



Employee Handbook

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ACS Services, Inc. – ACS Electronic Systems – Automated Control Systems – ACS Building Services

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Note: ACS Electronic Systems, Inc. Automated Control Systems, Inc. ACS Building Services, LLC, and ACS Services, Inc. herein are referred to as ACS.

Introduction

Management Philosophy

ACS employees and their welfare are very important to the success of our company. Our long-range objective is the continuous development of a growing and prospering business through which both the employees and the company will benefit. Every employee is considered a member of our company team. Our success as a company, is built on the recognition of the skills and efforts made by each employee. Our policy is to work with all members of our team in a fair and friendly manner and to treat each member with dignity and respect.

The management of ACS will work continuously for the benefit of our present and prospective customers as well as our employees to improve the competitive position of our company. This will enable us to provide superior opportunities for our team members.

General conditions such as safety, cleanliness and employee accommodations will be evaluated periodically for improvement and will always compare favorable with good industry practices. We will meet with any employee to discuss suggested improvements in working conditions.

We will devote our best effort to conducting an expanding business within which will prevail an atmosphere of harmony with opportunity for all.

You are a very important part of the ACS team.

Robert J. Rodriguez

Robert Harper

George Steinwart

Tom Garrison

Core Values

Who We Are

**We NURTURE LONG-TERM
RELATIONSHIPS**

**We FIND SOLUTIONS
not excuses**

**We FINISH
what we promise**

**We COMMUNICATE REGULARLY
by design**

Receipt of ACS Employee Handbook

The Employee Handbook is a compilation of personnel policies, practices and procedures currently in effect at ACS, an equal opportunity employer.

This Handbook is designed to introduce employees to the organization, familiarize you with Company policies as they pertain to you as an employee, provide general guidelines on work rules, disciplinary procedures and other issues related to your employment, and to help answer many of the questions that may arise in connection with your employment.

This Handbook and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. You understand that your employment is "at-will" and that your employment may be terminated for any reason, with or without cause, and with or without notice. Only an Officer of ACS has the authority to enter into a signed written agreement guaranteeing employment for a specific term. This Handbook is intended solely to describe the present policies and working conditions at ACS. This Handbook does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, state, and/or local laws will take precedence over ACS policies, where applicable.

Personnel Policies are applied at the discretion of ACS. ACS reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Handbook, at any time. ACS may notify you of such changes via email, posting on the Company's Intranet, Portal or Web site, or via a printed memo, notice, amendment to or reprinting of this Handbook, but may, in its discretion make such changes at any time, with or without notice and without a written revision of this Handbook.

By signing below, you acknowledge that you have received a copy of ACS's Employee Handbook, and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. Furthermore, you acknowledge that you are employed "at-will" and that this Handbook is neither a contract of employment nor a legal document.

Signature

Date

Please print your full name

***Please sign and date one copy of this notice and return it to Human Resources.
Retain a second copy for your reference***

Welcome and Purpose

This Handbook is designed to acquaint you with ACS and provide you with general information about working conditions, benefits, and policies affecting your employment.

ACS is an Equal Opportunity Employer in all personnel decisions.

The information contained in this Handbook applies to all employees of ACS. Following the policies described in this Handbook is considered a condition of continuous employment. However, nothing in this Handbook alters an employee's "at-will" status. The contents of this Handbook shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

Important Notice

ACS believes in keeping our employees fully informed about our policies, procedures, practices, benefits, what employees can expect from the company and the obligations assumed as an employee. This practice is designed to provide fair treatment of employees. We urge employees to become familiar with the policies, procedures, practices and benefits of ACS. This handbook is intended to provide employees with basic information. The policies and practices described in the handbook reflect a great deal of concern for the people who make it possible for ACS to exist... **its employees.**

Nothing contained in the handbook is intended to create, or shall be construed as creating, an expressed or implied contract of employment or guarantee of employment for any term. There is no contract of employment between ACS and any one or all of its employees. Employment security cannot be guaranteed for or by any employee.

At all times during employment with ACS, employees shall retain the right to leave employment if they choose. ACS retains the right at all times, as well, to separate an employee from employment at any time with or without notice.

Policies, procedures, practices and benefits may change with time. They may require clarifying, amending and/or supplementing. The company maintains the responsibility and the right to make changes at any time and will advise employees when changes occur.

Descriptions of various fringe benefits such as group insurance are summaries only. Should the descriptions in this handbook differ with any formal agreement or document involved, the formal agreement or document shall be considered correct.

All employees are required to read this handbook and sign an acknowledgement that they have received the handbook. If any of the information contained in this handbook is unclear, employees are encouraged to talk to a manager or Human Resources.

Employment

Employment Practices

Equal Employment Opportunity

ACS was built upon teamwork and equal opportunity. We will continue to be successful when people are treated fairly, allowed to advance and achieve their full potential. We are proud of the fact that we extend equal employment opportunities to all qualified employees and applicants for employment without regard to race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information, which if needing accommodation, may be reasonably accommodated as required by law.

We work hard at ACS to promote the fulfillment of human potential and equal employment. We will take action to ensure that all qualified minority group individuals, women, disable persons and disabled or Vietnam Era veterans are given the opportunity to know of openings, are encouraged to seek promotions, are considered for promotions, opportunities, and when qualified, are promoted or hired.

All phases of employment including, but not limited to, recruiting, hiring, selection for training, promotion, demotion, discipline, compensation, transfer, layoff, termination, recall, use of all facilities and participation in all company sponsored activities, will be administered so as to further the principle of equal employment opportunity.

Affirmative Action

ACS shall continue to base decisions on employment so as to further the principles of equal employment opportunity by hiring and employing qualified, reliable and productive employees without regard to race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information. In order to implement this policy, the company has adopted an affirmative action program.

ACS will cooperate with federal, state or local government agencies who have the responsibility to observe our actual compliance with various laws relating to employment. The company will furnish such reports, records and other matters as requested in order to foster the program of equal opportunity for all persons regardless of race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information.

Employment Provision of The Americans with Disabilities Act (ADA)

Title 1 of the Americans with Disabilities Act prohibits discrimination in any terms or conditions of employment for qualified individuals with a disability.

The Americans with Disabilities Act requires that employment decisions be based on the ability of a person to perform the essential functions of a job and not the person's disability or limitations.

Further it requires management to reasonably accommodate individuals with disabilities to allow them to perform the essential functions of their job.

To comply with the employment provisions of the Americans with Disabilities Act, ACS will:

- Identify essential functions of a job;
- Determine whether a person with a disability is qualified to perform the duties, with or without reasonable accommodation; and
- Determine whether a reasonable accommodation can be made for a qualified individual with a disability.

Hiring and Employment

Application

All candidates for employment must fully complete, date and sign the standard ACS employment application form. (A resume will not be accepted in lieu of a completed employment application.) The form should be completed in detail and signed by the applicant to verify the accuracy and completeness of previous employment and personal information. The company may investigate any portion of the requested information and may deny or later terminate the employment of anyone giving false, misleading or incomplete information.

It is essential that all applicants sign their employment application. The signature provides specific protection for the company on several important terms and conditions.

The completed application will be made part of the personnel file of those applicants accepted for employment.

Applications from individuals not selected for employment shall be maintained in an active file for a minimum of twelve (12) months and reviewed as suitable openings occur.

Confirmation of Previous Employment

ACS, at its discretion, will request information from a prospective employee's previous employers regarding to the prospective employee's work record in connection with the application for employment.

Drug Screening

Prospective employees are required to take a drug test. Candidates who fail the drug screen will not be accepted for employment and may be ineligible for employment consideration for a period of one year. ACS maintains the right to perform random drug tests on existing employees as deemed necessary by management. Failure to complete testing or unfavorable/positive results may lead to disciplinary action up to and including termination.

Background

Prospective employees and current employees, in considering you for subsequent promotion, assignment, reassignment, retention, or discipline, ACS may request and rely upon one or more consumer reports or investigative consumer reports about you that we obtain from a consumer reporting agency, such as IntelliCorp Records, Inc.

Physical Examination

For certain positions, and under certain circumstances, an employment physical examination may be required. A company-appointed physician will conduct the employment examination at the company's expense.

When an employment physical examination is requested, employment and assignment will be conditional pending the receipt of a satisfactory physician's report.

Motor Vehicle Record (MVR) Inquiry

Employees whose work requires operation of a motor vehicle must present a valid driver's license and driving record to ACS's insurance carrier upon hire and maintain their driver's license throughout their employment at ACS. If an employee is required to operate a motor vehicle, they will be asked to sign an authorization allowing ACS to verify their driving records with the Department of Motor Vehicles. Any changes in the employee's driving record must be reported to Human Resources immediately. Failure to do so may result in disciplinary action, up to and including separation of employment.

ACS reserves the right to verify this information anytime during the course of the employment. Results found that may affect ACS's business and /or relate to the employee's job duties may result in transfer, change of position, change of job duties, or separation of employment.

To comply with the Federal Motor Carrier Safety Regulations & the Kansas Corporation Commission, employees who operate an ACS vehicle may be subject to random drug testing. Failure to complete testing or unfavorable/positive results may lead to disciplinary action up to and including termination.

Proof of Right to Work

New hires will be required to provide proof that they are legally qualified to work in the United States by completing an I-9 Form and providing the documentation required by the Immigration Reform and Control Act of 1986 within the first three days of employment. ACS will verify the employee's eligibility to work legally in the United States, using the information provided, with the Department of Homeland Security. Failure to provide documentation may result in immediate separation of employment.

Security Clearance

The alarm sales, installation, service personnel and selected office staff may be required to obtain and keep a private officers commission from the Board of Police Commissioners (BOPC). If the BOPC suspends or revokes the commission, then it is grounds for dismissal. The company will pay the cost of the commission.

Employee Classifications

At the time of hire, employees are classified as full-time, part-time, temporary or seasonal, and are also told whether they qualify for overtime compensation. Unless otherwise stated, the benefits described in this handbook apply only to full-time employees. All other policies in this handbook apply to all employees.

Employees are either classified as exempt or non-exempt for the purpose of wage and hour laws. Human Resources will notify each employee of their exempt or non-exempt status before or when they start work.

Non-Exempt Employees

Employees whose positions do not meet the FLSA exemption standards are paid overtime for all hours worked in excess of 40 hours in a given workweek. Employees classified as non-exempt generally work in non-supervisory, non-professional or non-administrative capacities. Overtime work, however, is prohibited without specific supervisor authorization

Exempt Employees

Management, supervisory, professional, sales or administrative employees whose positions meet FLSA standards, are exempt from overtime pay requirements. Employees classified as exempt are paid on a salaried basis, which means that with limited exceptions they are paid a fixed salary regardless of the number of hours worked.

In addition, each employee's status is defined as one of the following:

Full-time Non-Temporary Employees

These employees are hired as full-time and are scheduled on a full workweek for a continuous and indefinite period of time. they are eligible for benefits.

Part-time Non-Temporary Employees

These employees are hired as part-time and are not scheduled on a full workweek for a continuous and indefinite period of time. They are not eligible for benefits other than those required by state and federal laws.

Temporary/Seasonal Employees

These employees are hired to work on a temporary basis, for a period at a time, that is usually less than 3 months. They are not eligible to participate in benefits.

Probationary Employees

These employees may be probationary under many conditions. During this period the employee is considered a temporary employee.

Independent Contractors

Consultants, freelancers or independent contractors are not employees of ACS. The distinction between employees and independent contractors is important because employees may be entitled to participate in the Company's benefits programs, while independent contractors are not. In addition, ACS is not required to withhold income taxes, withhold and pay Social Security and Medicare taxes, or pay unemployment tax on payments made to an independent contractor.

The above explanations do not constitute a guarantee of work or status for any period of time and all employees are considered employed at will.

Benefit Eligibility

The term "eligible employee(s)" used in the Benefits section of this handbook refers to full-time employee(s) unless otherwise stated. Employees will be advised of the status of their position when they are hired.

- Full-time employees are entitled to the benefits stated in this handbook provided they qualify for each individual benefit
- Part-time employees are entitled to those employee benefits specifically designated
- Temporary/Seasonal employees are not eligible for benefits

Orientation

Following the acceptance of employment, the supervisor will discuss job duties and areas of responsibility with a new employee. The company's policies and procedure will be reviewed. A copy of the Employee Handbook will be given to each new employee to read and review.

For all employees hired by ACS, the first 90 days of employment are considered to be a trial (probation) period. During this time, the employee will undergo training and orientation as directed by the employee's supervisor. The employee's supervisor will also monitor the employee's performance.

During the first 90 days of employment, the employee is encouraged and expected to ask questions concerning his/her job responsibilities, and determine if he/she is satisfied with the position. If the employee's job performance is found to be unsatisfactory by his/her supervisor at any time during the first 90 days of employment, the employment will be terminated. The completion of this period does not create anything other than an "at-will" relationship.

Employment is "at will" both during and after the orientation period.

An Employee Handbook Acknowledgement of Receipt form is provided with the new employee hire packet. This form must also be signed by the employee and must be returned to Human Resources within 3 days of commencement of employment. This signed copy will become part of the employee's personnel file.

Continuous Service Date

In order to have a record of an employee's benefits, a continuous service date will be maintained for each full-time employee. The continuous service date will be the employee's first day of employment and will continue uninterrupted as long as the employee remains a regular full-time employee of ACS.

Evaluation Period

During the first 90 days of employment, ACS and each new employee are given an opportunity to evaluate whether the employment relationship should continue.

Before the end of this 90 period, the employee's performance will be evaluated. The employee will be notified of future employment by the supervisor.

During the evaluation period an employee may voluntarily terminate employment without notice, or if the performance of the employee is not satisfactory as determined by ACS, the employee may be released with or without notice.

All new employees will receive a confidential performance evaluation for their supervisor at the end of the orientation period. At that time, the employee will be eligible for employee benefits.

ACS may choose to adjust the Evaluation Period shorter or longer as needed. This will be on an individual basis, and the employee will be notified.

Payroll Information

Immediately upon accepting employment, each new employee will be given federal and state tax forms (along with insurance forms) to complete. The completed forms, the employment application and information regarding starting pay, starting date and any other pay or benefit information will be forwarded to Human Resources.

Identification

Some projects require special identification badges and/or cards for ACS employees. Employees will be provided with identification badges and/or cards when they are necessary.

Employment of Minors

The following provisions apply with respect to the company's employment age requirements:

- The company will fully comply with the Child Labor provisions of the Fair Labor Standards Act and applicable state statutes governing the employment of minors.
- For the purpose of insurance risk, it is the company's policy to discourage the employment of individuals younger than 18 in any position with the company. In any case involving the hire of a person under the age of 18, a written release must be secured from the parents/guardian in advance of the person's start date.

