available on every workstation. Acceptable use of the Internet includes staffing research, client or client industry research and access to online services described in the next paragraph. Personal or social use of the Internet is governed by the paragraph on Personal Use of company's IT Systems above.

#### **6.5.2 Duty not to waste computer resources**

Associates must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Because audio, video and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related.

#### **6.5.3 No Expectation of Privacy**

The computers and computer accounts given to Associates are to assist them in performance of their jobs. Associates should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to the Company and may only be used for business purposes.

#### **6.5.4 Blocking of Inappropriate Content**

The Company may use software to identify inappropriate or sexually explicit Internet sites. Such sites may be blocked from access by Company networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to company blocking software.

#### **6.5.5 Prohibited Activities**

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful, inappropriate, offensive (including offensive material concerning sex, race, color, national origin, religion, age, disability, or other characteristic protected by law), or violates PMC's equal employment opportunity policy and its policies against sexual or other harassment may not be downloaded from the Internet or displayed or stored in computers. Associates encountering or receiving this kind of material should immediately report the incident to their supervisor. PMC's equal employment opportunity policy and its policies against sexual or other harassment apply fully to the use of the Internet and any violation of those policies is grounds for discipline up to and including discharge.

#### **6.5.6 Games and Entertainment Software**

Associates may not use the company's Internet connection to download games or other entertainment software, including wallpaper and screen savers, or to play games over the Internet.

#### **6.5.7 Illegal Copying**

Associates may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy.

#### **6.5.8 Employer Information and Property**

The protection of PMC business information, property and all other Company assets are vital to the interests and success of PMC. PMC related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of PMC) may, therefore, be removed from the Company's premises. In addition, when an Associate leaves PMC, the Associate must return to the Company all related information and property that the Associate has in his/her possession, including without limitation, documents, files, records, manuals, information stored on a personal computer or on a computer disc, supplies, and equipment or office supplies. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including discharge.

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## 7 LEAVING THE COMPANY

### 7.1 Resignation

When an Associate decides to leave for any reason, his/her supervisor and the account manager would like the opportunity to discuss the resignation before final action is taken. PMC often finds during this conversation that another alternative may be better. If, however, after full consideration the Associate decides to leave, it is requested that the Associate provide the Company with a written two week advance notice period (bear in mind that vacation days or personal days may not be included in the two-week notice period). If, as sometimes happens, the Associate's supervisor wishes for the Associate to leave prior to the end of the Associate's two-week's notice, the Associate must leave the premises at that time.

### 7.2 Dismissals

Every PMC Associate has the status of "Associate-at-will," meaning that no one has a contractual right, express or implied, to remain in PMC's employ. PMC may terminate an Associate's employment, or an Associate may terminate his/her employment, without cause, and with or without notice, at any time for any reason.

### 7.3 Immediate Dismissals/Misconduct

Any Associate whose conduct, actions or performance violates or conflicts with PMC's policies may be terminated immediately and without warning. The following are some examples of grounds for immediate dismissal of an Associate:

- Breach of trust or dishonesty
- Conviction of a felony
- Willful violation of an established policy or rule
- Falsification of Company records
- Gross negligence
- Insubordination
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Time card or sign-in book violations
- Undue and unauthorized absence from duty during regularly scheduled work hours
- Deliberate non-performance of work
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of PMC
- Possession of dangerous weapons on the premises
- Unauthorized possession, use or copying of any records that are the property of PMC
- Unauthorized posting or removal of notices from bulletin boards
- Excessive absenteeism or lateness.
- Marring, defacing or other willful destruction of any supplies, equipment or property of PMC
- Failure to call or directly contact your supervisor when you will be late or absent from work
- Fighting or serious breach of acceptable behavior
- Violation of the Alcohol or Drug Policy
- Theft
- Violation of the Company's Conflict of Interest/Outside Employment Policy and/or Confidentiality Policy
- Gambling, conducting games of chance or possession of such devices on the premises or during work hours
- Leaving the work stations/premises without authorization during work hours; job abandonment
- Sleeping on duty

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive, and is not intended to be comprehensive and does not change the employment-at-will relationship between the Associate and the Company. Discipline other than Immediate Termination

All Associates are expected to meet PMC's standards of work performance. Work performance encompasses many factors, including attendance, punctuality, personal conduct, job proficiency and general compliance with the Company's policies and procedures. If an Associate does not meet these standards, the Company may, under appropriate circumstances, take corrective action, other than immediate dismissal. The intent of corrective action is to formally document problems while providing the Associate with a reasonable time within which to improve performance. The process is designed to encourage development by providing Associates with guidance in areas

that need improvement such as poor work performance, attendance problems, personal conduct, general compliance with the Company's policies and procedures and/or other disciplinary problems.

