Employee Handbook

EKG SECURITY, INC.

A Guide For Our Employees
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Welcome

It is our privilege to welcome you to EKG Security, Inc. We wish you every success in your new job, and we hope that you quickly feel at home. This Handbook was developed to describe some of the expectations we have for all of our employees and what you can expect from us. We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

**EKG Security, Inc. Mission Statement**

EKG Security, Inc. provides personalized security services for people and organizations in the United States of America. We secure the assets of our customers through a customized and personal response that they value. Our unique background and experience enables us to provide differentiated and excellent service. EKG Security, Inc. exists to serve its clients, employees, and communities in which we live.

**EKG Security, Inc. Corporate Values**

**Integrity** – The first and most important value centers on trust between EKG Security, Inc., the client, our communities and our employees.

**Respect** – For the individual and the client we serve by putting others first and valuing their differences.

**Flexibility** – Responsiveness to the client and employees to ensure that we provide customized and timely service.

**Humility** – Putting service to others ahead of personal interests.

**Excellence** – Providing and striving for the best results for service, the team, and individual.

**Empowerment** – Development and training programs that enable employees to do their best.

Fred O. Godbee
President & CEO
EKG Security, Inc.
Introduction

This Employee Handbook (“Handbook”) is a compilation of personnel policies, practices and procedures currently in effect at EKG Security, Inc. (“Company”).

The Handbook is designed to introduce you to our Company, familiarize you with Company policies, provide general guidelines on work rules, benefits and other issues related to your employment, and help answer many of the questions that may arise in connection with your employment.

**This Employee Handbook is not a contract.** Like most American companies, EKG Security, Inc. generally does not offer individual employees formal employment contracts with the Company. This Handbook does not create a contract, express or implied, guaranteeing you any specific term of employment, nor does it obligate you to continue your employment for a specific period of time. The purpose of the Handbook is simply to provide you with a convenient explanation of present policies and practices at the Company. This Handbook is an overview or a guideline. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to the Human Resources Department.

The Company reserves the right to modify any of our policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.
Part 1 – General Employment Policies and Practices

**Equal Employment Opportunity**
The Company is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms the Company’s commitment to the principles of fair employment and the elimination of all discriminatory practices. Details of our equal employment opportunity policies are further explained in Part 2 below.

**Your Employment Relationship with the Company**
Like most American companies, EKG Security, Inc. generally does not offer individual employees a formal employment contract with the Company. Employment is “at will,” meaning that you or the Company may end your employment at any time for any lawful reason.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Handbook obligate you to continue your employment for a specific period of time. Unless you have entered into an employment agreement that supersedes this document, either you or the Company may terminate the employment relationship at any time.

This Employee Handbook does not guarantee any prescribed process for discipline and discharge. The company reserves the right to discipline and/or terminate any employee who violates any company policy, practice or rule of conduct stated in The Handbook. Poor performance and misconduct are also grounds for discipline or termination.

No manager or other representative of the Company, other than the President, has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by the President and the employee.

**Recruitment and Hiring**
The Company’s primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities or experience needed to perform the work. Decisions regarding the recruitment, selection and placement of employees are made on the basis of job-related criteria.

We encourage current employees to recruit new talent for our Company. Current employees who recruit new employees that remain employed six (6) months are entitled to a bonus.
Employment Classifications
The following terms will be used to describe employment classifications and status:

Exempt Employees
Exempt employees are not subject to the overtime pay provisions of the federal Fair Labor Standards Act (FLSA). An exempt employee is one whose specific job duties and salary meet all of the requirements of the U.S. Department of Labor’s regulations. In general, an exempt employee is one who is paid on a salary basis at not less than $913 per week who holds an administrative, professional, or management position. Certain outside sales persons and a few other job categories are also exempt.

Non-Exempt Employees
Salaried employees who are not administrative, professional, or managerial employees (as defined by the U.S. Department of Labor) and many hourly employees are generally not exempt from the FLSA’s overtime provisions.

Full-Time Employee
Full-time employees are those who are regularly scheduled to work at least 30 hours per week that are not hired on a temporary basis.

Part-Time Employee
Part-time employees are those who are regularly scheduled to work fewer than 30 hours per week that are not hired on a temporary basis. Part-time employees are not eligible for Company paid benefits, including Paid Time Off (PTO).

Temporary Employee
Temporary employees are those hired for an interim period of time, usually to fill in for vacations, leaves of absence, or projects of a limited duration. Temporary employees are not eligible for Company paid benefits, except as required by law.

Orientation and Training
To help you become familiar with the Company and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Company may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required.

Immigration Law Applicable to All Employees
The Company complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, the Company is required by law to terminate your employment.
**Hours of Work**

Although every attempt is made to assign employees to locations and shifts that are mutually beneficial to both The Company and the employee, all employees are subject to assignment at any location and for any shift (day, night weekday, weekend, or holiday).

**Overtime**

Because of the nature of our business, your job may periodically require overtime work. If the Company requires that you work overtime, we will give you as much advance notice as possible. You should not work overtime hours without prior approval by your immediate supervisor or the designated manager.

**Attendance and Punctuality**

It is important for you to report to work on time and to avoid unnecessary absences. The Company recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the success of the Company.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should notify your immediate supervisor or the designated manager. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible, but in no event, later than four (4) hours before you are due at work. In the event your immediate supervisor is unavailable you must speak with the area manager. Leaving a voicemail message or sending a text message is not an acceptable form of contact. If an employee is absent from work for three (3) consecutive days, the employee must present a doctor’s note indicating the employee is cleared to return to work.

Some, but not all, absences are compensated under the Company’s PTO policies described in Part 5 below.

You are expected to be at your duty station at the beginning of your shift. If you are delayed, you must call your immediate supervisor to state the reason for the delay. As with absences, you must make every effort to speak directly with your supervisor. If your supervisor is unavailable, you must speak with the area manager. Leaving a voicemail message or sending a text message is not an acceptable form of contact. Regular delays in reporting to work will result in disciplinary action up to and including discharge.

**Inclement Weather**

You are expected to report to your duty station at your scheduled time unless there is a government-declared state of emergency or unless you are advised otherwise by your supervisor. Use common sense and your best judgment when traveling to work in inclement weather. If you are unable to drive due to the weather, you are to contact your supervisor no later than four (4) hours before you are due at work and a ride will be provided for you. If you are unable to reach your supervisor, you must contact the area manager.
Dress Code and Public Image

As an employee of the Company, we expect you to present a clean and professional appearance. You are, therefore, required to dress in the required uniform issued to you and to behave in a professional, businesslike manner. It is essential that you act in a professional manner and extend the highest courtesy at all times to co-workers, visitors, and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and exceptional quality.