Should the company have any reason to question whether an individual applicant is under 18, the applicant may be required to furnish proof of birth date.

Employment at Will

ACS hopes that each employee's period of employment with the company is a rewarding experience. However, the company recognizes that circumstances change with the passage of time and that some employees seek opportunities elsewhere or choose to leave the company for other reasons. Others may not fulfill the operational needs of the company or changed circumstances may reduce available employment opportunities, which may result in involuntary terminations.

ACS sincerely hopes that none of these situations occur, but realistically we have to acknowledge that the possibility does exist. Therefore, the right of the employee or the company to terminate the employment

relationship “at will” is recognized and affirmed as a condition of employment. “At Will” means that an employee’s employment can be terminated at any time with or without notice. Similarly, the employee retains the same right. This does not represent a departure from a long-standing company policy and is only referred to here so there are not misunderstandings.

Employee Records

Personnel Files

ACS will maintain a personnel file for each employee. An employee’s personnel file begins with the completed employment application form. Information will be added to the personnel file regarding an individual’s employment status with the company. Personnel files are the property of ACS and will be treated the same as any other confidential company information. The content of the employee file is strictly confidential and access is limited to authorized individuals.

The following provisions apply with respect to the company’s standards for establishing, maintaining and handling employee personnel files:

- All official records concerning an employee will be kept up to date insofar as possible, and all employees shall promptly report all pertinent personal information and data changes to Human Resources.
- Information regarding the medical condition or history of an employee will be kept in a separate file with restricted access.
- The personnel file of an employee terminating employment will be maintained in accordance with applicable state and federal laws.

Employee personnel files will include the following:

- Original employment application
- W-4 Form
- Performance appraisal reports
- Disciplinary action notices
- Special commendation information
- Educational achievements records
- Status changes affecting employee’s work and salary history
- Employee’s resume (if submitted)
- Other relevant documents as determined by management

Human Resources will also maintain a confidential file and I9 form. The confidential file contains personal information such as benefit enrollment information, beneficiary designation and information not directly related to the employment with ACS.

In order to maintain current information about each employee; each employee is asked to report promptly to Human Resource any of the following:

- Legal change of name
- Change of address
- Change of telephone number
- Change in marital status
- Change of person to be notified in case of an emergency
- Occurrences that fall under a “qualifying event” for benefit changes

Review of Personnel Files

All information in employee personnel files is considered strictly confidential. This information will only be available to Human Resources, Officers and Supervisors or Managers who are responsible for the employee. Any violation of this policy is considered a very serious offense.

One exception will be in a transfer situation where the supervisor of the department to which an employee may be transferred will be allowed to review the employee's file with the approval of Human Resources and the employee's immediate supervisor.

Verification of Employment

Verification of employment is to be done by Human Resources or Officers. Only the employee's name, dates of employment, position(s) held will be verified. Information regarding wages will be released with a signed acknowledgement by the employee authorizing such information be given and to whom it should be sent.

Human Resources will comply with any information requested by a government agency or on their behalf.

Attendance

Regular and on-time attendance is essential for efficient operations at ACS. Excessive absenteeism and tardiness is not only inconvenient but also causes costly problems. While it is recognized that an occasional illness or extenuating personal reason may cause unavoidable absence from work or tardiness, regular on-time attendance is required for continued employment.

Employees are expected to personally make the effort to notify the company of any absence or tardiness. Employees should contact management directly to report any absence or lateness **prior** to their starting time so that arrangements may be made to alter the distribution of work if necessary.

Any employee who fails to maintain an acceptable attendance record may be subject to disciplinary action up to and including termination. Unexcused absence or tardiness may affect future promotions and/or raises.

Reporting Absences

Employees are expected to personally make the effort to notify the company of any absence or tardiness. Employees should contact management directly to report any absence or lateness prior to their starting time so that arrangements may be made to alter the distribution of work if necessary.

If the employee is unable to call in themselves due to an emergency, illness, or some other reason, they must have someone call on their behalf.

Medical Absences

The company reserves the right to request an explanatory note from the employee's physician should an absence extend beyond three consecutive working days due to a non-job related illness or injury.

Absence due to pregnancy, childbirth and related medical conditions will be treated the same as any other non-pregnancy-related illness or disability.

While absent, an employee does not accrue paid time off. All earned paid time off days accumulated may be used before any unpaid leave of absence goes into effect.

The status of an employee's position and benefits during, and at the conclusion of any such extended medical absence, will be determined by management and communicated to the employee before or at the time the absence is granted.

The company will make a reasonable effort, consistent with good business practices, company needs and the supervisor's discretion to reinstate an employee to a position similar to the one he/she previously occupied. However, the company cannot guarantee that a similar position will be available at the time the employee desires to return to work.

The company reserves the right to have an employee stop work and leave if it is determined that the employee is unable to perform their normal job duties, meet regular performance standards and /or poses a health risk to others.

No Call – No Show

If the employee has two occurrences within a 12-month period where the employee fails to call in within one hour of the start of their shift the employee will be subject to disciplinary action up to and including termination.

If an employee is absent from work for 2 consecutive days without informing management, it will be assumed that the employee resigned and employment will be terminated as of the last day worked by the employee.

Performance Evaluations

The employee's supervisor will evaluate the performance of employees annually. The evaluation consists of a personal interview during which an employee's strengths and weaknesses are discussed and evaluated and recommendations for improvements are made. These interviews also identify the short and long-range goals of employees and determine how they interrelate with the company's purpose and objectives. A performance evaluation does not necessarily mean a change in pay or duties.

Advancement

ACS believes in promoting from within the company. We want employees to have the opportunity for promotion to higher paying positions within the company. A promotion will be based on such factors as quality and quantity of work, prior job performance, experience, educational background, attendance record, safety record, and the ability to work well with others.

We reserve the right to look outside the organization if we feel that an employee with the qualifications necessary cannot be found within the organization.

Family Emergency

In the event the office receives word of an emergency related to a member of an employee's family, the employee will be notified as soon as possible. Should the employee be at a location away from his normal workplace, arrangements will be made to contact the employee, and if necessary, arrange for the employee to return home immediately.

Alcohol and Drugs

ACS recognizes alcohol and drug abuse as a potential health, safety and security problems. It is expected that all employees will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment.

Employees are prohibited from the following when reporting for work, while on the job, on Company or customer premises or surrounding areas, or in any vehicle used for Company business:

- The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia;
- The unauthorized use, possession, transportation, manufacture, sale, dispensation or other distribution of alcohol; and
- Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine ("controlled substance" means a drug or other substance as defined in applicable federal laws on drug abuse prevention).

Any employee violating these prohibitions will be subject to disciplinary action up to and including termination.

Any employee convicted under any criminal drug statute for a violation occurring while on the job, on Company or customer premises, or in any vehicle used for Company business must notify the Company no later than 5 days after such a conviction. A conviction includes any finding of guilt or a plea of no contest and/or imposition of a fine, a jail sentence, or other penalty.

Drug and alcohol testing will be carried out in compliance with any applicable state and federal laws and regulations.

ACS recognizes that employees suffering from alcohol or drug dependence can be treated. We encourage any employee to seek professional care and counseling prior to any violation of this policy.

Working Hours and Pay

Working Hours

The company's workweek begins on Monday and ends on Sunday. Office hours are 7:30 am – 5:00 pm Monday – Friday.

Each employee is expected to complete a normal workday and work whatever reasonable additional hours are required to meet company needs. Flexible working hours will be considered to meet the needs of individuals, our customers and the company.

Management will inform employees of scheduled break and/or lunch periods. Employees are expected back at their workstation ready to start work at the end of each scheduled break and/or lunch period. If overtime is required, employees will be expected to work any additional time necessary.

Management may alter an employee's schedule to accommodate business and client needs.

Timekeeping

Federal and state laws require the Company to keep an accurate record of time worked in order to calculate the employee's pay and benefits.

Non-exempt employees are responsible for accurately recording their time worked. Time worked is defined at all of the time physically spent on the job performing the employee's assigned duties.

If an employee is classified as non-exempt they should record the time they begin and end their workday. The employee should also keep track of meal breaks and any personal time off.

Weekly timesheets are to be filled out daily and reviewed and approved by the employee on Monday morning for processing.

If the employee does not turn their timesheet in by the designated deadline, the employee's workweek hours will not be included in their paycheck. The missing time will be processed with the next payroll cycle.

Payroll Procedures

The normal workweek begins on Monday and ends on Sunday. Employees are paid every other week on Friday's for two workweeks. ACS processes payroll 26 times a year.

Employees are required to receive their pay via direct deposit, which the funds will be direct deposited into the employee's account(s) on payday. The following are circumstances where employees pay will not be direct deposited; these are live checks.

- First few paychecks for newly hired employees – to insure the banking information is correct
- Last paycheck – to insure ACS's property is returned prior to departure
- Manual checks to correct any pay discrepancies that may occur

The company takes reasonable precautions to ensure that employees are paid correctly; however, if an error does occur, the employee should notify Human Resources. The company will make every attempt to adjust the error no later than the employee's next pay period.

ACS will not make loans or advances to employees unless authorized by an Officer.

Any questions about hours worked, pay, or the check stub, please contact Human Resources.

Compensation

ACS believes the wages and benefits it offers are competitive with other employers in this area and in this industry. All compensation decisions will be made without regard for an individual's race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information.

Wages

Pay wages should never be discussed with other employees. If an employee has a concern with pay wages the employee should discuss this with their supervisor or Human Resources.

Starting wages are based on a number of factors, such as experience, education, and/or skill level.

Decisions regarding salary increases are made based on many factors such as, but not limited to, performance, annual budgets, training, and position.

Overtime

Employees will be expected to work overtime in case of emergency or whenever necessary in the best interest of the company. If determined necessary, management will authorize overtime work beyond an employee's standard workweek. Non-exempt employees will be paid one and one-half (1 1/2) their base hourly rate of pay for approved overtime hours worked in excess of forty hours per week. Non-production time (paid time off, holidays, on call bonus, driving time etc.) is not considered when computing overtime.

Breaks

Employees are entitled to one meal break and two 15-minute breaks a day. The 15-minute breaks should be separated one break between starting and meal break and the other break between meal break and leaving. The company will pay for the 15-minute breaks; therefore non-exempt employees do not need to record the 15-minute breaks. However meal breaks are unpaid and non-exempt employees time sheets should reflect the meal break as such.

Deductions from Wages

ACS may deduct money from an employee's pay for the following reasons:

- Federal and State income taxes.
- Social Security and Medicare taxes.
- Employees portion of group insurance premiums, this includes any eligible dependents coverage.
- Employee's voluntary insurance premiums, this includes any eligible dependents coverage.
- Employee's contribution to company sponsored retirement plan and/or cafeteria plan
- Installment payments towards loans, advances, and security alarm system monitoring in accordance with the agreement made between the employee and ACS.
- Government withholding orders (garnishments, child support, etc.).
- Any unauthorized expenses or charges to the company.
- The cost of company uniforms and if needed the clean cost.
- The cost of lost, damaged, or destruction of company property.
- The cost of repairing or replacing client/vendor supplies, material, equipment, property, etc.
- Any other items appropriate based on state and federal wage guidelines.
- Cost of training if required – If an employee leaves ACS voluntary or non-voluntary, ACS will deduct the training expenses if the training occurred within the prior 12-months

Inclement Weather

ACS is open for business unless there is a declared State of Emergency. There may be times, however, when we will delay opening. Use common sense and your best judgment, however, when traveling to work in inclement weather.

If you arrive at work after the scheduled opening time, that time is charged to you as either (1) PTO, or (2) unpaid time, in that order. You should always use your discretion in getting to work. ACS attempts to accommodate individual situations by allowing the use of PTO time in these situations.

If you elect to leave prior to a decision being made by ACS to close early, you will be required to use PTO at the same rate as if you arrived after your scheduled start time.

If there is any question regarding hours of work during severe weather conditions, employees are responsible for contacting management or the office regarding opening and closing hours.

Benefits

The company provides employees with a well-balanced program of benefits, which meets the needs of employees and provides protection from financial hardship. These benefits will be reviewed regularly to assure that they keep pace with area practice.

The information contained in the handbook regarding employee benefits is not a contract to provide these benefits to any employee. The eligibility requirements of these benefits are described in the summary plan documents and/or benefits booklets.

Full-time employees are eligible for benefits provided by the company if they meet specific requirements.

At the present time, ACS pays for most of the cost of the benefits. Be sure to keep information regarding any change to the handbook. Questions concerning benefits and/or insurance claim information should be directed to Human Resources.

The terms of the benefit plans described are subject to change at any time by the insurer of ACS.

ACS reserves the right to modify any and all benefits with or without notice.

Observed and Paid Holidays

The company normally recognizes the following paid holidays; however, the company may decide to remain open or require employees to work on a holiday depending upon job requirements.

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

The following provisions apply with regard to holidays observed by the company:

- If a holiday falls on a Saturday or Sunday, the day observed (Friday before or Monday after) will be at management's discretion.
- To be eligible for holiday pay, an employee must first complete the probationary period, which is normally 90 days of continuous employment.
- Holiday pay is paid at the employee's regular pay rate and is not considered towards calculating overtime pay.

Group Health Insurance

Group health insurance is available to all full-time employees once the eligibility requirement has been met.

At the present time, the company pays 100% of the premium cost coverage on employees only for the base plan. Employees who want to include coverage on their eligible dependents may do so by indicating this choice on the group health insurance enrollment form. Employees will pay the full cost of premiums for coverage on their eligible dependents.

As health care costs continue to rise, the company will attempt to provide suitable health coverage to its employees at an affordable cost. However, when necessary, the company reserves the right to increase the employees' share of health insurance premiums.

The insurance carrier will provide eligible employees with a detailed summary of the insurance coverage provided.

Paid Time Off (PTO)

ACS believes that employees should have opportunities to enjoy time away from work to help balance their lives. For this reason, we provide a program of Paid Time Off (PTO) to all full-time employees.

PTO is a time-off-with-pay program to provide employees with the freedom to decide how to use their personal time off. ACS offers vacation and personal time packages. Employees can use their flexible days in a number of different ways, for example:

- As vacation
- For personal business
- For periods of illness
- For doctor or dental appointments
- For personal emergencies
- For family emergencies
- In the event of inclement weather/driving conditions.

PTO does not replace the company holiday schedule; we will continue to have compensated holidays each year.