#### **7.4 Written Warnings**

The supervisor should discuss the problem and present a written warning to the Associate. This should clearly identify the problem and outline a course of corrective action within a specific time frame. The Associate should clearly understand both the corrective action and the consequence (i.e., termination) if the problem is not corrected or reoccurs. The Associate should acknowledge receipt of the warning and include any additional comments of their own before signing it. A record of the discussion and the Associate's comments should be placed in the Associate file. Associates who have had formal written warnings are not eligible for salary increases, bonus awards, promotions or transfers during the warning period.

#### **7.5 Post Resignation/Termination Procedures Exit Interview**

The account manager is responsible for scheduling an exit interview with a terminating Associate on the Associate's last day of employment and for arranging the return of Company property including:

- Company Security Card
- Picture Identification Card
- Office keys
- Company-issued credit cards
- Company manuals
- Any additional Company-owned or issued property

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### **8 COMMUNICATION**

If differences of opinion arise among client staff members and/or Associates working on an assignment, they should first attempt to work the situations out themselves in a professional manner. However, if an agreement cannot be reached or it is in anyway in appropriate, all those involved should bring the situation to the attention the President.

Personal problems, such as time off, pay rate, or personality clashes should be discussed with your Onsite Lead or Payroll Administrator. If you are not satisfied with the resulting decision, please request that the issue be brought to the attention of the President, whose decision will be final.

Associates should never discuss personal problems with clients.

Changes in Personal Data: We need to maintain up-to-date information about you so we can help you and/or your family in matters of personal emergency.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given as soon as they occur to our Human Resources Department, you can email them to [hr@pmcgrpinc.com](mailto:hr@pmcgrpinc.com).

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### **9 DISCLAIMER**

The policies and procedures in this Guide constitute general management guidelines only. In no way are they to be interpreted as a contract between PMC and any of its Associates. PMC expressly reserves the right to add, delete or otherwise modify any of the policies and/or information contained in the Guide at any time, without prior notice and at its sole discretion. This booklet is an overview of site-specific guidelines. Should questions or discrepancies arise, consult your onsite Lead or the President.

**PSL EMPLOYMENT GUIDE ACKNOWLEDGEMENT FORM**

I, \_\_\_\_\_, acknowledge that I have reviewed a copy of the Associate Handbook of PMC and I understand that I should read it and become familiar with it. This Guide contains, among others, the following policies:

- a. Anti-Harassment Policy and Complaint Procedure
- b. Confidentiality Policy
- c. Drug and Alcohol Use and Testing Policy
- d. E-mail and Computer Use Policy
- e. General Work Rules Policy

I understand that the PSL Employment Guide (herein, Guide) describes important information about the company, serves as a summary handbook for PMC policy and is not considered binding on PMC as my employer. The Guide sets forth general statements of policy as guideline for Associates of PMC. I understand that I should consult my onsite Lead or the President regarding any questions not answered in the Guide.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the Guide may occur. I understand that PMC expressly reserves the right to add, delete or otherwise modify any of the policies and/or information contained in the Guide at any time, without prior notice and at its sole discretion. It is my responsibility to keep current with changes provided to me by my onsite Lead, the PMC office team or any other member of PMC management. I understand that the revised information may supersede, modify, or eliminate existing policies. Only the President of the Company has the ability to adopt any revisions to the policies in this Guide. Updates and replacements will be made to the electronic version.

Furthermore, I acknowledge that this electronic Guide is neither a contract of employment nor a legal document. I understand that it is my responsibility to read and comply with the policies contained in this Guide and any revisions made to it found on <http://www.piperstaffing.com/#!Associates/c844>.

\_\_\_\_\_  
ASSOCIATE'S SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
ASSOCIATE'S NAME (PRINT)