Uniform regulations include, but are not limited to, the following:
1. Security Officers and Site Managers will wear the uniform issued to them.
2. Belts and shoes must be black. Sneakers are not permitted. Large or fancy belt buckles are not permitted.
3. Uniforms are to be maintained and worn in a clean and unwrinkled condition.
4. All shirts must be tucked in.
5. Security Officers and Site Managers must maintain a neat hairstyle approved by their supervisor. Facial hair must be neatly trimmed and is permitted only if acceptable to the Client.
6. No earrings are permitted. This includes, but is not limited to earrings, pierced metal or plastic objects.
7. No insignia other than the American Flag and the EKG Security, Inc. are permitted.
8. Unauthorized pins, patches or devices may not be worn. Political or other organizational symbols of any kind are forbidden.
9. Only issued jackets, coats, or raincoats are permitted to be worn over the uniform.
10. Caps will be worn at all times when not inside a vehicle or the facility.
11. Uniforms may not be worn when off-duty, except in travel to and from your assigned post. Security Officers and Site Managers may not enter bars, cocktail lounges, taverns, or other places where alcoholic beverages are being served, unless specifically assigned to such place while on duty.

It is the intent of this policy to comply with applicable state, local and federal laws prohibiting discrimination on the basis of color, race, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information and any other status protected under such laws.

Other Employment

The Company’s employees are strictly prohibited from working at another place of employment using the Company’s equipment or uniforms. Violation of this policy will result in immediate termination.

Work Space

Employees are responsible for maintaining the workspace assigned to them. A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workspace is part of a professional environment that portrays the Company’s
overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized and free of items not required to perform your job.

**Company Vehicles**

Certain employees may be granted the use of a company vehicle. Employees granted use of a company vehicle may not carry passengers other than EKG Security, Inc. employees. If an employee is involved in an accident, the accident must be reported immediately. Should it be determined the accident is the fault of the employee, that employee may be responsible for the insurance deductible. All employees granted use of a company vehicle must possess a valid driver’s license and are subject to a driving history inquiry.

**Office Equipment**

Certain equipment is assigned to staff depending on the needs of the job, such as a personal computer, printer and wireless internet access. This equipment is the property of the Company and cannot be removed from the office without prior approval from your supervisor. It is expected that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.

EKG Security, Inc. personnel are strictly prohibited from using company or client computer equipment for purposes other than required to perform their usual and customary job. Employees are not authorized to check personal email, social media, or any website not expressly related to the job they are performing.

EKG Security, Inc. employees are prohibited from moving, altering, repositioning, disconnecting, removing, or discarding any client-owned and/or controlled equipment.

**Personnel Records**

It is important that the Company maintain accurate personnel records at all times. You are responsible for notifying your immediate supervisor or the Human Resources Department of any change in name, home address, telephone number, marital status, number of dependents, immigration status, or any other pertinent information. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconvenience.

**Performance Reviews, Salary Reviews**

You will have your first performance review at the end of your first 90 days of employment with the Company. Thereafter, performance reviews will normally be conducted annually each December. All performance reviews will be completed in writing by your supervisor or manager on the form designated by the Company, and reviewed during a conference with you. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with Company employment policies, any disciplinary actions, and year-to-year improvement in overall performance. Compensation increases are given by the Company at its discretion in consideration of various factors, including your performance review.
**Internet Access**
Access to the Internet is given principally for work-related activities or approved educational / training activities. Personal use is prohibited.

**Right to Monitor**
The Company email and Internet system provided by either The Company or its clients is at all times the property of the Company and/or the client. By accessing the Internet, Intranet and electronic mail services through facilities provided by the Company and/or client, you acknowledge that the Company and/or client (by itself or through its Internet Service Provider) may from time to time monitor, log and gather statistics on employee Internet activity and may examine all individual connections and communications. Please note that the Company and/or client may use email filters to block spam and computer viruses. These filters may from time to time block legitimate email messages.

**Responsibilities and Obligations**
Employees may not access, download or distribute material that is illegal, or which others may find offensive or objectionable, such as material that is pornographic, discriminatory, harassing, or an incitement to violence.

You must respect and comply with copyright laws and intellectual property rights of both the Company and the client at all times. Software must not be downloaded from the Internet without the prior approval of qualified persons within the Company or client.

**Violation of this Policy**
In all circumstances, use of Internet access and email systems must be consistent with the law and Company policies. Violation of this policy is a serious offense and, subject to the requirements of the law, may result in a range of sanctions, from restriction of access to electronic communication facilities to disciplinary action, up to and including termination.

**Email**
If you are given a company email, the email system is the property of the Company. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by the Company. You may make limited use of our email system for personal business matters, so long as such use is kept to a minimum and does not interfere with your work.

The Company email system is Company property, and as such, is subject to monitoring. System monitoring is done for your protection and the protection of the rights or property of the provider of these services. Please consider this when conducting personal business using Company hardware and software.

Electronic mail is like any other form of Company communication, and may not be used for harassment or other unlawful purposes. Your email account is a Company-provided privilege, and is Company property. Remember that when you send email from the Company domain, you represent the Company whether your message is business-related or personal.
Confidentiality of Electronic Mail

As noted above, electronic mail is subject at all times to monitoring, and the release of specific information is subject to applicable laws and Company rules, policies and procedures on confidentiality. Existing rules, policies and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software.

Social Media

The Company understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all security officers who work for EKG Security, Inc., or one of its affiliate companies in the United States.

Managers and supervisors should use the supplemental Social Media Management Guidelines for additional guidance in administering the policy.

Guidelines – In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity Web site, Web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

The same principles and guidelines found in the Company’s policies and basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow officers or otherwise adversely affects customers, event attendees, fans, suppliers, people who work on behalf of the Company or the Company’s legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules – Carefully read these guidelines, the Company Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful – Always be fair and courteous to fellow officers, customers, event attendees, fans, suppliers or people who work on behalf of the Company. Also, keep in mind that you are more likely to resolve work–related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that
disparage customers, members, officers or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

**Be honest and accurate** – Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow officers, event attendees, fans, suppliers, people working on behalf of the Company or competitors.

**Post only appropriate and respectful content** – Maintain the confidentiality of the Company’s trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to the Company’s website without identifying yourself as an officer.

Express only your personal opinions. Never represent yourself as a spokesperson for The Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an officer and make it clear that your views do not represent those of the Company, fellow officers, event attendees, fans, customers, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with The Company, make it clear that you are not speaking on behalf of the Company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of EKG Security, Inc."

**Using social media at work** – Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use the Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Retaliation is prohibited** – The Company prohibits taking negative action against any officer for reporting a possible deviation from this policy or for cooperating in an investigation. Any officer who retaliates against another officer for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

**Media contacts** – Officers should not speak to the media on the Company’s behalf without contacting the Corporate Headquarters. All media inquiries should be directed to them.

**For more information** – If you have questions or need further guidance, please contact the Human Resources Department.
**Proprietary Information**

Proprietary information is company private information which should be kept out of the hands of those individuals not employed by the Company. Examples of proprietary information including pricing information, cost figures, and salary systems. All Security Officers must be alert for evidence that proprietary information is being mishandled, and must report that mishandling to a Supervisor or the Area Manager. Disclosure of proprietary information is a violation of company policy and violators are subject to disciplinary action.