Eligibility

All full-time employees (except partners and sales) are eligible to earn PTO. However, during your first ninety days of continuous employment as a full-time employee, you will not be paid for any paid time off. After your first ninety days of continuous employment as a full-time employee, you may use your paid time off.

Accrual of PTO

Our paid time off policy for accrued/vested paid time off is calculated as of December 31 of every year, excluding an employee's first year.

Our paid time off policy is as follows:

Vacation Package

<u>Start Date to December 31(1st year)</u>	<u>Accrued Paid Time Off</u>
January 1 – December 31 st	6.67 hours for every month of service
<u>Length of Continuous Employment as of 12/31</u>	<u>Paid Time Off</u>
	<u>Accrued on 12/31 subsequent to</u>
All scenarios below are based on a calendar year (January 1 – December 31)	
Less than 5 years	10 days (2 weeks)
Greater than 5 years	1 day per additional year
10 years or more	15 days (3 weeks)

Personal Time Package

Start Date to December 31(1st year)

January 1 – December 31st

Accrued Paid Time Off

3.33 hours for every month of service

Length of Continuous Employment as of 12/31

All scenarios below are based on a calendar year (January 1 – December 31)

Paid Time Off Accrued on 12/31 subsequent to

Greater than 1 year

5 days (1 weeks)

The paid time off accrued to you on December 31 may be used anytime during the next year subject to the needs of the company and your department.

PTO pay will be computed on the following basis:

- | | |
|---|---------------------|
| ○ 1. Full-time employees | 40 hr/wk (8 hr/day) |
| ○ 2. Part time and Temporary/Seasonal employees | None |

Carry Forward of Unused PTO

Carry forward time and payout is determined on December 31st

Vacation Package

- Employees may carry forward up to 80 hours of unused vacation time per year. The carried forward hours are to be used during the subsequent year.
- If the employee has unused vacation time after the 80 hours are carried forward to the subsequent year, the unused hours balance will be converted to dollars and paid out over the next 26 paychecks to the employee.

Personal Time Package

- Unused personal time may not be carried forward nor paid out in the subsequent year.

Scheduling and Request for PTO

If an employee is planning on taking two or more consecutive days off, ACS requires the employee to make the request, to the supervisor, at least 4 weeks prior to the desired time off. PTO can be taken at any time during the year after eligibility with the following provisions:

- Employees are expected to take their PTO as a means of rest and diversion for themselves and their families.
- Management has approved PTO in advance.
- A holiday observed by the company that falls during the PTO period will be considered as a paid holiday and not PTO time.
- To be eligible for PTO pay, an employee must first complete the probationary period, which is normally 90 days of continuous employment.
- Job requirements will always have precedence over PTO schedules.
- Length of service will be considered in the event a conflict of PTO schedules arises.
- Department staffing needs may require that no more than one-field employee may take PTO at one time. This will depend on workload and be determined by the department manager.

ACS reserves the right to insist on a physician's substantiation of your sickness, regardless of its brevity. All sick leave extending beyond three days may require a physician's statement as you may qualify for Leave of Absences.

Payment of PTO

The following provisions apply with regard to PTO pay:

- Pay for current year's PTO will be at an employee's regular rate of pay.
- PTO time will not be considered as time worked for the purpose of computing overtime.
- Pay in lieu of unused PTO at any time will be provided only at the convenience of the company when approved in advance by management, and, upon separation from employment under certain conditions.
- Payout of unused hours after carry forward hours will be at the employee's pay rate as of December 31st and paid in installments over the next years paychecks (26 paychecks).

In most cases, you and your supervisor should be able to arrange mutually agreeable times for you to use your paid time off.

Payment of PTO upon Termination

Vacation Package

Unused vacation time and payout dollar amounts will be paid to the employee upon voluntary or involuntary termination. If the employee resigns or is terminated prior to December 31 of any calendar year, the employee will only be paid for the unused vacation hours of the current year (accrued from the prior year).

If your employment with ACS were to terminate (voluntary or involuntary), you will be compensated for unused paid time off as follows:

- Less than 1 year – you will **not** be compensated for any unused vacation time.
- 1 year or more – you will be compensated for any unused vacation time with the next payroll date.

The payment will be calculated using the employee's remaining hours accrued at the employee's current rate of pay and the employee's payout dollar amount. The employee leaving the company will receive payment on the next scheduled payroll cycle. The vacation time payout will be on a separate check and will not be direct deposited into the employee's account(s).

Personal Time Package

Personal time will not be paid out to the employee upon voluntary or involuntary termination.

ACS reserves the right to insist on a physician's substantiation of your sickness, regardless of its brevity. All sick leave extending beyond three days may require a physician's statement as you may qualify for Leave of Absences.

Continuation of Group Health Insurance (COBRA)

ACS complies with the federal law, Consolidated Omnibus Budget Reconciliation Act of 1985, P.L. 99 272, and later amendments, otherwise known as COBRA. Covered employees and their dependents who lose insurance coverage for any of the following reasons ("qualifying events") are eligible to continue their coverage through COBRA: termination of the covered employee's employment, reduction in the covered employee's working hours, divorce or legal separation, death of the employee, eligibility for Medicare or loss of dependent child status under the insurance plan. All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

In the event of divorce or legal separation, or the loss of dependent child status under the plan, a covered employee or dependent must notify Human Resources within 60 days to maintain the right to continue coverage. At that time, Human Resources will provide enrollment materials to the employee or covered dependent within 14 days of notification.

The covered employee or dependent has 60 days to elect continuation of coverage from either the date that coverage would ordinarily have ended under the plan by reason of a qualifying event or the date of notification, whichever comes later. Election of continuation of coverage is established by completing and returning enrollment materials to Human Resources.

COBRA premiums will be billed by the applicable insurance provider, and the first premium will be due within 45 days of the date of election. Subsequent premiums must be received within the terms set forth by the provider. Failure to make timely payments will result in termination of coverage without notice.

COBRA continuation coverage will end for any of the following reasons: ACS discontinues its insurance plan, the premium payment is not made in a timely fashion, and the person who elected continuation of coverage becomes covered under another insurance plan or Medicare. Continuation coverage will end after 18 months if the qualifying event was termination or reduction in hours, unless the qualified beneficiary is disabled at the time of termination or reduction in hours, in which case coverage may extend to 29 months. Continuation coverage will otherwise end after 36 months.

NOTE: State COBRA laws differ—check with your legal advisor to make sure that the provision in your handbook is in compliance with your state and federal COBRA laws. COBRA is not applicable to all employers.

Group Term Life and Long Term Disability Insurance

Group term life and long term disability insurance is available to all full-time employees.

At present time this benefit is paid 100% by ACS.

Term Life Insurance

This policy provides employees with a \$50,000 term life policy along with an accidental death and dismemberment policy.

Long Term Disability Insurance

This policy covers accidents and illnesses that extend longer than 90 days. Coverage is 60% of your monthly pay up to a maximum of \$6,000 per month.

Cafeteria Plan, Flexible Spending Account, Health Savings Account

All full-time employees are eligible to participate in the Cafeteria Plan for the following pre-tax payroll deductions.

- Insurance premiums - employee's portion of medical, dental, vision, etc.
- Health FSA or HSA - Funds to help pay for medical, dental, and vision cost that the plan does not cover
- Dependant care savings account - Funds to help pay childcare expenses
- Other health insurance premiums – personal insurance paid by the employee

401(k) Plan

All employees are eligible to participate in the 401(k) Plan when the eligibility requirements are met.

Eligibility Requirements

- Must be 18 years of age or older
- Have completed 250 hours within the 3 month period

Entry Dates

- January 1st
- July 1st

Matching & Vesting

- Currently the employer contribution is 25% with a maximum of 2% of wages.

- Employee deferrals are 100% vested
- Employer contribution is as follows 1 year = 0%, 2 years = 25%, 3 years = 50%, 4 years = 75%, 5 years + = 100%

ACS reserves the right to make changes to this benefit with or without notice.

Educational Assistance

The company encourages all full-time employees to be more effective on the job and to increase their career potential within the company by voluntary participation in job-related classes, continuing education programs and/or professional seminars outside regular working hours. The company feels employee development is advantageous to both the company and the employees. This is available after 90 days of continuous employment.

With prior approval from management, the company will reimburse eligible employees with one or more years of continuous service a percentage of the cost (**up to \$1,500.00 in a calendar year**) of job-related classes/seminars upon successful completion according to the following schedule:

Final Grade	Eligible Reimbursement
A.....	100%
B.....	90%
C.....	80%
D.....	0%
F.....	0%

If an employee attends a job-related class/seminar that requires an overnight stay, reimbursement for lodging and/or meal expenses will be made according to previously established guidelines. Receipts along with a properly completed Expense Report are required at the time the reimbursement is requested.

When attending a job-related class/seminar it is the intention of ACS to not cause financial hardship on the employee. Therefore if the class occurs during the normal work time the company will compensate the employee. This compensation will not exceed more than 8 hours per day and/or 40 hours per week.

Any cost to attend a seminar will be paid directly by the company before the employee attends. If the employee fails to attend a seminar, the cost to attend the seminar or any cancellation fee incurred will be at the expense of the employee.

Employee requesting educational assistance must comply with the following conditions:

- Employee must submit a written request for education assistance to management listing the name of the school, a description of the course, tuition cost, scheduled time, and whether or not the employee is working toward a degree;
- Employee must be employed full time by the company at the time the reimbursement is paid; if employee chooses not to maintain employment for one full year after completion of class/seminar, the company will be reimbursed for all expenses paid to employee for the class/seminar.
- Upon successful completion of the course, the employee must submit all receipts for books, tuition, student fees, etc, along with a copy of the final grade received to management for review before reimbursement;
- Reimbursement for educational assistance will not be made if the course is dropped, failed or in any way not completed, or if the employee ceases to be employed for any reason.
- Final approval for all educational assistance will be given by management; and
- Any special cases or situations not listed above will be at the discretion of management.

Guaranteed On-Call Hours Benefit

This benefit is an incentive to our technicians when they work the on-call schedule. Pay for this benefit is at the employee's regular pay rate and is not considered towards calculating overtime pay.

As with all benefit plans ACS reserves the right to modify this benefit with or without notice.

Other Leave

Bereavement

In the event of a death in an employee's immediate family, the employee will be allowed up to 3 days off with pay in order to assist with arrangements or to attend the funeral. Immediate family is considered: spouse, parent, stepparent, child, stepchild, brother/sister, step brother/sister, grandparent, grandchild, and in-laws.

Prior approval for any funeral leave must be obtained from management. If prior approval is not obtained, the employee will not be paid for the funeral leave.

Payment will not be made under this policy when a death occurs during an employee's vacation, leave of absence, layoff or a time when an employee receives holiday pay.

The company reserves the right to request substantiation of any death in an employee's immediate family and/or confirmation of an employee's attendance at a funeral.

Civic

When an employee is required to serve as a juror or is subpoenaed to serve as a witness during normal company work hours, time off with pay will be granted as follows:

- The employee must notify management upon receipt of a summons.
- The employee must submit a document from the court showing the time spent and amount paid to Human Resources.
- The company will pay the difference between what the court pays and the employees' regular rate of pay.
- Verification of an employee being seated on a jury; being detained in a jury pool, or subpoenaed as a witness is required.
- An employee who is subpoenaed to serve as a witness for reasons not related to company business must use PTO.
- If the court dismisses the jury early, the employee is expected to return to work as soon as possible (and complete a regular workday comprised of civic time and time on the job).
- Should the employee's work duties with the company be vital to its operation, the company may ask the court to excuse the employee from jury duty.

Voting

The company encourages its employees to vote in every election; however, we do not provide time off for voting with or without pay. Employees should make arrangements to vote prior to or following normal work hours.

Military

It is company policy to grant a leave of absence without pay to employees who participate in U.S. Armed Forces Reserve or National Guard training programs in accordance with the provisions of the Uniformed Services Employment and Reemployment Rights Act.

Other Benefits

Other Voluntary Health Benefits

ACS also offers the following health plans, which are available to full-time employees at the employee's expense, through payroll deductions

- Dental Insurance
- Vision Insurance
- Short Term Disability Insurance
- Additional Life Insurance

Social Security

The cost of Social Security is shared between employees and the company. For every dollar an employee puts in to Social Security, ACS puts in a dollar.

Social Security provides benefits for employees and their families as specified by law in the event of retirement, hospitalization after age 65 (Medicare), total and permanent disability before 65, and death at any time. Contact the local Social Security Office for details.

Workers Compensation

Employees of ACS are covered by Workers' Compensation insurance, which is purchased by the company in the state(s) in which it operates. This insurance provides an employee with compensation for illness, accidental injury, or death suffered in the course of, or as a result of his employment with the company in accordance with the laws of the states of Missouri and Kansas.

Eligibility – Eligibility for benefits under Workers' Compensation insurance becomes effective on date of hire.

Benefits – Workers' Compensation benefits provide weekly payments based upon a statutorily specified amount of the employee's regular earnings as well as payment for medical and hospital expenses arising out of an occupational illness or injury.

The company fully complies with all state and federal laws pertaining to Workers' Occupational Diseases and Workers' Compensation.

Unemployment Compensation

Unemployment compensation is another form of insurance, which is paid for entirely by ACS. Unemployment compensation helps employees meet a loss of income resulting from unemployment beyond their control by paying certain benefits while they are out of work.

Separation from Employment & Leave of Absence

Separation from Employment

An employee may be separated from employment voluntarily or involuntarily by retirement, voluntary resignation, and lack of work or termination. Usually, before an employee is terminated, he will be told the reason(s) and will be counseled by management. However, if any misconduct warranting discipline is severe enough, management has the authority to discharge the employee immediately.

All company property in the employee's possession must be returned to the company upon separation from employment before the final paycheck is released.

Voluntary Resignation

Any employee voluntarily resigning their position with ACS must submit and complete a 2-week notice of resignation.

Pay at time of Separation from Employment

The company will determine if the terminating employee has any outstanding debt owed the company (i.e. unearned vacation time already taken) and whether the individual has in their possession any uniforms, tools, keys, pagers, safety equipment, manuals, vehicles, ID cards/badges or other company property.

After a full accounting of the employee's and the company's accounts (as determined by the company) is completed, a final paycheck will be issued to the employee in accordance with state law.

The company will issue a check, which is designated as the final payment for all services rendered. The final check will not reflect any time not actually worked except for an employee separated from employment with the company for any reason before he has taken part or all of his earned vacation. The employee will receive his allocated but unused vacation pay at the time of separation from employment.

Upon resignation or termination, the employee should consult Human Resources for possible continuation of group insurance and to address any financial issues.

Any employee terminating employment is expected to return any company property in their possession.