**Telephones**

Access to the Company and/or client telephone system is given principally for work-related activities or approved educational / training activities. Personal use is strictly prohibited.

You should use common sense and your best judgment when making or receiving personal cellular phone calls at work. To the extent possible, employees should make personal cell phone calls during their breaks or lunch times. The use of cameras on cell phones during work hours is prohibited to protect the privacy of the Company and/or client as well as of fellow employees. However, this restriction will not apply to any recordings made in the exercise of any rights granted to an employee by federal law.

The Company and/or client telephone system is at all times the property of the Company and/or client. By accessing the telephone system through facilities provided by the Company and/or client, you acknowledge that the Company and/or client has the right to monitor its telephone system from time to time to ensure that employees are using the system for its intended purposes.

The Company prohibits the use of hand-held cellular devices while driving. Employees are strongly encouraged to use a hands-free cellular device while driving, should the use become a necessity in the course of employment. Sending and/or receiving text messages is expressly prohibited while operating any company owned vehicle.

**Smoking**

In order to provide a safe and comfortable working environment for all employees, smoking is strictly prohibited at all times inside any Company or client building. Employees must adhere to the client’s smoking policy at all client locations.

**Drug-Free Workplace**

The Company takes seriously the problem of drug and alcohol abuse, and is committed to providing a substance abuse-free workplace for its employees. Substance abuse of any kind is inconsistent with the behavior expected of our employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines our ability to operate effectively and efficiently. The Company has adopted a formal policy related to substance abuse.

**Substance Abuse Policy**

The Company recognizes alcohol and drug abuse as potential health, safety and security problems. The Company expects all employees to 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, and violations of the policy may lead to discipline and/or discharge.

All employees are prohibited from engaging in the unlawful manufacture, possession, use, distribution or purchase of illicit drugs, alcohol or other intoxicants, as well as the misuse of prescription drugs on Company premises or at any time and any place during working hours. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work. Employees may not report to work under the influence of illegal drugs or alcohol. Employees legally taking prescription drugs are required to notify their supervisor immediately. Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

It is the responsibility of the Company’s managers and supervisors to counsel employees and implement corrective actions whenever they see a change in performance or behavior that suggests an employee has a drug problem. Although diagnosing personal problems is not the manager’s or supervisor’s job, they should encourage those employees to seek help and advise them about available resources for getting help. Each employee shares in the responsibility for maintaining a safe work environment and should encourage any employee who has a drug problem to seek help.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. The intent of this policy is to send a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment with the Company.

The confidentiality of any information received by the employer through this substance abuse program shall be maintained, except as otherwise provided by law.

**Drug Testing Policy**

As a condition of employment, all job applicants given an offer of employment are required to submit to a drug screening for the purpose of determining the presence of illegal drugs. The Company will rescind its offer of employment to any applicant testing positive. If it is determined the applicant tampered with the specimen, the offer of employment will be rescinded.

It shall be a condition of continued employment for all employees to submit to drug testing under the following circumstances:

1. When there is “reasonable suspicion” to believe that an employee is using illegal drugs or abusing alcohol. “Reasonable suspicion” is based on a belief that an employee is using or by objectively articulated fact(s) and/or reasonable inference(s) drawn from the fact(s), has used drugs or alcohol in violation of the employer’s policy. Among other things, such facts and inferences may be based upon, but not limited to, the following:
   a. Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse;
   b. Abnormal conduct or erratic behavior is observed while at work, or a significant deterioration in work performance is detected;
c. A report of substance abuse provided by a reliable and credible source;
d. Evidence that an individual has tampered with any substance abuse test during his or her employment;
e. Information that an employee has caused or contributed to an accident while at work;
f. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer’s or client’s premises, or while operating the employer’s or client’s vehicle, machinery or equipment.

2. When an employee has caused or contributed to an on-the-job injury that has resulted in lost work time, which means any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. An employee will be asked to submit to a substance abuse test if they are involved in an on-the-job accident where any type of personal injury or any form of damage to company or client property occurs.

3. As part of a follow-up program of treatment for drug abuse.

4. When a substance abuse test is conducted as part of a routinely scheduled employee fitness-for-duty medical examination that is part of the employer’s established policy or that is scheduled routinely for all members of an employment classification or group.

5. When the company elects to conduct their own internal random drug testing activity being on a predetermined percentage of the workforce. Those chosen for testing will be selected in a nondiscriminatory manner as deemed acceptable or impartial to all company employees. If the physician, official or lab personnel have suspicion to believe the employee has tampered with the specimen, the employee is subject to the disciplinary actions as set forth in this Handbook, up to and including termination.

**Alcohol Abuse**

An employee who is under the influence of alcoholic beverages at any time while on company business, at any time during the hours between the beginning and ending of the employee’s work day (whether on duty or not), on Company business, or on Company or client property shall be guilty of misconduct and is subject to the disciplinary actions as set forth in this Handbook, up to and including termination.

An employee shall be determined to be under the influence of alcohol if:

1. The employee’s normal faculties are impaired due to the consumption of alcohol; or
2. The employee’s blood alcohol level as a result of the test is found to be .08 or higher or as currently defined by the State of Georgia as being sufficiently elevated to the point where it is unlawful for the employee to operate a motor vehicle.

Failure of the employee to submit to a Company required substance abuse test is considered an act of misconduct and the employee shall as a result of this refusal be subject to the disciplinary actions as set forth in this manual, up to and including termination.

**Safety and Accident Rules**

Safety is a joint venture at the Company. While we recognize that we do not always have full control over your workspace, we make every effort to provide a clean, hazard-free, healthy, safe environment in which to work and make every effort to comply with all relevant federal, state
and local occupational health and safety laws, including the federal Occupational Safety and Health Act. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. You should find and eliminate, or report, any unsafe working conditions at a client’s site as well as our own facilities. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get hurt while at work, you must notify your manager immediately. Failure to do so may result in a loss of benefits under the state workers’ compensation law.

The Company has established a formalized safety program that includes client training and procedural adherence. Employees are trained in good safety practices, hazard identification, general emergency procedures, fire safety, safe driving, use of personal protective equipment, first aid, safe operations of all equipment, and prompt reporting of accidents and injuries. It is your responsibility to familiarize yourself with these requirements.

Failure to abide by the Company’s safety and accident rules may result in disciplinary action, up to and including termination.

**Workplace Violence Prevention Policy**

As stated above, the Company is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our organization, staff, and clients.

Workplace violence includes any physical assault or act of aggressive behavior occurring where an employee performs any work-related duty in the course of his or her employment including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon an employee; any intentional display of force which would give an employee reason to fear or expect bodily harm; intentional and wrongful physical contact with a person without his or her consent that entails some injury; or stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

Acts of violence by or against any of our employees where any work-related duty is performed will be thoroughly investigated and appropriate action will be taken, including involving law enforcement authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients and visitors, following all policies, procedures and practices, and for assisting in maintaining a safe and secure work environment.