Leave of Absence

An employee with at least 12 months of service may ask for a leave of absence without pay from the company; however, no employee is guaranteed a leave of absence.

Any request for a leave of absence must be made in writing stating a definitive period of time and must be approved (in advance) by management. If the time period requested is longer than the position can be held open, then the employee will be advised at that time that the job may not be available upon the employee's return to work.

Management may recommend either approval or denial of leave of absence request based upon business considerations and/or circumstances of the request, (e.g., staffing needs, employee disability, military obligations, family crisis, unusual circumstances, ect.).

Due to lack of work, the company may require an employee to take an unpaid leave of absence. The length of the company-initiated leave of absence may vary.

During any approved leave of absence the following provisions apply:

- The employee is responsible for the payment of all insurance premiums for his individual coverage and dependent health insurance coverage (if applicable). This money should be paid to ACS by the first day of each month that the employee is on an approved leave of absence.
- The employee will retain his original employment date showing no interruption in service.
- The employee will retain his membership in the company's 401 K Retirement Plan up to the amount of time allowed in the Plan.
- Credit for paid vacation leave cannot be accrued during an approved leave of absence.
- If an employee accepts other employment, all of his benefits with the company will be terminated.
- Any leave of absence is without pay.

Reduction of Workforce

In the event that a reduction in the company's workforce becomes necessary, the number of employees over and above those needed to perform the available work will be terminated. In determining those employees to be retained, consideration will be given to the quality of each employee's past performance, the need for the position held by the employee and, with all other factors being equal, the length of service of each employee.

If feasible, but not as a vested right, employees subject to termination will be given a notice prior to the anticipated termination. Upon such termination, all accrued but unused vacation leave will be paid in full and any insurance benefits required to be offered will be brought to the employee's attention.

Conduct

Harassment Policy

Consistent with our policy of equal employment opportunity, harassment in the workplace based on a person's race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), National origin, age (40 and older), disability or genetic information will not be tolerated concerning employees or applicants for employment. One aspect of our policy requiring some clarification is the prohibition of any form of sexual harassment in the workplace. The following describes the type of conduct that is prohibited as well as the complaint provisions to investigate and remedy any problems that may arise.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, request for sexual favors and other verbal, visual or physical conduct of a sexual nature. No employee shall threaten or insinuate, either explicit or implicitly, that another employee's or applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status evaluation, wages, advancement, assigned duties, or any other condition of employment or career development.

Sexual harassment also includes unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching of an individual, graphic or verbal commentaries about an individual's body, sexually degrading words used to describe an individual, a display of sexually suggestive objects or pictures in the workplace, sexually explicit or offensive jokes, or physical assault.

Other Types of Harassment

Other prohibited harassment includes, but is not limited to:

- Physical conduct such as assault, unwanted touching or blocking normal movement.
- Verbal conduct such as threats, derogatory posters, photographs, cartoons drawings or gestures.
- Retaliation for making or threatening to make harassment report to the Company.
- Written communication containing statements that may be offensive to others in a particular group, (racial, ethnic, etc.)
- Conduct provoking or resulting in gossip/rumors in a malicious manner.

Any employee who feels that they are a victim of sexual harassment or harassment, including, but not limited to, any of the conduct listed previously, by any supervisor, management official, other employee, customer, client or any other person in connection with employment at ACS should bring the matter to the immediate attention of management.

Every effort will be made to promptly investigate all allegations of harassment in as confidential a manner as possible and appropriate corrective action will be taken if warranted.

After an investigation, any employee determined to have engaged in sexual harassment / harassment in violation of this policy will be subject to appropriate disciplinary action up to and including termination of employment.

Code of Ethics Policy

ACS maintains specific policies in an attempt to assist employees in adhering to specific standards of conduct. These policies are in place to preserve ACS's reputation and prevent adverse consequences to all parties involved. This particular policy is designed to establish standards of conduct with respect to payments and political contributions.

Prohibition of Improper Payments

ACS requires all employees to only use lawful practices involving governmental authorities. As a result, kickbacks and bribes offered with the intent of inducing or rewarding specific buying decisions and/or actions are strictly prohibited. No employee of ACS shall offer to make direct or indirect payments of value in the form of compensation, gifts or contributions or otherwise to any of the following:

Persons or firms employed by or acting on behalf of a customer (private or governmental) for the purpose of rewarding favorable actions in a transaction.

Any governmental officials, political parties or officials of a party or candidate for political office, for the purpose of rewarding favorable actions or influence of the official, party or candidate.

The stipulations of this section are not applicable to ordinary, reasonable business entertainment expenses and gifts of no substantial value. Management should exercise sound judgment and discretion with regard to controlling and authorizing such business expenses on a regular basis.

Political Contributions

ACS will not make any contributions to any political party or candidate for political office. Federal law does not allow corporations in the United States to contribute to the political process in any significant amount. There are, however, various states that do allow corporate contributions to political parties and candidates in conjunction with state and local elections.

Reporting to Management

Any employee who must authorize, make or agree to a payment, which may be contrary to this policy, must report this information to his/her supervisor or ACS's legal counsel immediately. If an employee learns that another coworker is engaging in conduct contrary to this policy, he/she must report this information immediately to his/her supervisor or ACS's legal counsel. Management personnel who receive a report will promptly discuss the issue with legal counsel for further investigation.

Antitrust Laws

Antitrust laws are relevant to many business decisions, and those who engage in illegal actions against such laws are subject to fines and imprisonment, or both. Management shall guide the employee body in abiding by antitrust decrees applicable to the organization. ACS affirms that it will comply with all U.S. antitrust laws applicable to normal business operations and will hold employees responsible for abiding by these legislations as well.

In compliance with Section I of the Sherman Antitrust Act:

- No employee shall enter into an agreement (expressed or implied; formal or informal; written or oral) with any competitor restricting any of the following conditions or business offering:
 - Prices
 - Costs
 - Profits
 - Offerings of products and services
 - Terms of sale conditions
 - Production or sales volume
 - Production capacity
 - Market share
 - Quote decisions
 - Customer selection
 - Sales territories
 - Distribution methodology
- No employee shall enter into an agreement with a purchaser/lessee restricting the right of the purchaser/lessee to determine the price to resell or lease the product in question. Employees may also not enter in such agreements when ACS is the purchaser/lessee in the agreement.

- The following situations may be in violation of antitrust laws under certain circumstances. Employees may not enter into these agreements without consulting legal counsel in advance, and obtaining clearance to enter into such agreements.
 - Agreements with customers or suppliers regarding the sales or purchases of reciprocal purchases or sales by customers and/or suppliers.
 - Agreements with purchasers or lessees of products of ACS, which would restrict customers from using or reselling products as they choose to do so.
 - Agreements with any party that would restrict all parties involved to manufacture a product or provide a service to a third party.

Exchange of Information with Competitors

Communication with competitors would be an infringement of antitrust laws, specifically if the communication is accompanied by some action. The prohibitions of this policy are intended to avoid antitrust infringements. Under this policy, no employee shall discuss information on any subject with a competitor or another third party acting on behalf of a competitor to remain compliant with Section I of the Sherman Antitrust Act, unless ACS legal counsel determines that such communication would not violate antitrust laws.

When participating in trade associations and other meetings with competitors, employees shall not attend:

- Unauthorized meetings with competitors.
- Meetings where the communication with competitors are in violation of the paragraph above.
- Meetings for trade associations held to discuss business without adhering to the formal rules established by the trade association for its meetings.

Employees must recognize that participating in development and product certification events impacting competitors or suppliers may initiate antitrust violations. Consult legal counsel before attending any organization, which may develop standards or certify products with competitors.

Violations of this Policy

If an employee violates this policy, he/she may be subject to termination or other disciplinary action to prevent future violations. Those who do the following may be subject to disciplinary action or termination:

- Employees are in direct violation of this policy.
- Employees who deliberately withhold information concerning the violation of this policy or fail to report a violation of this policy.
- Management personnel who fail to report violation of this policy by their subordinates.

If an employee is accused of violating antitrust laws, yet did consult legal counsel and acted in good faith, they may not face disciplinary action under this policy. ACS may also assist in the employee's defense, within the confines of the law.

Conflicts of Interest

Employees shall avoid outside employment, activities, investments and other interests that involve obligations which may compete with or be in conflict with the interest of the company. A conflict of interest can arise in dealings with anyone that ACS transacts business; i.e. Customers, clients, owners, buyers, suppliers, banks, insurance, companies and people in other organizations with whom we contact and/or make agreements.

Conflicts of interest should be avoided and may include the following examples:

- Working for any of the groups mentioned above for personal gain
- Engaging in a part-time activity for profit or gain in any field in which the company is engaged
- Borrowing from, or lending money to, individuals representing organizations with which business dealings are conducted

Personal Conduct

The company expects that all of its employees will conduct themselves with the pride and respect associated with their position, fellow employees, customers and the company. Employees should always use good judgment and discretion in carrying out the company's business. Employees of ACS should always use the highest standards of ethical conduct.

Improper conduct by and between employees, and/or by and between employees and business associates on the company's premises, that may adversely affect company work will not be tolerated. Employees demonstrating improper conduct will be subject to disciplinary action, including termination of employment.

Confidentiality

ACS is engaged in, among other things, providing security for our customers, which requires that a strict code of confidentiality of information be maintained. No employee will store information outside of the company (either in written or electronic form) about any matter pertaining to the company's security business. No information regarding the purchase price of ACS shall be given to any customer, competitor or vendor. No information regarding selling prices to one customer or vendor shall be given to another customer or vendor.

Do not discuss selling prices of products with vendors. This is delegated to top management personnel. Likewise, conversations regarding prices, service, problems, gossip, etc. about one vendor to another is only for the discretion of top management personnel. Lack of discretion in these matters is looked upon as a very serious matter and may be subject to dismissal.

In addition, idle gossip or dissemination of confidential information within the company, such as personal information; financial information, etc. will subject the responsible employee to disciplinary action or possible termination.

Bribes, Kick-back and Other Illegal Payments

Bribes, kickbacks and other illegal payments to or from any individual with which we conduct business (in any form and for any purpose) are prohibited.

Certain types of rebates to the company from suppliers (but not to or from an individual employee) are legitimate to correct commercial inequity if done within government trade regulations.

Gifts

Normally a gift to an individual from an outside source is considered the property of the company unless management makes an exception. It is the policy of ACS that no employee shall receive any gift, excessive or unusual entertainment, loan or other favors from any outside source, including customers and suppliers without approval from management. Failure to abide by this policy will be subject to disciplinary action, including immediate termination.

Patents and Copyrights

Any patent or copyright developed by an employee in conjunction with and/or as a result of their employment with ACS is the property of the company. Any information pertaining to such patent or copyright must remain on company premises.

Misconduct

It is the policy of ACS to expect all employees to abide by certain work rules of general conduct and performance at all times. The regulations governing employee conduct and responsibilities have been established in the best interest of the company, its employees and customers.

Accordingly, a violation of these regulations constitutes misconduct on the part of the employee and appropriate disciplinary action will be initiated. These rules are guidelines only and not all-inclusive. Disciplinary action may include, but is not limited to, verbal reprimand, written notice, and suspension from work without pay and immediate termination of employment. Management reserves the right to terminate or discipline any employee as considered necessary in individual circumstances.

In the event an employee is suspended from work for disciplinary reasons, benefits will not accrue nor will benefits be recoverable during the suspension period.

Examples of Misconduct

- Falsification of any records or reports pertaining to absence from work, claims pertaining to injuries occurring on company premises, claims for any benefits provided by the company, communication or records including personnel and production records.
- Giving false fire alarms, or causing false fire alarms to be given, or tampering with protection equipment.
- Restricting output, or persuading others to do so, or promoting, encouraging, agitating, engaging in or supporting suspension of work, slowdowns, or any other interruptions of production.
- Sabotage or subversive activity of any kind.
- Misuse or removal from the premises, without authorization, of any company property, or possession of any property removed from company premises without proper authorization.
- Bringing, using or having in possession weapons on company premises at any time.
- Bringing, using, having in possession, transporting, selling or promoting the use of alcohol, any intoxicant, any narcotic, any barbiturate, any amphetamine, any other stimulating or depressing drug on company premises at any time.
- Striking or manhandling another person or fighting while on the company's premises at any time.
- Striking any employee or member of management at any time.
- Theft of any property on company premises, or theft of company property at any time.
- Willful abuse or deliberate destruction of company property, tools, or equipment or any property on company premises at any time.
- Gross insubordination – a willful and deliberate refusal to follow reasonable orders given by a member of management.
- Violation of the company's Equal Employment Opportunity Policy or Harassment Policy.
- Committing an immoral or indecent act while on company property regardless of whether the act was committed during the employee's shift.
- Altering any employee time sheet regardless of whether it is the employee's own or that of another employee.
- Conviction of any offense by a court of law which in management's judgment would make their employee undesirable for association with the company and its other employees.
- Reporting for work under the influence of or when suffering from a hangover from alcohol, any intoxicant, any narcotic, and barbiturate, any amphetamine, any hallucinogen, or any other stimulating or depressing drug.
- Threatening, intimidating, coercing, or interfering with any person on company premises at any time.
- Sleeping on company time.
- Altering, defacing or removing governmental or company notices and bulletins that are posted on the company's bulletin board.
- Gaining unauthorized access to company records and files whether they are locked or otherwise.

- Handling or operating machines, tools or equipment, which does not come within the employee's authority. Careless or negligent use or operation of company tools or equipment.
- Failure to immediately report any injury or accident to management resulting from an on-the-job situation.
- Performing substandard work both in quality and quantity after having been instructed in proper procedure and technique.
- Unauthorized leave from the work area during work schedule exceeding the time allowed from scheduled break or lunch period.
- Unauthorized manufacture of products for personal use (including sale or gifts).
- Unauthorized distribution of literature in the work area or posting on company property.
- Distraction of other employees or causing confusion by unnecessary shouting catcalls, whistling or demonstration while on company property.
- Engaging in horseplay, practical jokes, gambling, selling merchandise, solicitation or general loitering while on company property. This applies to non-shift time as well as shift time.
- Using profane language on company property, which in management's opinion is offensive to guests and to other employees.

Transportation and Travel Expenses

Company Owned Vehicles

Management must authorize all travel in company vehicles on other than company business in advance. Company owned vehicles should not be driven for private use unless specific financial arrangements have been made. This includes vehicles that may be leased by the company as well as those vehicles that are company owned. No one, other than an authorized company employee, is permitted to operate a company owned vehicle unless their name and driver's license number have been registered with the company's insurance agency. If a company vehicle is damaged while being driven for private use, the driver is responsible for all expenses not covered by insurance.