**Promotions and Transfers**

In an effort to match you with the job for which you are most suited and/or to meet the business and operational needs of the Company, you may be transferred from your current job. This may be either at your request or as a result of a decision by the Company.
Reasons for transfer may include, but are not necessarily limited to, fluctuations in client(s) needs; a desire for more efficient utilization of personnel; increased career opportunities; personality conflicts; health; other personal situations; or other business reasons. The management of the Company does reserve the right to transfer or promote an employee without posting the availability of that position. Temporary transfers may be made at the discretion of the Company management.

You are eligible to request a transfer and to be considered for promotions upon completion of six months of satisfactory performance in your current job. Your eligibility is also dependent, of course, on your having the needed skills, education, experience and other qualifications that are required for the job. However, a transfer may take place within the first 90 days of employment if the management of the Company believes that it is in the best interest of the Company to make an exception to this guideline.

**Disciplinary Policy**

The Company has a progressive discipline policy that identifies and addresses employee and employment related problems. This policy applies to any and all employee conduct that the Company, in its sole discretion, determines must be addressed by discipline. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the Company takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.

Most often employee conduct that warrants discipline results from unacceptable behavior, poor performance, or violation of the Company’s policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the Company need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation. Likewise, some company policies like sexual harassment and attendance, contain specific discipline procedures.

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

The Company will normally adhere to the following progressive disciplinary process:

1. **Verbal Caution:** An employee is given a verbal caution when he or she engages in problematic behavior. As the first step in the progressive discipline policy, a verbal caution is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed. Verbal warnings are documented and maintained by your supervisor. A verbal caution remains in effect for three (3) months.

2. **Verbal Warning:** A verbal warning is more serious than a verbal caution. An employee is given a verbal warning when a problem is identified that justifies a verbal warning or the
employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee’s personnel file and remain in effect for six (6) months.

3. **Written Warning**: A written warning is more serious than a verbal warning. A written warning is given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee’s personnel file and remain in effect for one (1) year.

4. **Suspension**: A suspension without pay is more serious than a written warning. An employee is suspended when he or she engages in conduct that justifies suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee’s suspension is documented and regardless of the length of the suspension, remains in effect for one year.

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

*While the Company will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action is taken in a given situation.*
Part 2 – Anti-Discrimination & Harassment

**Discrimination Is Prohibited**

The Company is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation and training. We seek to comply with all applicable federal, state and local laws related to discrimination and will not tolerate the interference with the ability of any of the Company’s employees to perform their job duties.

The Company makes decisions concerning employment based strictly on an individual’s qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual’s past performance within the organization.

If you believe that an employment decision has been made that does not conform with management’s commitment to equal opportunity, you should promptly bring the matter to the attention of your immediate supervisor, designated manager, or Human Resources. Your complaint will be promptly, thoroughly and impartially investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

**Americans with Disabilities Act**

The federal Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training and other terms, conditions and privileges of employment. The ADA does not alter the Company’s right to hire the best-qualified applicant, but it does prohibit discrimination against a qualified applicant or employee because of his or her disability, or because of a perceived disability. As a matter of Company policy, the Company prohibits discrimination of any kind against people with disabilities.

**Disabled Defined**

An applicant or employee is considered disabled if he or she (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record or past history of such an impairment; or (3) is regarded or perceived (correctly or incorrectly) as having such impairment.

A qualified employee or applicant with a disability is an individual who satisfies the requisite skill, experience, education and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.
Reasonable Accommodation

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Company in order to allow them to perform a particular job. If you are disabled and you desire such reasonable accommodation, contact your immediate supervisor, designated manager, or Human Resources. On receipt of your request we will meet with you to discuss your disability. We may ask for information from your health care provider(s) regarding the nature of your disability and the nature of your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. We will then work with you to determine whether your disability can be reasonably accommodated, and if it can be accommodated, we will explore alternatives with you and endeavor to implement a mutually agreeable accommodation.

Reasonable accommodation may take many forms and it will vary from one employee to another. Please note that according to the ADA, the Company does not have to provide the exact accommodation you want, and if more than one accommodation works, we may choose which one to provide. Furthermore, the Company does not have to provide an accommodation if doing so would cause undue hardship to the Company.

Workplace Harassment

The Company is committed to providing a work environment that provides employees equality, respect and dignity. In keeping with this commitment, the Company has adopted a policy of “zero tolerance” with regard to employee harassment. Harassment is defined under federal law as unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, age (40 or older), disability or genetic information. Harassment becomes unlawful where: (1) enduring the offensive conduct becomes a condition of continued employment; or (2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

This policy applies to all terms and conditions of employment. Harassment of any other person, including, without limitation, fellow employees, contractors, visitors, clients or customers, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly and impartially investigated and resolved appropriately. The Company will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

Sexual Harassment

Sexual harassment is prohibited by federal, state and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when the conduct: (1) explicitly or implicitly affects a term or condition of an employee’s employment; (2) is used as the basis for employment decisions affecting the employee; or (3) unreasonably interferes with
an employee’s work performance or creates an intimidating, hostile or offensive working environment.

Such conduct may include, but is not limited to: subtle or overt pressure for sexual favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Company policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) The Company encourages reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with his or her immediate supervisor, designated manager, or Human Resources.

**Supervisors’ Responsibilities**

All managers are expected to ensure a work environment free from sexual and other harassment. They are responsible for the application and communication of this policy within their work area. Managers should:

- Encourage employees to report any violations of this policy before the harassment becomes severe or pervasive.
- Make sure the Human Resources Department is made aware of any inappropriate behavior in the workplace.
- Create a work environment where sexual and other harassment is not permitted.

**Procedures for Reporting and Investigating Harassment**

Employees should report incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence. Employees who believe they have been harassed, regardless of whether the offensive act was committed by a manager, co-worker, vendor, visitor, or client, should promptly notify their immediate supervisor, area manager, or Human Resources. If the employee’s immediate supervisor is involved in the incident, the employee should report the incident to the Human Resources Department. Every claim of harassment will be treated seriously, no matter how trivial it may appear. All complaints of harassment, sexual harassment, or other inappropriate sexual conduct will be promptly, thoroughly and impartially investigated by the Company.

Employees who witness or observe inappropriate behavior or sexual harassment are required to report that behavior or harassment to their immediate supervisor, designated manager, or Human Resources. Failure to report the inappropriate behavior or sexual harassment may lead to that observing employee being considered an accessory to the inappropriate behavior or harassment.