Vehicles contribute to the company's overall public image and will be kept clean at all times and thoroughly washed at least once a week. Vehicles will be properly maintained according to the manufacturer's schedule and guidelines established by ACS.

Personal Vehicles

Employees not receiving car allowances may use their personal vehicles on official company business provided prior approval has been obtained from management. A mileage rate based on acceptable and current Internal Revenue Service regulations will be paid to employees who use their personal vehicles on official company business. Minimum insurance requirements as specified by the company's insurance carrier must be in effect at the time the employee's personal vehicle is used and the employee may be required to provide the appropriate proof of insurance.

Business Expense Allowance and Reimbursement

The company will reimburse employees for reasonable business expenses, including those incurred when they are traveling on company business. The company will pay the cost of reasonable lodging for the employee. In addition, an expense allowance for meals is provided to salaried and supervisory personnel routinely away from their home requiring overnight accommodations. Management will advise the employee of allowable business expenses to be paid by the company prior to any travel assignment. Approval of business expenses must be obtained from management before submitting to accounting for reimbursement.

Any travel and/or business expenses not covered by the business expense allowance described previously must be submitted for reimbursement by providing receipts showing names(s), date(s), business discussed amount(s) and the account to be charged.

Expense Records

All expense records (including gasoline credit card receipts) must be turned in Monday of each pay week. Proper documentation for all expenses is required.

Travel Advances

An advance for overnight travel may be provided upon request to accounting.

Travel to Job Sites

The metropolitan Kansas City area, as defined as a 50-mile radius of downtown Kansas City, Missouri (City Council Building at 414 E 12th Street, KCMO 64106), is considered our normal work area. Your workday starts when you arrive at the job site and stops when you leave the job site. You are not compensated for driving time within the metropolitan area. If you are driving your own vehicles, no mileage is paid to get to a job site within the metropolitan area.

Starting times can and will vary depending on when a job site is open. We must adapt our hours to fit the schedule of the job site where we are working. It is expected all techs, working on the same job site will coordinate to start and stop at the same time in order to achieve maximum efficiency.

Travel time will start when you leave the metropolitan area. You are expected to arrive at the job site and put in an eight-hour day. You will be paid for the extra time spent traveling.

For emergency service response where you leave from your home, you will be paid from the time you leave your house until you return. This is for after hours, weekends and holidays.

Other Work Policies and Regulations

Emergency Action Plan

We recognize that our people drive our business. As our most critical resource, employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through your actions.

Know important emergency numbers:

- Fire/Police/Ambulance 9-1-1
- Human Resources 913-248-8828 ext 7162

Be aware of your surroundings.

- Know where stairwell exits are located.
- In the event of any emergency, do not take elevators, use only stairs.
- Do not hesitate to call/alert others if you believe that an emergency is occurring.

Fire

Evacuation:

- Employees are notified of a fire by either the fire alarm system or paged announcement.
- Upon hearing the alarm, immediately evacuate the building using the closest stairwell exit, do not use the elevators. Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.

If you discover a fire:

- Alert other persons in the immediate hazard area.
- Activate the nearest fire alarm, call 911, if possible, notify others in the building
- If you have been trained to use a fire extinguisher, following these instructions:
- Pull the safety pin
- Aim the nozzle at the base of the fire
- Squeeze the operating lever
- Sweep side to side, covering the base of the fire

When using a fire extinguisher, always stay between the fire and an exit. Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky, or you are frightened, evacuate immediately.

Medical Emergency

- Upon discovering a medical emergency, call 9-1-1.
- Call Human Resources 913-248-8828 ext 7162
- Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.
- Send one person to alert Human Resources so they can notify family members of the ill/injured person.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Severe Weather

- In the event severe weather conditions occur at a time when you have not yet reported to work (or are not at work), you should report to work unless otherwise notified, if able to do so safely.
- The receptionist will monitor a weather alert radio. If a severe weather warning is issued, she/he will immediately page an announcement:
- Employees should immediately seek shelter in the main hallways or exit stairways away from all windows.
- The receptionist will take the weather radio with him/her. When the severe weather warning is cancelled, he/she will send Emergency Floor Leaders to each floor to advise that it is safe to return to office areas. The receptionist will also make a general announcement over the paging system.

Workplace Violence

- Any employee who feels that he/she has been threatened should immediately report their concern to their manager and Human Resources.
- If you observe anyone exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify Human Resources. Stay away from the person exhibiting the threatening behavior.
- Depending upon the level of concern, 9-1-1 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.
- If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are strongly urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.

Smoke-Free Environment

ACS is dedicated to providing a healthy, comfortable and productive work environment for our employees. Our goal is to have a smoke-free environment. Smoking is not permitted at any time in ACS work areas, including Company vehicles or customer or client areas.

If smoking is allowed outside of the building, smokers should be considerate of coworkers, customers, and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers and staying far enough away from doors so that smoke does not blow into the building.

Employees who smoke must observe the same guidelines as non-smokers for the frequency and length of break periods

Care of Equipment and Facilities

All employees should be concerned with the care and safe use of company-owned equipment and facilities. Good housekeeping is expected of every employee.

Parking

An adequate parking area is provided for employees. Employees may park in any space that is not marked reserved. Please cooperate by not blocking any gate, door, driveway, or the dock of the shipping and receiving area. The company assumes no responsibilities for employees' vehicles or their contents while on company property.

Personal Appearance / Clothing

Every employee of ACS contributes to the company's overall public image during working hours. Appropriate attire enhances an employee's effectiveness in providing superior service. Each employee personally represents the company and is required to dress in a manner appropriate with prevailing business style.

The company does not object to employees having reasonably long hair if it is groomed. Nor does it object to mustaches and /or beards if they are kept trimmed and do not hinder the employee's job performance or safety on the job.

Company Uniforms

Field installers and technicians will be provided uniforms. Each individual is responsible for the care and laundering of the uniform. It is expected a clean uniform will be worn each day. Proper attire consists of a company shirt, company jacket and navy trousers or unbleached jeans. Clothing with permanent spots, damage or excessive wear is unacceptable. ACS will provide a clothing replacement fund to be used as each individual wishes. Replacements beyond this allotment will be at the cost of the individual.

Personal Belongings

ACS recognizes an employee's desire to display mementos pertaining to his family or other items. While ACS can take no responsibility for the safekeeping of these items, it welcomes its employees to personalize their work areas for added comfort or pleasantness. However, several guidelines must be observed. They are as follows:

- **Safety Comes First** – No object can interfere with job safety as viewed by company management.
- Nothing can be displayed that (in the opinion of management) is derogatory to any person or system of beliefs.
- Objects (in the opinion of management) that are inappropriate or hinder work efforts will not be allowed and must be removed upon request.

Personal Tools

Employees who work in field service and installation are required to provide their own hand tools to perform job assignments. Management will advise employees of the tools required and will make sure that each employee obtains the required tools.

Energy Preservation and Waste Prevention

Waste of energy and materials is costly to the company and ultimately results in losses, which must be paid for by other cost reduction actions. Employees are expected to:

- Conserve energy at every opportunity by keeping thermostats in moderate ranges.
- Drive within speed limits.
- Turn off lights when room areas are not in use.
- Turn off office equipment when leaving for the day.

Company Property, Tools and Equipment Policy

ACS will furnish all special power tools and equipment to complete job assignments. Approval must be received from management prior to purchasing any special power tools and/or equipment. Each employee is reminded that all items purchased by ACS are the property of ACS and represent a very valuable asset of the company. It is the responsibility of the employee to whom tools and equipment are assigned to maintain and safeguard these assets as if they were his personal property. Examples of company property, tools and equipment are: vehicles, computers, cell phones, Ipad power tools, specialty tools and equipment, ladders, furniture, and other items purchased by ACS.

It is the responsibility of the employee to notify ACS Management within 48 hours of loss, damage, or theft to the item(s). An inventory of tools and equipment will be made periodically. If it is determined that an employee is negligent in the proper storage of tools, materials or supplies or they are misplaced or stolen, the employee will be asked to replace the same at fair market value or the cost of the item will be deducted from the employee's paycheck. When leaving a work area, it is required that all tools be removed from the work area and secured in locked storage where available or place back in designated storage areas.

Those tools, which are normally kept in the office, will be checked out to the requesting person. It is the responsibility of this person to check in the tools.

No employee shall keep or store ACS property off site. All company property, tools and equipment are to be housed either in a locked ACS vehicle or in the ACS office / warehouse. Employee is responsible for the loss, theft, and damage if ACS property is not located in a locked ACS vehicle or office / warehouse.

Security

All doors, files, desks, gates and other equipment with locks must be kept locked securely when not in direct use and at the end of each day. Locks should be checked regularly. Company vehicles should be kept locked at all times when not in use. Lost keys must be reported to the Office immediately. Any concerns about security should be directed to management. The building will have a security system on which all persons will receive training on its usage. Whenever the building is left unoccupied, the alarm system will always be turned on.

Bulletin Board

The company maintains a bulletin board to keep employees informed of current items of general interest. Employees should check the bulletin board regularly. Posting and/or removal of notices must have the approval of management.

Outside Employment

ACS makes every effort to keep its employees as fully employed as possible and at a good rate of pay. When an employee is on the job, this means that 100 percent of his effort is required. If an employee chooses to work outside of ACS and the outside employment conflicts with what is expected of him as an employee of ACS, opportunities for promotion and advancement with ACS may be limited by his decision. If management feels that outside employment prevents an employee from fulfilling his obligation to the company, the employee will be asked to resign or to leave his outside employment. Any use of company equipment or property for outside employment is strictly prohibited.

All management and supervisory personnel are expected to enforce this policy and, by example, refrain from conflicting outside employment.

General Computer Usage Policy

General Use

ACS requires a General Computer Usage Policy to accomplish its business objectives in a secure and timely manner. Instituting such a policy demonstrates the commitment ACS has to safeguard corporate information assets. That commitment must extend from every individual involved in business operations.

- All data on information systems at ACS is classified as Company proprietary information.
- Any attempt to circumvent ACS's security procedures is strictly prohibited.
- Unauthorized use, destruction, modification, and/or distribution ACS's information or information systems is strictly prohibited.
- All ACS's information systems will be subject to monitoring and auditing at all times. Users acknowledge that they have no expectation of privacy with regard to their activity on ACS's information systems.
- Use of any ACS's information systems or dissemination of information in a manner bringing disrepute, damage, or ill will against ACS is not authorized.
- Individual passwords will be kept strictly confidential. In no situation should a username and password be given to another individual.
- Misuse, as defined in this policy, will be handled directly with the offender and could include disciplinary action up to and including discharge.
- Any digital hardware or software purchases must be approved by the IT department

Internet Usage

Internet usage is provided to ACS employees to conduct work-related business. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect a user's performance of employment related activities. Non-business Internet activity will be restricted to non-business hours.

Email Usage

Email accounts are provided to ACS employees to conduct work-related business. While this resource is to be used primarily for business, the Company realizes that employees may occasionally use this privilege for personal matters, and therefore permits limited personal email during non-business hours.

All email on the ACS information systems, including personal email, is the property of ACS. As such, all email can and may be periodically monitored. Outgoing and incoming email of an offensive, pornographic, or otherwise inappropriate nature is prohibited. Violations of this may result in disciplinary action, up to and including termination of employment.

Desktop Services

ACS discourages/prohibits the downloading of software from the Internet because of significant risk of infecting the Company systems with a virus and the unreliability of such downloaded software. All ACS's information systems will be subject to periodic inventory and inspection for compliance.

Electronic Communication Policy

Each time an employee uses any of the many communications media provided by ACS they represent ACS. The manner in which a communication is handled determines how ACS is judged by our customers, clients and other vendors. Limited, occasional, or incidental use of electronic communications media for personal, non-business purposes is understandable and acceptable. However, employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

ACS reserves the right to review any employee's electronic communications to the extent necessary to ensure electronic media are being used in compliance with the law, this policy, and other ACS policies. For this reason, employees should not have any expectation of privacy with respect to electronic communications sent, received, or stored on ACS electronic communications media.

Policy

ACS provides and maintains the following forms of electronic communication, messaging agents and electronic facilities: Internal and external electronic mail (e-mail), telephone voice mail, Internet access, computer hardware and software, and cell phone. As a condition of providing the previously identified communications access to its employees, ACS places certain restrictions on workplace use of the same. Company resources are to be used for Company business.

The internal communication systems, as well as the equipment and data stored, are and remain at all times the property of the ACS. Accordingly, all messages and files created, sent, received or stored within the system should be related to Company business and are and will remain the property of the ACS.

ACS reserves the right to retrieve and review any message or file composed, sent or received. It should be noted that although a message or file is deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone. Although electronic mail and voice mail may allow the use of passwords for security, confidentiality cannot be guaranteed. It is possible for messages to be retrieved and viewed by someone other than the intended recipient. Furthermore, all passwords are known to the Company as the system may need to be accessed by the Company in the absence of an employee.

When utilizing email, etiquette is important. The strategies for effective email communication are as follows:

- Communicating urgent matters for immediate response, to communicate with several people quickly or any other time sensitive matter.
- Keeping all messages as brief as possible will minimize reading time for recipient, thereby keeping communication efficient.
- Be as complete as possible by using the simple rules of who, what, when, where and why to answer any anticipated questions.
- Avoid communicating through email on a sensitive subject that should be addressed in person; if possible
- Communicate confidential information in another form other than e-mail.
- Check for accuracy and apply all good business writing, using correct grammar, spelling and punctuation.
- Follow up if a response has not been received in a timely manner.
- Read all messages and respond regularly.
- Avoid the use of typing a message in all capital letters.
- Be careful not to use the 'Reply All' function when not necessary or intended, i.e. system wide distribution.
- Ensure that messages are deleted or saved; the server should not be used to permanently store messages
- While ACS encourages employee use of the Internet, its use is restricted to the following:
 - To communicate with employees, vendors, or clients regarding matters within an employee's assigned duties.
 - To acquire information related to, or designed to facilitate the performance of regular assigned duties.
 - To facilitate performance of any task or project in a manner approved by an employee's supervisor.

The content of email, voice mail messages for any file may not contain anything that would reasonably be considered offensive or disruptive to any employee. Offensive content would include, but is not limited to, sexual comments or images, racial slurs, gender specific comments or any comments that would reasonably offend someone on the basis of their race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information.