There will be no retaliation for filing or pursuing a harassment claim. To the extent possible, all complaints and related information will remain confidential except to those individuals who need the information to investigate, educate, or take action in response to the complaint.
All employees are expected to cooperate fully with any ongoing investigation regarding a harassment incident. Employees who believe they have been unjustly charged with harassment can defend themselves verbally or in writing at any stage of the investigation. To protect the privacy of persons involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. Investigations may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

At the conclusion of a harassment investigation, the complainant and the “alleged harasser” shall be informed of the determination. Where appropriate, the “harasser” and the “victim” may be offered mediation or counseling through an employee assistance program (EAP).

**Penalties for Violation of Anti-Harassment Policy**

If it is determined that inappropriate conduct has occurred, the Company will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as the Company deems appropriate under the circumstances and in accordance with applicable law.
Part 3 – Compensation

Payroll Practices
Employees are paid bi-weekly. When a payroll date falls on a holiday, employees will, when possible, be paid on the last business day before the holiday. Otherwise, employees will be paid on the first business day following the scheduled payroll date.

The Company utilizes an automated system to track and record employees worked hours, as well as schedules, vacation requests, and unpaid time off. It is the employee’s responsibility to clock in at the beginning of their shift, clock out at the end of their shift, and follow the time and attendance policies and procedures of the Company. Pay will be based on the time entered in the time and attendance system. Employees are encouraged to regularly review their timecards and report any discrepancies to their immediate supervisor.

Salary Deductions and Withholding
The Company will withhold the following from your paycheck:

Taxes
Federal, state and local taxes, as required by law, as well as the required FICA (Social Security and Medicare) payments.

Direct Deposit
You may have your paycheck deposited directly into your bank account. You will be given the authorization form for deposit in your onboarding paperwork. Should you change accounts or close your account any time in the future, please notify Human Resources to update your record.

Employees who do not have a bank account or choose not to have their pay deposited in their account will receive their pay on a debit card issued to them by the Company.
Part 4 – Benefits

**Workers’ Compensation Insurance**

To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related accident or illness, you are covered by workers’ compensation insurance, provided by the Company and based on state regulations. The amount of benefits payable, as well as the duration of payments, depends upon the nature of your injury or illness. However, all medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law. If you are injured or become ill on the job, you must (1) immediately report the injury or illness to your supervisor and the Human Resources Department. This ensures that the Company can help you obtain appropriate medical treatment; (2) If the injury poses a health emergency, proceed to the nearest hospital emergency department, otherwise you must choose a medical facility listed on the Workers Compensation Notice at your jobsite; (3) Inform the registration clerk you experienced an on-the-job injury; (4) **You will be required to submit to a drug screening. If you fail the drug screening, you will be responsible for your medical bills. The Company and the workers compensation carrier will not pay for treatment if you fail the drug screening.**

Your failure to follow the above procedure may delay your benefits or may even jeopardize your receipt of benefits. Questions regarding workers’ compensation insurance should be directed to the Human Resources Department.

The Company offers a light duty program when an on the job injury occurs and light duty is stipulated by the treating physician. Injured employees will be returned to full duty status once released by the attending physician.

**Travel Policy**

The Company will reimburse employees for authorized business use of a personal vehicle and miscellaneous expenses. The following policies are based on practices employed by most organizations of our size and take into consideration what is considered reasonable and customary. You are responsible for complying with the Company’s travel policy. The Company assumes no obligation to reimburse employees for expenses that are not authorized or in compliance with this policy.

Employees must request reimbursement for travel or miscellaneous expenses within 30 days of incurring the expense. Reimbursement will be included on your paycheck.

The Company will reimburse employees for authorized use of their personal vehicle at the rate established by the IRS. This mileage allowance is in lieu of actual expenses for gasoline, oil, repairs, tags, insurance, and depreciation. Therefore, actual expenses for those items will not be reimbursed when your personal vehicle is used for business. It is the employee’s responsibility to carry adequate insurance coverage for their protection. To receive reimbursement, the employee must send an email to their supervisor indicating the date traveled, the location or client the employee visited, and the total number of miles. Supervisors will forward that email to the Human Resources department authorizing the travel reimbursement.
The Company will reimburse employees for authorized miscellaneous expenses. Employees must submit a copy of the receipt to their supervisor. Supervisors will forward the receipt and their authorization to the Human Resources department for reimbursement.
Part 5 – Holidays, Vacation and Other Leave

Religious Observance
Federal and state equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. Employees who require time off for religious observances may use PTO. This leave must be requested through the online Time & Attendance system at least 30 days prior to the event.

Paid Time Off (PTO)
All PTO must be requested at least 30 days prior to the requested day(s) off and must be requested through the online Time & Attendance system. No other form of request (written, fax, or text) is acceptable. Requests are considered on a first come first serve basis. If an employee’s paid time off request is denied and that employee calls in sick on that day, a doctor’s excuse is required to be submitted within two (2) hours of the employee’s scheduled shift. If a doctor’s excuse is not provided within the required time, the employee will be immediately terminated.

Eligibility
Employees are eligible for paid time off described in this policy if they are a full-time employee and if they fulfill the eligibility requirements set forth below.

Employees working at least 30 hours per week are eligible for paid time off benefits on January 1 of each calendar year in accordance with the vacation benefits schedule set forth below but subject to the provisions regarding paid time off benefits for newly hired employees. The week of paid time off benefits is based on the average number of hours per week that the employee worked in the previous calendar year.

Note: An employee at December 31 qualifies for paid time off benefits to be used in the following calendar year based on the average number of hours per week that the employee worked in the previous calendar year. In the event the employee changes their normal scheduled hours to be worked each week, the paid time off benefits available remain the same. In the event the employee changes to part-time status, their paid time off benefits remain the same for the current calendar year only and that employee would earn no future benefit. This is because the paid time off benefit that an employee is eligible to use each year is based on the employee’s average hours worked in the previous calendar year.

Example: A full-time employee with two years of credited services whose average hours worked is 35 hours per week during the previous calendar year will be eligible for one 35-hour week of paid time off as of January 1.

Newly Hired Employees
Full-time newly hired employees will be eligible to use paid time off benefits at the point in time when they have completed one year of service. Once the employee is eligible to use paid time off benefits, the benefits must be used by the end of the current calendar year. However, if the completion of one year of services occurs any time during the month of December, the employee may use the paid time off benefit beginning on December 1 of the current calendar year.
January 1 of the following calendar year, the employee is eligible for paid time off benefits in accordance with the paid time off schedule set forth below.

**Paid Time Off Schedule**

<table>
<thead>
<tr>
<th>Company Credited Service</th>
<th>Annual Paid Time Off Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 through 6 years *</td>
<td>Maximum 40 hours/1 week</td>
</tr>
<tr>
<td>7 through 11 years</td>
<td>Maximum 80 hours/2 weeks</td>
</tr>
<tr>
<td>12 or more years</td>
<td>Maximum 120 hours/3 weeks</td>
</tr>
</tbody>
</table>

*Subject to the provisions regarding newly hired employees.