Regarding Internet and email access and usage, be advised that the use of the Internet and email provided by ACS expressly prohibits the following:

- Dissemination or printing of copyrighted materials, including articles and software, in violation of copyright laws.
- Sending, receiving, printing or otherwise disseminating proprietary data, trade secrets or other confidential information of ACS or its business counterparts in violation of company policy or proprietary agreements.
- Offensive or harassing statements or language including disparagement of others based on their race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information.
- Sending or soliciting sexually oriented messages or images.
- Operating a business, usurping business opportunities or soliciting money for personal gain, or searching for jobs outside ACS.
- Sending chain letters.
- Gambling or engaging in any other activity in violation of local, state or federal law.
- Circulating jokes, comics or non-job related computer graphics.

Disciplinary action for violation of this policy may include, but is not limited to, coaching, suspension, and/or termination of the offending employee. In cases involving less serious violations, disciplinary action may consist of warning or reprimand. Remedial action may also include counseling, changes in work assignments, or other measures designed to prevent future misconduct. The measure of discipline will correspond to the gravity of the offense as weighed by its potential effect on ACS and fellow employees.

Online Social Networking Policy

Our company is committed to maintaining a good relationship with employees and with the outside world. If ACS sustains a positive reputation and excellent image in the public eye, it directly benefits the company as a whole in addition to putting you in an advantageous situation as an employee. The way the public views ACS is vital to promoting business, gaining new business, retaining first-class employees, recruiting new employees and marketing our products/services.

While ACS has no intentions of controlling employees' actions outside of work, it is important that employees practice caution and use discretion when posting content on the Internet, and especially on social networking sites that could affect ACS's business operations or reputation. This policy serves as a notice on the practice of social networking for all employees to read and understand.

Purpose

The purpose of the Online Social Networking Policy is to:

- Guarantee a constructive relationship between the company and its employees.
- Reduce the possibility of risk to ACS or its reputation.
- Discourage the use of company time for personal networking.
- To ensure employees are aware of their actions while engaging in social networking, the number of individuals who can access information presented on social networking sites and the consequences associated with these actions

Definitions

Social Networking

Defined as any activity that involves interaction in online communities of people. This interaction includes, but is not limited to, browsing other users' profiles, browsing other users' photos, reading messages sent through social networking forums and engaging in online communities' instant messaging services.

Standard working hours are from 7:00 am to 5:00 pm, Monday through Friday. A lunch period is taken at any hour, which is mutually agreeable between the employee and supervisor.

Social Networking Sites

Specific online communities of users, or any Web site that links individuals electronically and provides a forum where users can connect and share information. These Websites can be general or tailored to specific interests or certain types of users. Examples of popular social networking sites include Facebook®, Twitter®, MySpace®, Flickr®, Friendster®, Classmates.com®, LinkedIn®, Xanga® and Bebo®. The list of domains that constitute social networking sites is ever-growing and changing because of the nature of the Internet.

Social Networking Profile

A specific user's personalized Web page within a certain social networking site, usually containing personal information such as name, birthday, profile photo, interests, etc.

Micro-blogging

The practice of publishing your recent whereabouts, thoughts or activities on a social networking site for other users to see. This is the main focus of social networking sites such as Twitter, but it also includes features like "status updates" on Facebook.

Business Purposes

Using a social networking site for the company's gain, usually as a task or assignment given by a manager/supervisor. This can be done either through a specific company account on a given social networking site or through a personal account for the purposes of recruiting or marketing for ACS.

Working Hours

Defined as Monday – Friday from 7 am – 5 pm

Procedures

Prohibited Use

It is important that employees use their time while at work to conduct company business. Employees are not blocked from access to social networking sites on ACS computers because under some circumstances, social networking is a powerful business tool that can be channeled to gain positive publicity for the company and to connect with clients. However, access to such Websites does not mean they can be used at any time. The following actions are prohibited during working hours:

- Using social networking sites to conduct personal or non-company business.
- Browsing social networking sites for non-company business on company time.
- Reading email alerts regarding personal social networking account activity or using ACS email to correspond with personal social networking contacts.
- Updating information, uploading photos or otherwise engaging with one's own, personal social networking profile for non-business purposes.
- Micro-blogging for a non-business purpose on a social networking site throughout the day, whether it is on a company-provided computer or a personal PDA/smart phone device

Prohibited Conduct

Having your own, individual social networking account and using it on your own time is certainly permissible. However, keep in mind that some actions on your personal site are visible for the entire social networking community and are no longer private matters. While ACS will not be continuously monitoring employees' personal conduct on social networking sites, it might be a good guideline to assume that anything posted on your personal social networking profile could potentially be seen by anyone at the company. While this section of the policy is a sensitive one, ACS put it in place to protect not only the company, but you and your job. It is for your own security and defense that you follow these guidelines:

- Do not use micro-blogging features to talk about company business on your personal account, even on your own time. Do not post anything you would not want your manager/supervisor to see or that would put your job in jeopardy.
- Do not use the company name, address or other information in your personal profile. This is for your physical safety as well as the safety of everyone else at the company and the protection of ACS's name.
- Do not post any pictures or comments involving the company or other ACS employees that could be construed as inappropriate.
- You are also responsible for what other users post on your individual social networking profile. Do not allow inappropriate or sensitive information regarding ACS anywhere on your profile, even if it is generated by a different user.
- Remember that if your personal profile is visible to other employees at the company, supervisors, managers or peers, practice caution. You have control over yourself but not over these employees, and it just one inappropriate picture or comment taken out of context could fall into the wrong hands and cost you your job.

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Complaint Policy

ACS expects all employees to respect the rights of their co-workers and maintain an atmosphere free of discrimination.

In the event that an employee experiences any job-related discrimination or harassment based on race, color, religion, sex, (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and older), disability or genetic information, or believe they have been treated in an unlawful, discriminatory manner, the individual should promptly report the incident to a supervisor. If the employee believes it is inappropriate to discuss the matter with their supervisor, it should be directly reported to human resources. Once made aware of a complaint, ACS is committed to commence an immediate, thorough investigation of the allegations. Complaints will be kept confidential to the maximum extent as possible.

If, at the completion of an investigation, ACS determines that an employee is guilty of discriminatory or harassing behavior, appropriate disciplinary action will be taken against the offending employee.

ACS prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy, or for assisting in the complaint investigation. However, if, after investigating any complaint of unlawful discrimination ACS determines that an employee intentionally provided false information regarding the complaint, disciplinary action may be taken against the one who gave the false information.

Violence-Free Workplace

It is ACS's policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, ACS will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to ACS employees, clients, customers, guests, vendors, and persons doing business with ACS.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or email).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
- Possession of firearms or any other lethal weapon on Company property, in a vehicle being used on Company business, in any Company owned or leased parking facility, or at a work-related function.
- Any other conduct or acts which management believes represents an imminent or potential danger to work place safety/security.

Anyone with questions or complaints about workplace behaviors, which fall under this policy may discuss them with a supervisor or a Human Resources representative. ACS will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, ACS will take action appropriate for the circumstances. Where appropriate and/or necessary, ACS will also take whatever legal actions are available and necessary to stop the conduct and protect ACS employees and property.

Disciplinary Action Policy

ACS reserves the right to terminate an employee at any time for any lawful reason with or without prior disciplinary counseling or notice. Nothing in this Handbook or any other ACS document is intended to:

- Modify this “at-will” employment,
- Promise progressive discipline or disciplinary counseling,
- Promise notice in circumstances where ACS considers immediate termination or discipline to be appropriate.

Disciplinary actions may entail verbal, written, final warnings, suspension, or termination. All of these actions may not be followed in some instances. ACS reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. If you are disciplined in writing, copies of your warnings are placed in your personnel file.

ACS reserves the right to take any disciplinary action it considers appropriate, including termination, at any time. In addition to those situations discussed elsewhere in this handbook, listed below are some other examples where immediate termination could result. This list is general in nature and is not intended to be all-inclusive:

- Discourtesy to a customer, provider, or the general public resulting in a complaint or loss of goodwill.
- Refusal or failure to follow directives from a supervisor, manager, or ACS officer.
- Breach of confidentiality relating to employer, employee, and customer, or provider information.
- Altering, damaging, or destroying Company property or records, or another employee’s property.
- Dishonesty.
- Providing false or misleading information to any ACS representative or on any ACS records including the employment application, benefit forms, time cards, expense reimbursement forms, etc.
- Fighting or engaging in disorderly conduct on ACS’s or customer’s premises.
- Violations of any of ACS’s employment policies including, but not limited to, confidentiality, security, solicitation, insider trading, conflict of interest, and code of conduct.
- Conduct or performance issues of a serious nature.
- Failure of a drug or alcohol test.

Safety Policy

Safety Equipment

Employees will be provided with safety equipment if it is a requirement for a particular job. This equipment will be signed for by the employee and replaced at the employee's expense if lost, damaged or stolen. Replacement by the company will be provided if the equipment is shown to be defective. It is the responsibility of the employee to notify management of any needed safety equipment.

Safety Policy and Program

It is managements' policy that all tools, ladders and vehicles be used or operated as designed and in a safe manner. It is not managements policy to ever use said devices for any purpose other than what they were designed.

It is our company's goal to complete every year without any job related injuries and lost work days.

General Safety Policy

- Report to work in good physical and mental condition
- Obey all safety and warning signs where applicable
- Report all unsafe conditions to the supervisor immediately
- A general condition of good housekeeping must be maintained at all times
- Personal protective equipment determined by the work being done must be worn and maintained in good condition
- Inspect all tools, equipment, hoisting devices, hoses, connectors, gauges, and machinery daily and report any defects in writing to the supervisor for corrective action before using them
- Ladders must be properly constructed and kept in good repair. Damaged ladders are to be tagged and repaired or destroyed. Ladders must extend 3' above upper landing and be secured properly
- All injuries, no matter how minor, must be reported immediately to the supervisor within 24 hours of the incident
- Material must be stored in designated areas. Storage areas must be neat
- Smoking is only allowed in designated areas
- When working on roofs or where height is involved required fall protection must be used at all times
- Controlled substances or firearms are not allowed on any jobsite
- Fighting, horseplay, practical jokes, or stealing will not be tolerated
- Hand and power tools, hoses, connectors, and gauges must be kept in good working condition
- Equipment must be shut off when being adjusted, lubricated, or refueled
- All electrical power tools and cords must have the third wire positive ground. Double insulated tools must be so marked. Temporary electric must have GFCI protection
- All live electrical panels should be properly covered and marked
- Fall protection must be worn when working more than 6" above grade
- Follow the appropriate procedures for hazardous materials
- Machine guards over rotating turning, or moving parts cannot be off when the machine is operating
- Keep all walkways and stairways clear of trash/debris and other materials such as tools and supplies to prevent tripping
- Provide enough light to see and prevent accidents
- While working in certain areas employees will not be allowed to wear long loose hair, clothing, or footwear that constitutes a safety hazard

Safety Discipline Policy

ACS considers the safety of our employees to be very important. Because we are vitally interested in every employee's safety it is mandatory that all employees comply with all safety policies and procedures. Employees must read and understand the company's safety and health policies and procedures. Management will discourage employee misconduct and control poor performance through progressive disciplinary action

Employees must read and comply with the following progressive disciplinary actions that will be taken on safety infractions.

First Violation:	Verbal warning of violation and advisement of corrective action
Second Violation:	Written warning and advisement of corrective action
Third Violation:	Written warning and 3 day suspension / action may include termination
Fourth Violation:	Immediate termination

ACS reserves the right to terminate immediately and without any prior warning if infractions are severe in nature

Immediate Termination may result from:

- Failure to follow instructions, company policies and procedures
- Failure to report defective equipment or safety hazard
- Failure to follow company procedures when investigating an accident
- Failure to address and correct unsafe practices and procedures
- Failure to report injury or accident immediately
- Horseplay and violation of Safety Rules
- Misuse or unauthorized use of company property
- Substandard quality and quantity of work
- Repeated minor accidents
- The inappropriate use of cell phones or radios while driving
- Reporting to work under the influence of drugs or alcohol
- Malicious sexual or racial harassment
- Doing faulty work that results, or could result in, injury or death of other employees

Employee Duties

- Follow all safety rules
- Wear and take care of personal protective equipment
- Make sure all safety features for tools and equipment are functioning properly
- Replace damaged or dull hand tools immediately
- Avoid horseplay, practical jokes, or other activities that create a hazard
- Don't use drugs or alcohol on the job
- Report any unsafe work practice and any injury or accident to your supervisor

Employer Duties

- Keep the workplace free from hazards
- Inform employees of how to protect themselves against hazards that cannot be controlled
- Conduct regular jobsite safety inspections
- Have someone trained in first aid on site if you have no emergency response service nearby

Orientation and Training

Each worker must receive safety orientation and training on applicable OSHA standards, company safety requirements and/or have enough experience to do his/her job safely. The employee should evaluate this training occasionally to ensure proper understanding and implementation of the company safety requirements and OSHA standards.

Safety Training

As part of our safety program safety meetings will be conducted once a month. All employees present at the meeting should sign an attendance sheet. This sheet should be stored in the training folder located in HR. If for any reason an employee cannot attend the training they should then be required to review the training material on their own time and sign a separate attendance sheet to be stored in the training folder located in Human Resources.

Accident Reporting and Investigating Procedures

Injured Employee Procedures:

If an employee should be injured at work or develop a work-related illness, that employee may be eligible to be covered under the company's workers compensation insurance. If the employee is injured or involved in an accident on the job or if they develop a work-related illness, must follow these procedures:

1. Report the injury to a departmental supervisor immediately within 24 hours of the incident
2. Obtain first aid
3. The supervisor should contact HR and complete the Accident Investigation Report from
4. The employee must complete the Employees Statement of Injury or Illness form
5. If the employee needs medical attention:
 - a. During regular business hours go to the closest Concentra Medical Center
 - b. For accidents occurring outside of Concentra's regular hours go to the nearest after hours clinic or depending on the injury an emergency room
 - c. For life threatening emergencies call 911
6. Call HR after leaving the physician's office to update the employee's status
7. Prior to the employee's return to work, the employee must obtain a work restriction report from the attending physician in one of the following three formats: Full Release, No Return, or Light Duty (with restrictions noted).
8. If the employee cannot return to work, the employee will need to request FMLA or a Leave of Absence if they are not eligible for FMLA
9. The employee will need to contact HR on a weekly basis to update the company on the employee's status
10. HR will submit all documentation to the workers' compensation insurance company
11. HR will communicate with the employee about their rights and benefits

Concentra's Treatment Locations:

 1 CMC – North 599 Armour Road North Kansas City, MO 64116 (816) 421-0750 FAX: (816) 421-0802 Hours: 8 am – 8 pm, M-F	 2 CMC – Research 6400 Prospect, Suite 332 Kansas City, MO 64132 (816) 523-7770 FAX: (816) 523-5302 Hours: 7:30 am – 4:30 pm, M-F	 3 CMC – Downtown 720 Oak Street Kansas City, MO 64106 (816) 842-1146 FAX: (816) 283-3603 Hours: 8 am – 5 pm, M-F (Physician)
 4 CMC – Grandview 12220 A S. Blue Ridge Blvd. Grandview, MO 64030 (816) 763-1755 FAX: (816) 763-1855 Hours: 8 am – 5 pm, M-F	 5 CMC – Executive Park 6401 Front Street Kansas City, MO 64120 (816) 241-0603 FAX: (816) 241-6276 Hours: 7:30 am – 5 pm, M-F	 6 CMC – Kansas Ave. 4214 Kansas Avenue Kansas City, KS 66106 (913) 321-7557 FAX: (913) 321-7667 Hours: 7 am – 8 pm, M-F
 7 CMC – Lenexa 14809 West 95th St. (on Alden St.) Lenexa, KS 66215 (913) 894-6664 FAX: (913) 894-6891 Hours: 7:30 am – 5 pm, M-F		

If an accident occurs, a drug and alcohol screening will automatically be conducted.

Manager/Supervisor Procedures:

1. Ask the injured employee if they need medical attention and refer the injured employee to the appropriate medical facility. Please note that all non-life threatening incidents occurring during Concentra's regular hours of operation (listed above) should be sent to a Concentra Medical Center
2. Report all injuries and illnesses to HR
3. Have the injured employee complete the Employees Statement of Injury or Illness form.
4. Complete the Accident Investigation Report form
5. All forms and reports must be submitted to HR by the end of the day of the accident or illness
6. HR and/or Manager will visit the jobsite where the injury took place to do a thorough investigation of the accident scene when necessary
7. HR will submit all documentation to the workers' compensation insurance company
8. HR will communicate with the employee about their rights and required documents.

Accident Investigations

It is important that each accident be properly reported and properly investigated immediately. The Employee Statement of the Injury or Illness from an Accident Investigation Report form will assist in gathering the appropriate information. If necessary and possible, take pictures during the accident investigation and forward to HR. Pictures of the accident site should always be taken in the event the environment should be conducive to change (i.e. rain, snow, ice, jobsite conditions, safety equipment in use, etc.). If there are questions regarding what pictures to take contact HR for guidance.

Vehicles

All employees are required to undergo a drivers' license screening through the Department of Motor Vehicles during their first days of employment. ACS reserves the right to verify this information at any point during the course of employment. Negative results may result in transfer, change of position, change of job duties, or separation of employment.

Any changes in an employee's driving record must be reported to HR immediately.

Vehicle Safety – The following should be adhered to when using a vehicle for work purposes:

- Wear a seat belt at all times, even on short trips
- Do not transport any passenger that does not have a working seatbelt
- Avoid using a cell phone while driving.
- If an employee must use a cell phone while driving, use a hands free device and limit time on the phone
- Do not take notes or look up phone numbers while driving
- Never text message or email while driving
- Employees should never drive a vehicle if they are drowsy, or taking medications that could make them drowsy
- Check vehicle surroundings before entering the vehicle
- Check to insure all items are secure on top and in the vehicle
- Watch out for others around the vehicle and stay alert to changing conditions
- Never tailgate – stay at least two seconds behind the driver in front of the vehicle
- Always check the rear view and side-view mirrors before changing lanes
- Abide by all state and local traffic laws
- Employees and their vehicles must be insured according to state laws to operate for work purposes

Personal Protective Equipment

Head Protection

- Workers must wear hard hats when overhead, falling, or flying hazards exist or when danger of electrical shock is present
- Inspect hard hats routinely for dents, cracks, or deterioration

- If a hard hat has taken a heavy blow or electrical shock, you must replace it even when you detect no visible damage
- Maintain hard hats in good condition; do not drill; clean with strong detergents or solvents; paint; or store them in extreme temperatures

Eye and Face Protection

- Workers must wear safety glasses or face shields for welding, cutting, nailing (including pneumatic), or when working with concrete and/or harmful chemicals
- Eye and face protectors are designed for particular hazards so be sure to select the type to match the hazard
- Replace poorly fitting or damaged safety glasses

Foot Protection

- Field Technician workers must wear shoes or boots with slip-resistant and puncture-resistant soles (to prevent slipping and puncture wounds)
- Safety-toed shoes are recommended to prevent crushed toes when working with heavy rolling equipment or falling objects

Hand Protection

- High-quality gloves can prevent injury
- Gloves should fit snugly
- Glove gauntlets should be taped for working with fiberglass materials
- Workers should always wear the right gloves for the job (for example, heavy-duty rubber for concrete work, welding gloves for welding)

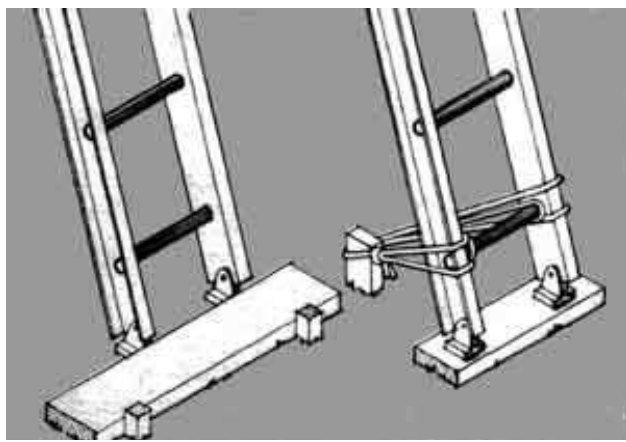
Fall Protection

- Use a safety harness system for fall protection
- Use body belts only as positioning devices - not for fall protection

Stairways and Ladders

- Install permanent or temporary guardrails on stairs before stairs are used for general access between levels to prevent someone from falling or stepping off edges
- Do not store materials on stairways that are used for general access between levels
- Keep hazardous projections such as protruding nails, large splinters, etc. out of the stairs, treads or handrails
- Correct any slippery conditions on stairways before they are used
- Keep manufactured and job-made ladders in good condition and free of defects
- Inspect ladders before use for broken rungs or other defects so falls don't happen. Discard or repair defective ladders
- Secure ladders near the top or at the bottom to prevent them from slipping and causing falls
- When you can't tie the ladder off, be sure the ladder is on a stable and level surface so it cannot be knocked over or the bottom of it kicked out

to



Drawing shows two ways to secure the base of a ladder ensure proper footing

- Place ladders at the proper angle (1 foot out from the base for every 4 feet of vertical rise,)
- Extend ladders at least 3 feet above the landing to provide a handhold or for balance when getting on and off the ladder from other surfaces



When ladders are used for access to an upper level they must extend at least 3 feet above the roof surface

- Do not set up a ladder near passageways or high traffic areas where it could be knocked over
- Use ladders only for what they were made and not as a platform, runway, or as scaffold planks
- Always face the ladder and maintain 3 points of contact when climbing a ladder



This worker is climbing a ladder set at the proper angle (4:1) with a three-point contact grip (2 hands and 1 foot)

Scaffolds and Other Work Platforms

- Provide safe access to get on and off scaffolds and work platforms safely. Use ladders safely (see Stairways and Ladders)
- Keep scaffolds and work platforms free of debris. Keep tools and materials as neat as possible on scaffolds and platforms. These practices will help prevent materials from falling and workers from tripping
- Erect scaffolds on firm and level foundations
- Finished floors will normally support the load for a scaffold or work platform and provide a stable base
- Place scaffold legs on firm footing and secure from movement or tipping, especially surfaces on dirt or similar surfaces
- Erect and dismantle scaffolds only under the supervision of a competent person
- Each scaffold must be capable of supporting its own weight and 4 times the maximum intended load
- The competent person must inspect scaffolds before each use
- Use manufactured base plates or mudsills made of hardwood or equivalent to level or stabilize the footings. Don't use blocks, bricks, or pieces of lumber

Safe Scaffold Use

- **DO NOT** use damaged parts that affect the strength of the scaffold
- **DO NOT** allow employees to work on scaffolds when they are feeling weak, sick, or dizzy
- **DO NOT** work from any part of the scaffold other than the platform
- **DO NOT** alter the scaffold
- **DO NOT** move a scaffold horizontally while workers are on it, unless it is a mobile scaffold and the proper procedures are followed
- **DO NOT** allow employees to work on scaffolds covered with snow, ice, or other slippery materials
- **DO NOT** erect, use, alter, or move scaffolds within 10 feet of overhead power lines
- **DO NOT** use shore or lean-to scaffolds
- **DO NOT** swing loads near or on scaffolds unless you use a tag line
- **DO NOT** work on scaffolds in bad weather or high winds unless the competent person decides that doing so is safe
- **DO NOT** use ladders, boxes, barrels, or other makeshift contraptions to raise your work height
- **DO NOT** let extra material build up on the platforms
- **DO NOT** put more weight on a scaffold than it is designed to hold

Planking

- Fully plank a scaffold to provide a full work platform or use manufactured decking. The platform decking and/or scaffold planks must be scaffold grade and must not have any visible defects
- Keep the front edge of the platform within 14 inches of the face of the work
- Extend planks or decking material at least 6 inches over the edges or cleat them to prevent movement. The work platform or planks must not extend more than 12 inches beyond the end supports to prevent tipping when workers are stepping or working
- Be sure that manufactured scaffold planks are the proper size and that the end hooks are attached to the scaffold frame

Scaffold Guardrails

- Guard scaffold platforms that are more than 10 feet above the ground or floor surface with a standard guardrail. If guardrails are not practical, use other fall protection devices such as safety harnesses and lanyards
- Place the top rail approximately 42 inches above the work platform or planking with a mid-rail about half that high at 21 inches
- Install toe boards when other workers are below the scaffold

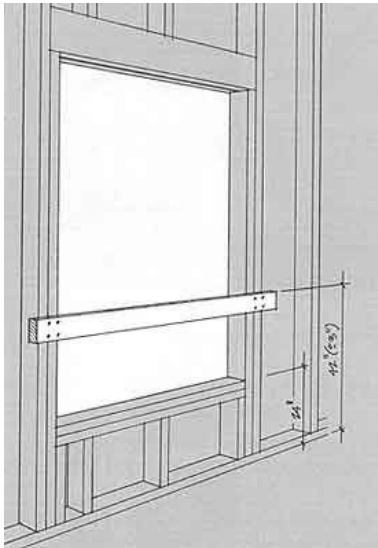
Fall Protection

Floor and Wall Openings

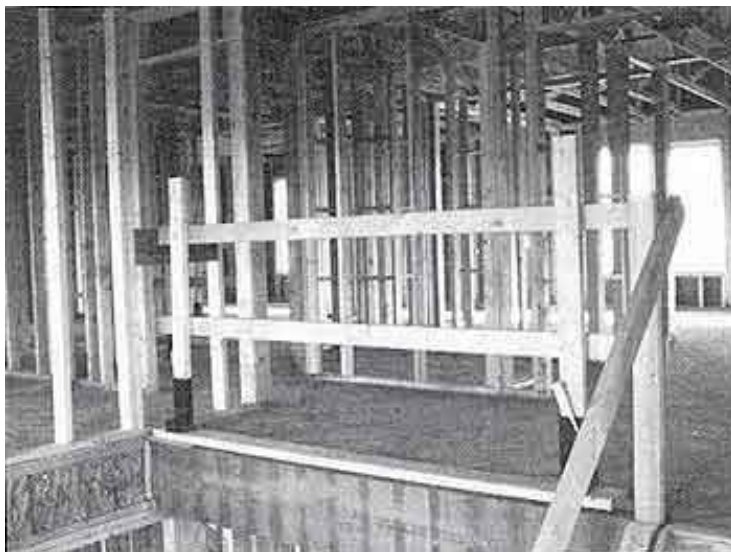
- Install guardrails around openings in floors and across openings in walls when the fall distance is 6 feet or more. Be sure the top rails can withstand a 200-lb load
- Construct guardrails with a top rail approximately 42 inches high with a mid-rail about half that high at 21 inches
- Install toe boards when other workers are to be below the work area
- Cover floor openings larger than 2x2 inches with material to safely support the working load

Alternatives

- Use other fall protection systems such as slide guards, roof anchors or alternative safe work practices when a guardrail system cannot be used
- Wear proper slip-resistant shoes or footwear to lessen slipping hazards
- Train workers in safe work practices before performing work on foundation walls, roofs, trusses (Figure 14), or before they perform exterior wall erections and floor installations



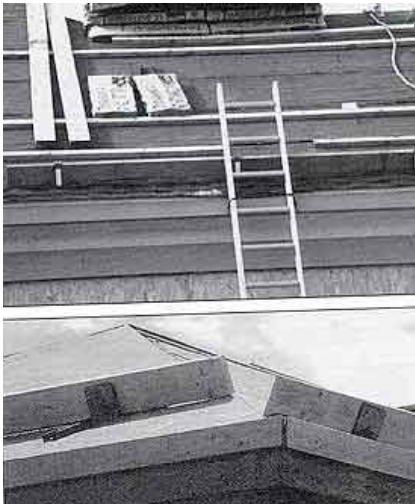
This window opening has a guardrail because the bottom sill height is less than 39 inches. Because the distance between the studs is less than 18 inches, no guardrails are need between the studs.