For the years in which an employee reaches their 7th or 12th service anniversary and is entitled to increased paid time off vacation benefits as set forth in the schedule above, the employee does not have to wait until the actual anniversary date to qualify for the additional paid time off benefit. The employee is eligible to use the additional paid time off benefit on January 1 of the year in which they reach the applicable service anniversary.

**Paid Time Off Benefits Not Used by Year End**

Vacation benefits are not cumulative and must be used during the calendar year. In the event that extraordinary circumstances arise which prevents an employee from taking scheduled paid time off, the paid time off balance may be deferred to the following calendar year only with the approval of the Office Manager or CEO/President. If such approval is obtained, the deferred paid time off benefits must be used by March 15th of the following calendar year.

Granting pay in lieu of paid time off benefits is prohibited.

**Payment of Paid Time Off Benefits Upon Termination**

Accrued vacation benefits will not be paid to employees upon termination of employment.

**Unpaid Time Off**

Employees may request unpaid time off at least 30 days prior to the requested day(s) off and must be requested through the online Time & Attendance system. No other form of request (written, fax, or text) is acceptable. Requests are considered on a first come first serve basis. If an employee’s paid time off request is denied and that employee calls in sick on that day, a doctor’s excuse is required to be submitted within two (2) hours of the employee’s scheduled shift. If a doctor’s excuse is not provided within the required time, the employee will be immediately terminated.
**Holiday Pay**

Only employees scheduled to work on one of the recognized holidays listed below will be paid at time and one-half for working on the holiday. Under U.S. federal law and the U.S. Department of Labor, a holiday does not have special designation for overtime pay, nor is working on a holiday considered overtime. In order to understand the holiday pay policy, hours worked on a holiday should not be counted as regular time when calculating whether an employee is eligible for overtime.

The Company recognizes the following holidays:
- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

**Bereavement Leave**

Employees will receive up to three (3) days of unpaid time off in the event of the death of a member of their immediate family. Immediate family includes spouses, domestic partners, children, parents, parents-in-law, brothers or sisters, and brothers-in-law or sisters-in-law. You are allowed one (1) day of unpaid leave in the event of the death of an extended family member. Extended family includes grandparents, aunts and uncles, and other more distant relatives.

**Military Service Leave**

Employees serving in the uniformed services, including the Army, Navy, Marine Corps, Air Force, Coast Guard and Public Health Service commissioned corps, as well as the reserve components of each of these services, may take unpaid military leave, as needed, to enable them to fulfill their obligations as servicemembers. Servicemembers must provide advance written or verbal notice to the Company for all military duty, unless giving notice is impossible, unreasonable, or precluded by military necessity. Employees should provide notice as far in advance as is reasonable under the circumstances. In addition, employees may, but are not required to, use accrued vacation or personal leave while performing military duty.

**Family and Medical Leave**

The federal Family and Medical Leave Act (FMLA) allows certain employees to take up to 12 weeks of unpaid leave per year for the serious health condition of the employee or an immediate family member, or for childbirth or adoption. An employee who assumes the role of caring for a child is also entitled to receive parental rights to family leave, regardless of the legal or biological relationship. Either day-to-day care or financial support may establish a parental relationship when the employee intends to assume the responsibilities of a parent with regard to a child. The Human Resources Department will guide you in completing appropriate forms for the leave. Any paid leave that you have accrued may be counted as part of your FMLA leave.

To take FMLA leave, you must provide the Company with appropriate notice. If you know in advance that you will need FMLA leave, you must notify your supervisor or the HR Department.
at least 30 days in advance. If you learn of your need for leave less than 30 days in advance, you must give notice as soon as you can (generally either the day you learn of the need or the next work day). When you need FMLA leave unexpectedly (for example, if a family member is injured in an accident), you must inform your supervisor or the HR Department as soon as you can.

**Military Caregiver Leave**
The FMLA also allows an eligible employee who is the spouse, son, daughter, parent or next of kin of a member of the Armed Forces, National Guard or Reserves or of certain recent veterans with a serious illness or injury, up to 26 weeks of unpaid leave within a 12-month period to care for the injured or ill servicemember or veteran. A “serious illness or injury” is generally an injury or illness incurred by the covered servicemember in the line of duty on active duty (or that existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty) that may render the servicemember medically unfit to perform the duties of the member’s office, grade, rank, or rating.

An eligible employee is entitled to a combined total of 26 workweeks of military caregiver leave and leave for any other FMLA-qualifying reason in a single 12-month period, provided that the employee may not take more than 12 weeks of leave for any other FMLA-qualifying reason during this period. (For example, in the single 12-month period an employee could take 12 weeks of FMLA leave to care for a newborn child and 14 weeks of military caregiver leave, but could not take 16 weeks of leave to care for a newborn child and 10 weeks of military caregiver leave.) Generally, you must give the Company at least 30 days’ notice before the commencement of any military caregiver leave.

**Qualifying (Military) Exigency Leave**
The FMLA also provides for up to 12 weeks of unpaid leave within a 12-month period when an eligible employee’s spouse, son, daughter, or parent is on (or has been notified of an impending call to) “covered active duty” in the Armed Forces. (“Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country. “Covered active duty” for members of the U.S. National Guard and Reserves means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation.) The leave may also be extended to the family members of certain retired military. This leave may be used to take care of such things as child care or financial and legal arrangements necessitated by the deployment of the family member.

A copy of the federal notice “Employee Rights Under the Family and Medical Leave Act” appears on the next page.
EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEASE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Eligible employees who are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;
- Have worked at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special “hours of service” requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30 days' notice of the need for FMLA leave. If it is not possible to give 30 days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

EMPLOYER RESPONSIBILITIES

Employees must notify the employer if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify their employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

For additional information or to file a complaint:

1-866-4-USWAGE
(1-866-487-9243) TTY: 1-877-889-5627
www.dol.gov/whd

U.S. Department of Labor | Wage and Hour Division
**Break Time for Nursing Mothers**
The federal Fair Labor Standards Act (FLSA) allows employees to take reasonable, unpaid break time to express breast milk as needed for up to one (1) year after the birth of a child. The Company will provide a place for the employee to express breast milk, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public. Employees will not be discharged or in any other manner discriminated against in exercising their rights under this policy.

**Civic Duty Leave**

**Jury Duty**
The Company encourages employees to fulfill their civic duties. To that end, employees will be allowed unpaid time off to serve on a jury, if summoned. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it on file. If you are called during a particularly busy period, we may ask you to request a postponement. The Company will provide additional documentation in this regard, if necessary, to obtain such postponement.

Jury duty can last from a portion of a single day to several months or more. During this time, you will be considered on a leave of absence. While serving on jury duty, you are expected to call in to your supervisor periodically to keep him or her apprised of your status.

**Appearance as a Witness**
An employee called to appear as a witness will be permitted unpaid time off to appear. Employees will be permitted to use accrued PTO when appearing as witnesses.

**Voting**
The Company encourages all employees to vote. Most polling facilities for elections for public office are scheduled to accommodate working voters. The Company, therefore, requests that employees schedule their voting for before or after their work shift. An employee who expects a conflict, however, should notify his or her supervisor, in advance, so that schedules can be adjusted if necessary.
Part 6 – Miscellaneous

Leaving the Company

If you wish to resign your employment with the Company, you are requested to notify your manager of your anticipated departure date at least two (2) weeks in advance. This notice should be in the form of a written note or letter, delivered by fax, email or regular mail. No other form of notice is acceptable. Should an employee not deliver the required notice, the balance of compensation due to that employee will be paid at the prevailing minimum wage rate.

You will not be paid for accrued but unused PTO.

The Company asks all employees to participate in an exit interview with the Director of Human Resources or the Director of Personnel Development prior to leaving the Company.

Final paychecks will be in the form of a “live” check. Employees are required to meet with either their immediate supervisor or the area manager to pick up their check and return any company issued uniforms and equipment (including client property).

If you leave the Company in good standing, you may be considered for reemployment at a later date. However, in the case of rehiring, you may be considered a new employee with respect to vacation time, benefits and seniority.

Open Door Policy

The Company has an Open Door Policy that is designed to encourage employees to bring forward any concerns or questions so that the Company can address such issues constructively together with the employee. Having an Open Door Policy means that the door to your supervisor’s office (whether real or figurative) is always open. We hope you will feel comfortable speaking with your supervisor about any questions or concerns you have.

The Company also has designated the Director of Personnel Development to receive and investigate concerns and complaints including those pertaining to human resource issues, such as complaints of discrimination, harassment, retaliation, or any conduct that is perceived to be unfair or unethical.

If you are not comfortable speaking with your supervisor about a concern or question, you should address the concern(s) to the Human Resources Department. Allegations of improper conduct will be investigated as fully and as confidentially as possible. It is a violation of the Company’s policies to retaliate against any employee who brings a good-faith concern to the Company’s attention.
Part 7 – Job Descriptions

**Basic Security Officer**

The Basic Security Officer (BSO) comprises the base element of security services. General duties and responsibilities include providing security services to a variety of clients. These duty posts include manufacturing and distribution facilities, religious institutions, retail sites and any other fixed or temporary location as needed or required.

**Essential Duties and Responsibilities**
- Protect property and lives
- Monitor entrance of property
- Identify visitors and ask for appropriate documentation
- Guard against theft and maintain security
- Respond to alarms and calls of distress
- Complete accurate incident reports
- Call for aid if necessary
- Answer telephone calls, take messages, answer questions, provide information
- Prevent passage of prohibited vehicles into restricted areas
- Prevent access to unauthorized persons
- Inspect and adjust security systems, equipment and machinery to ensure operational use
- Regulate and monitor building systems
- Inspect windows and doors to ensure locks are in place and working
- Complete all required security logs
- Proper flag maintenance
- Communicate effectively with client management, employees and visitors

**Other Duties**
- Wear uniform neatly and correctly
- Be alert at all times during duty period
- Always ready to deal with security emergencies

**Qualifications**
- HS graduate or equivalent
- Completed state-mandated Basic Security Officer training

**Training**
- Site-specific training for each site worked
- Paychex Time & Attendance software
- Site-specific software (visitor badges, truck check in/out, etc)
- Training on computers and/or tablets
Physical Demands (Expectations include, but not limited to, one or more of the following essential job functions with or without reasonable accommodation)
Walk up and down stairs
Patrolling the client’s facility (length and period to be determined by client)
Stand for long periods of time, sometimes in excess of eight hours
Work outside in a variety of weather conditions depending on the assignment

Equipment Used
Computers
Tablets
Two-way radios
Cell phones
Smart phone/applications/wi-fi
**Senior Security Officer**

The Senior Security Officer (SSO) comprises the base element of security services. General duties and responsibilities include providing security services to a variety of clients. These duty posts include manufacturing and distribution facilities, religious institutions, retail sites and any other fixed or temporary location as need or required.

**Essential Duties and Responsibilities**

- Protect property and lives
- Monitor entrance of property
- Identify visitors and ask for appropriate documentation
- Guard against theft and maintain security
- Respond to alarms and calls of distress
- Complete accurate incident reports
- Call for aid if necessary
- Answer telephone calls, take messages, answer questions, provide information
- Prevent passage of prohibited vehicles into restricted areas
- Prevent access to unauthorized persons
- Inspect and adjust security systems, equipment and machinery to ensure operational use
- Regulate and monitor building systems
- Inspect windows and doors to ensure locks are in place and working
- Complete all required security logs
- Proper flag maintenance
- Communicate effectively with client management, employees and visitors

**Other Duties**

- Wear uniform neatly and correctly
- Be alert at all times during duty period
- Always ready to deal with security emergencies

**Qualifications**

- HS graduate or equivalent
- Completed state-mandated Basic Security Officer training
- Completed EKG Security Senior Security Officer training

**Training**

- Paychex Time & Attendance software
- Site-specific training for each site worked
- Site-specific software (visitor badges, truck check in/out, etc)
- Training in computers and tablets

**Physical Demands (Expectations include, but not limited to, one or more of the following essential job functions with or without reasonable accommodation)**

- Walk up and down stairs
- Patrolling the client’s facility (length and period to be determined by client)
Stand for long periods of time, sometimes in excess of eight hours
Work outside in a variety of weather conditions depending on the assignment

**Equipment Used**
Computers
Tablets
Two-way radios
Cell phones
Smart phone/applications/wi-fi
Site Supervisor
The Site Supervisor is responsible for overseeing the security activities at their assigned site(s) which provides safety and protects all visitors, employees and client assets. Supervise programs and processes to reduce and control loss time injuries. Review staffing levels to maintain full coverage of posts. Delegate authority and assign responsibilities. Investigate incidents and compile data for accurate reporting.

Essential Duties and Responsibilities
Professional operation, administration, profitability, and quality assurance of uniformed services at a client site
Oversee the staffing, scheduling, and on-site training for security officers assigned to his/her site
Ensure that contract-required training and screening elements for security personnel have been met
Maintain overtime to a preset requirement designated by management
Ensure quality of service and contract compliance by regularly inspecting security personnel and their job performance when assigned to his/her site
Perform other operations related functions (e.g., payroll, review and maintain incident reports, issue uniforms, coordinate fleet vehicles, assist in preparation of security surveys and post orders)
All requirements of a Basic Security Officer and Senior Security Officer (requirements of supervisors as they also fill security officer roles)
Make recommendations for positive and negative personnel actions for those under his/her direct supervision
Annual security officer performance reviews
Communicate with EKG management to ensure they are apprised of all noteworthy items at his/her site
Respond to client requests
Perform duties as a first-shift security officer at their assigned site and work their assigned shift with at least 95% reliability
Other tasks as management will assign from a time to time basis

Qualifications
HS graduate or equivalent
Completed EKG Security Site Supervisor training