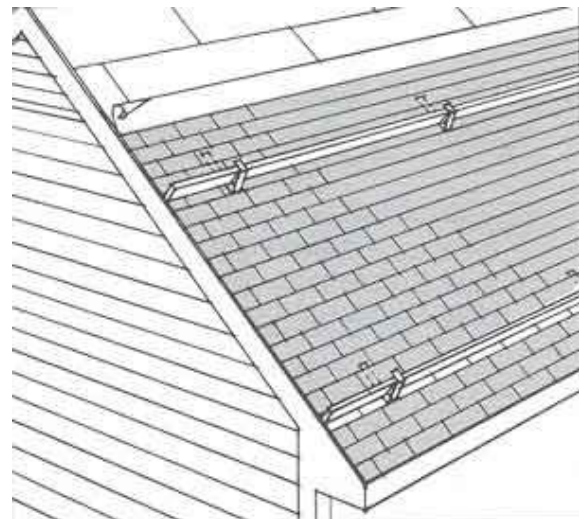
This photograph shows a proper guardrail around a floor opening

Working on Roofs

- Inspect for and remove frost and other slipping hazards before getting onto roof surfaces
- Cover and secure all skylights and openings, or install guardrails to keep workers from falling through the openings
- When the roof pitch is over 4:12 and up to 6:12, install slide guards along the roof eave after the first 3 rows of roofing material
- When the pitch exceeds a 6:12 pitch, install slide guards along the roof eave after the first 3 rows of roofing material are installed and again every 8 feet up the roof
- Use a safety harness system with a solid anchor point on steep roofs with a pitch greater than 8:12 or if the ground-to-eave height exceeds 25 feet
- Stop roofing operations when storms, high winds or other adverse weather conditions create unsafe conditions
- Remove or properly guard any impalement hazards
- Wear shoes with slip-resistant soles



These photographs show properly installed slide guards along the roof eave. The slide guard is a roof bracket with a 2x6 at a 90-degree angle



This 7:12 pitch roof has properly installed slide guards

Excavation and Trenching

- Before an employee can work in a trench they must be trained in hazards
- Find the location of all underground utilities by contacting the local utility locating service before digging
- Keep workers away from digging equipment and never allow workers in an excavation when equipment is in use
- Keep workers from getting between equipment in use and other obstacles and machinery that can cause crushing hazards
- Keep equipment and the excavated dirt (spoils pile) back 2 feet from the edge of the excavation
- Have a competent person conduct daily inspections and correct any hazards before workers enter a trench or excavation
- Provide workers a way to get into and out of a trench or excavation such as ladders and ramps. They must be within 25 feet of the worker
- For excavations and utility trenches over 5 feet deep, use shoring, shields (trench boxes), benching, or slope back the sides. Unless soil analysis has been completed, the earth's slope must be at least 1½ feet horizontal to 1 vertical

- Keep water out of trenches with a pump or drainage system, and inspect the area for soil movement and potential cave-ins
- Keep drivers in the cab and workers away from dump trucks when dirt and other debris are being loaded into them. Don't allow workers under any load and train them to stay clear of the backs of vehicles

Tools and Equipment

- Maintain all hand tools and equipment in a safe condition and check them regularly for defects. Remove broken or damaged tools and equipment from the jobsite
- Follow the manufacturer's requirements for safe use of all tools
- Use double insulated tools, or ensure that the tools are grounded
- Equip all power saws (circular, skill, table, etc.) with blade guards
- Make sure guards are in place before using power saws. Don't use power saws with the guard tied or wedged open



This worker is using a power saw that has all moving parts, including the saw blade, properly guarded

- Turn off saws before leaving them unattended
- Raise or lower tools by their handles or use a rope, not by their cords
- Don't use wrenches when the jaws are sprung to the point of slippage. Replace them
- Don't use impact tools with mushroomed heads. Replace them
- Keep wooden handles free of splinters or cracks and be sure the handles stay tight in the tool
- Workers using powder-activated tools must receive proper training prior to using the tools
- Always be sure that hose connections are secure when using pneumatic tools
- Never leave cartridges for pneumatic or powder-actuated tools unattended. Keep equipment in a safe place, according to the manufacturer's instructions
- Do not leave the cords of tools where vehicles can run over them or in walkways where someone could trip over them
- Do not pull the plug of an electric tool by the cord
- Always wear proper eye protection

Electrical

- Do not attempt to perform electrical work unless qualified to do so
- Prohibit work on new and existing energized (hot) electrical circuits until all power is shut off and a positive Lockout/Tagout System is in place
- Don't use frayed or worn electrical cords or cables
- Use only 3-wire type extension cords designed for hard or junior hard service (look for any of the following letters imprinted on the casing: S, ST, SO, STO, SJ, SJT, SJO, SJTO)
- Maintain all electrical tools and equipment in safe condition and check regularly for defects
- Remove broken or damaged tools and equipment from the jobsite
- Protect all temporary power (including extension cords) with ground fault circuit interrupters (GFCIs). Plug into a GFCI-protected temporary power pole, a GFCI protected generator, or use a GFCI extension cord to protect against shocks

- Don't bypass any protective system or device designed to protect employees from contact with electrical current
- Locate and identify overhead electrical power lines. Make sure that ladders, scaffolds, equipment or materials never come within 10 feet of electrical power lines

HVAC

Only Technicians who are certified with EPA Type 1 and Type II or Universal may be involved with the recover and/or recycling of Freon.

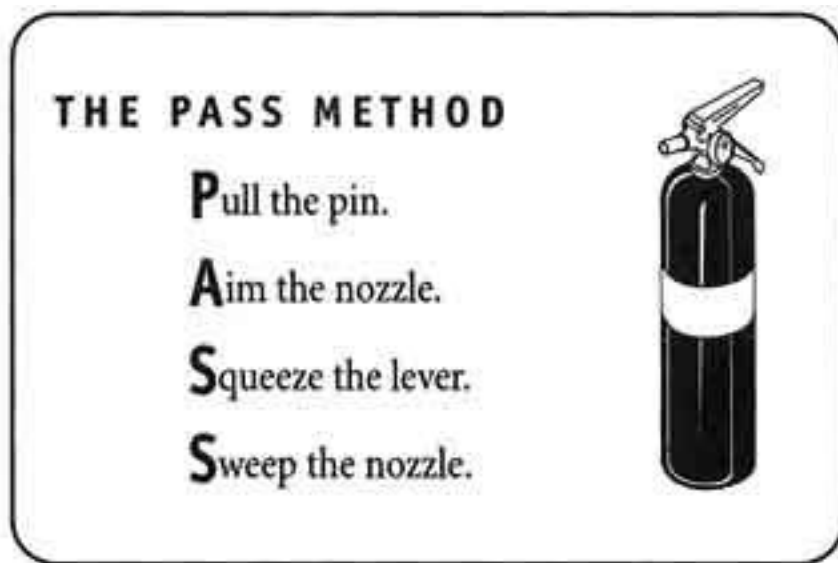
Freon logs must be maintained according to EPA regulations. The original log must remain with the canister until the Freon is completely used. When the canister is completely empty the original log should be turned in to purchasing where the log will be kept on file and will remain on file for 7 years. A new log must be used for each canister. The log must include the start date and a Freon canister number.

HVAC Safety Tips

- Do not work outside on units when it is raining or lightening
- Do not work outside on units when it is dark, unless proper lighting is available
- Call for backup when needed to set a condenser
- Drink plenty of water when working in extreme heat

Fire Prevention

- Provide fire extinguishers near all welding, soldering, or other sources of ignition
- Keep fire extinguishers easy to see and reach in case of an emergency
- Provide one fire extinguisher within 100 feet of employees for each 3,000 square feet of building
- Don't store flammable or combustible materials in areas used for stairways or exists
- Avoid spraying of paint, solvents, or other types of flammable materials in rooms with poor ventilation. Build-up of fumes and vapors can cause explosions or fires
- Store gasoline and other flammable liquids in a safety can outdoors or in an approved storage facility
- Don't store LP gas tanks inside buildings
- Keep temporary heaters at least 6 feet away from any LP gas container
- Ensure that leaks or spills of flammable or combustible materials are cleaned up promptly



Employees should be trained to use the PASS method to extinguish a fire

Evacuation Procedures

If an employee hears the fire alarm they should evacuate the building immediately using designated exits and meet in the designated area. It is imperative to leave the building immediately. It is the department supervisors' responsibility to do a head count and report any missing employees to the fire department. Do not re-enter the building.

Lifting Procedures

- Lift correctly. Size up the load before attempting to pick it up. Get help from other workers or a mechanical lifting device is necessary
- An employee should lift the load using the strength in their legs, not their back. Do this by bending the knees and keeping the back straight. Crouch down close to the object and lift by straightening the legs.
- Do not twist, bend or extend arms with carrying an object. Always hold the object as close to the body as possible
- Do not pick up or put down an object above shoulder height. Use a stepladder or stepstool if necessary
- Plan the route ahead of time when an employee is carrying an item, including where it will be set down
- Do not attempt to catch a heavy object if it falls or someone tosses it
- Do not sit or stand too long in one position. If the job requires the employee to stand, alternate feet on a raised footrest.
- Practice good posture at all times, reasonable straight while maintaining the three natural curves in the back

Occasionally an object may be too heavy for one person to pick up. There are several ways that a difficult load can be lifted

- Ask a co-worker to assist. Try to find someone who is about the same height. This will make the lift easier
- When two or more people are involved in a lift, decide ahead of time who will be the team leader. This person is responsible for giving commands such as "lift, move, and set down". Coordination of movements will prevent sudden starts or stops and changes in weight distribution
- Use mechanical assistance such as hand truck or pallet mover. But, before this equipment is used the employee should make sure they know how to properly operate it

Hazard Communication Program

The primary purpose of this written Hazard Communication Program is to inform the employee how ACS plans to meet OSHA requirements for chemical identification, labeling containers of hazardous chemicals, blood borne pathogens, providing Material Safety Data Sheets (MSDS) and program training.

List of Hazardous Chemicals

This list of hazardous chemical used, produced, or stored on site contains the chemical name, common name if applicable, and the location and whether or not there is an MSDS on file. This list is updated whenever a new chemical is introduced.

Labeling or Other forms of Warning

All hazardous chemicals that enter the workplace will be marked/labeled with the following: type of chemical, hazard warnings, name and address of the manufacturer or responsible party. If a hazardous chemical is not properly labeled then a supervisor should be notified and the chemical should not be used.

The manufacturer will label containers. If a container is received unmarked, the container will not be issued nor dispensed until it has been labeled.

When a chemical is transferred from the original container to another, it will be appropriately labeled. Portable containers that contain hazardous chemicals should never be used without an appropriate label that contains the

information above. Chemical should not be transferred to other containers unless the manufacturer's directions indicate it is warranted or necessary.

Material Safety Data Sheets (MSDS)

The name on the MSDS will be the same name listed on the chemical inventory list. All MSD sheets will be contained in a notebook at the office and must be stored in a location that is made accessible to all employees.

If non-routine work must be performed on systems containing hazardous chemicals or the non-routine work may create hazardous chemicals, employees will be apprised of the situation by:

- Individual instruction
- Safety meetings

Blood Borne Pathogens

Employees may, during the course of their work, come in contact with blood or potentially infectious bodily fluids. There are many diseases carried by human blood. The two most common are hepatitis B virus (HBV) and the human immunodeficiency virus (HIV).

The hepatitis B virus (HBV) is a major blood borne pathogen hazard. HBV causes an inflammation of the liver. Individuals infected with HBV may have flu like symptoms, which later require hospitalization. It is also possible that no symptoms may be present. The person's blood, saliva, and other body fluids become infected. The disease can be spread to sexual partners, family members, and unborn children. Many persons infected with HBV are unaware of their condition. HBV may severely damage a person's liver, leading to cirrhosis and death. Currently a vaccine exists, which can protect the employee from HBV.

The human immunodeficiency virus (HIV) attacks the body's immune system, causing the disease commonly known as AIDS. Currently no vaccine exists for HIV. Once infected with HIV a person may carry the virus for several years before developing symptoms. Symptoms of HIV include flu like systems, fever, diarrhea, and fatigue. HIV infection will eventually lead to AIDS. AIDS related illnesses include neurological problems, cancer, and many other infections. HIV is generally transmitted through sexual contact. HIV transmission can also occur through contact with infected blood and some body fluids.

Blood borne pathogens can cause infection by entering the body in a variety of ways. Open cuts, skin abrasions, acne, dermatitis, and mucus membranes in the nose, mouth and eyes are all potential entrance points into the body. Accidental injury can occur when the employee becomes infected with a sharp object that is contaminated. Indirect transmission of disease can be the result of infected material being handled and then the hands placed in the mouth, nose, eyes or an open wound.

Exposure to blood borne pathogens can be reduced through a method of hazard control. Specifically, the hazard control involves the use of proper work practices, personal protective equipment, and housekeeping.

This use of proper work practices is essential in reducing the potential hazard associated with blood borne pathogens. Employees involved in the cleaning of surfaces where blood and other body fluids may be present need to use proper waste containers for the debris and cleaning waste and properly maintain personal hygiene. Waste containers should be used exclusively for biologically contaminated waste. Please contact HR for information concerning waste containers.

Person hygiene involves washing hands very often. Every time gloves are removed, anytime an employee's hands touch surfaces where blood or other body fluids may be present, the employee's hands should be washed. Wash hands with a non-abrasive soap under running water. Hand washing will reduce the potential transferring of contamination from the hands to other body parts or surfaces that may be contacted later. Do not eat, drink, smoke, apply cosmetics or lip balms or handle contact lenses in areas where contamination may exist or without washing hands. Do not keep food and drink in refrigerators, freezers, shelves, cabinets, or on other surfaces where blood or infectious body fluids may be present.

Gloves are the personal protective equipment. Gloves must be worn whenever it is reasonable to anticipate that an employee may come in contact with blood or body fluids. Do not wear damaged gloves. Cover any cuts with bandages before putting on gloves. Replace gloves immediately if the gloves become torn, punctured, contaminated, or otherwise lose the effectiveness. To remove gloves:

- With both hands gloved, peel one glove off from top to bottom and hold it in the gloved hand
- With the exposed hand, peel the second glove from the inside tucking the first glove inside the second
- Dispose of both gloves
- Never touch the outside of the gloves with bare skin
- Wash hands with non-abrasive soap and running water as soon as possible

Some general procedures for cleaning include the use of disinfectants or 10% bleach to water solution. These should be used to clean all potentially infectious materials. Employees should never pick up broken glass with bare hands. Wear work gloves or use tongs or a broom and dustpan to clean up broken glass. All potentially contaminated waste with sharp edges should be placed in leak proof, puncture resistant containers.

Steps to Protect health

- Avoid close contact with people who are sick. If an employee is sick, they should keep distance from others to protect them from getting sick
- Employees should stay home when they are sick or have flu symptoms. Get plenty of rest and check with a health care provider as needed
- Cover mouth and nose with a tissue when coughing or sneezing. It may prevent those around the employee from getting sick
- Wash hands often
- Avoid touching eyes, nose and mouth. Germs spread when a person touches something that is contaminated.
- Practice other healthy habits. Get plenty of sleep, be physically active, manage stress, drink plenty of fluids, eat nutritious foods, and avoid smoking

Safety Program Brief Summary

1. Every employee will be instructed and trained to use any tools entrusted to them properly. Project supervisors are responsible to see that every worker is familiar with tools and equipment they will be using. This training will be performed the first day on site for each new employee and at regular intervals thereafter.
2. All accidents and injuries will be reported and treated immediately. Employees will be advised where first aid may be attained.
3. Proper protective equipment will be worn at all times.
4. Hazardous conditions or substances will be reported immediately.
5. Substance abuse by employees will not be tolerated.
6. Employees who continually utilize equipment or tools improperly will be terminated.

It is our company's goal to complete every year without any job related injuries and lost work days.