Supervisory Responsibilities
Bi-weekly review and approval of time & attendance for all direct reports
Review and approval of time off requests for all direct reports
Effective counseling of direct reports
Performance evaluations of direct reports

Training
Site-specific training for each site worked and/or supervised
Site-specific software (visitor badges, truck check in/out, etc) for each site worked and/or supervised
Thorough knowledge of Paychex Flex system, including Time & Attendance
Training on computers and/or tablets
CPR Certification
First Aid/AED Certification

Physical Demands (Expectations include, but not limited to, one or more of the following essential job functions with or without reasonable accommodation)
Walk up and down stairs
Patrolling the client’s facility (length and period to be determined by client)
Stand for long periods of time, sometimes in excess of eight hours
Work outside in a variety of weather conditions depending on the assignment

Equipment Used
Computers
Tablets
Two-way radios
Cell phones
Smart phone/applications/wi-fi
Area Manager

The Area Manager is the business leader in a specific geographic market. He or she must have an acute awareness of the market environment, and demonstrate sound business, financial, and growth-oriented management practices in support of multiple business customers. As the senior manager in the area, the Area Manager provides leadership and mentoring to the area’s site supervisors and security team. The Area Manager is primarily responsible for the growth and profitability of the business and retention of existing accounts through excellent customer service under the guidance of the executive management team.

Essential Duties and Responsibilities

Direct supervision, guidance and support of site supervisors
Indirect and direct support of personnel including recruitment, training, corrective actions, and adherence to company policy
Business development for the area office, including prospecting, presentations, development of RFP responses, contract negotiations, and closing of new business
Professional operation, administration, profitability, and quality assurance of uniformed services in a defined geographic management area
Ensure that the planned profitability of all services is realized by utilizing sound financial management principles and continual review of appropriate management information reports (e.g., Profit & Loss, Job Profitability, Weekly Hours, budgeting, collections, etc.)
Ensure that site supervisors understand, and comply with, all applicable EEOC, wage and hour, and other laws governing employment
Ensure that EKG is providing quality service to its clients and personnel are performing in a manner consistent with established policies, contracts, and applicable laws
Maintain an active, strong client relations program by making frequent personal visits to discuss any problems or recommendations for the improvement of service provided
Identify problems or issues and develop and implement solutions
Oversee, through supervision of site supervisors, the staffing, scheduling, and on-site training for security officers and supervisors assigned to his/her area
Ensure that contract-required training and screening elements for security personnel are met
Ensure that each site in the manager’s area has a copy of approved standard operating procedures (standing site orders) that are aligned with defined client guidelines
Ensure quality of service and contract compliance by regularly inspecting security sites, personnel and their job performance when assigned to his/her area
Communicate with EKG executive management to ensure they are apprised of all noteworthy items at his/her site
Respond to client requests and delegate authority when appropriate
Other tasks as management will assign from a time to time basis

Qualifications

Minimum of Associates Degree in Business, Criminal Justice, Finance or another related discipline
Six years relevant progressive advancement in management
Strong consultative, analytical and business development skills
**Supervisory Responsibilities**
- Bi-weekly review and approval of time & attendance for all direct reports
- Review and approval of time off requests
- Effective counseling of direct reports
- Performance evaluations of direct reports, including site supervisors

**Training**
- Completion of EKG Security's Area Manager training
- Thorough knowledge of Paychex Flex system, including Time & Attendance
- Working knowledge of Litmos training software
- Working knowledge of all Microsoft Office applications
- CPR Certification
- First Aid/AED Certification

**Physical Demands (Expectations include, but not limited to, one or more of the following essential job functions with or without reasonable accommodation)**
- Limited, to include some standing, bending, light lifting and limited stretching and reaching

**Equipment Used**
- Computer
- Tablet
- Two-way radios
- Cell phones
- Smart phone/applications/wi-fi
Part 8 – Standard Operating Procedure

Standards of EKG Security, Inc.

I SHALL always regard myself as a member of an honorable and important profession.

I SHALL take complete charge of my assignments, remain on duty under all circumstances until properly relieved, and without fear or favor, execute all orders and enforce all rules.

I SHALL follow my chain of command without exception.

I SHALL keep myself in the best possible condition so that I can efficiently perform my duties.

I SHALL put forth all effort to know my work thoroughly and take every opportunity to increase my professional knowledge.

I SHALL not furnish any information verbal or otherwise regarding the duties to which I have been assigned to anyone other than an official of E.K.G. Security, Inc. or the Client to which I am assigned.

I SHALL keep my conduct beyond reproach at all times, be honest in my dealings, and courteous in my professional relations.

I SHALL undertake each assignment with the knowledge that my duties are important, that my being ready to assume my duties on time and properly equipped, and my pride in being a professional are my most valued assets.

I SHALL not request nor accept a gratuity of any nature for any reason.

I SHALL be impartial and efficient in the discharge of my duties.

I SHALL be loyal to my superiors and accept responsibility for my actions.

I SHALL present a neat appearance and military bearing, and I shall at all times wear regulation uniforms and equipment.

I SHALL be impartial in reporting unusual incidents, regardless of the persons or consequences involved, so as to assist my superiors in arriving at correct decisions.

I SHALL not take drugs unless prescribed by a Physician. I will notify my supervisor if I am taking any prescription drug.

I SHALL not drink any alcoholic beverage eight hours prior to my shift or during my tour of duty.
General Orders and Regulations

Our primary objective is the positive development of all employees imparts discipline on a fair and constructive basis. Each problem is evaluated on a case-by-case basis, taking into consideration all facts, including but not necessarily limited to the employee’s length of service, work record, and actions taken under similar circumstances.

All instructions in this manual are, in effect, orders. Violations of these instructions, or any other policies, procedures, or practices of E.K.G. Security, may result in disciplinary action as set forth in this manual, up to and including termination.

1. My first responsibility is the protection of life and property surrounding the post and patrol to which I am assigned.
2. I will maintain a neat appearance at all times.
3. I will maintain a military bearing and a courteous attitude.
4. I am usually the first person with whom a visitor comes in contact. I will strive to make the first contact pleasant and helpful.
5. I will follow all written and verbal orders.
6. I will pass on my relief all orders pertaining to my post as well as any unusual activities during my tour of duty.
7. I will not permit anyone to relieve me who is not “fit for duty,” and in that event, I will notify my immediate supervisor and remain on duty until properly relieved.
8. I will not leave my post without proper relief under penalty of immediate dismissal.
9. I will not perform personal work on duty without permission of my supervisor.
10. I will not wear or carry a firearm or other weapon including but not limited to handcuffs, baton, mace, pepper spray, stun gun, knives, saps etc. E.K.G. Security, Inc. is an UN-Armed security company.
11. I will report unusual incidents occurring while on duty to my immediate supervisor and make a written report of such incidents no later than the end of my shift on the Officers Daily Report Attachment “C”.
12. I will not sleep, drink intoxicating beverages, sell or use illegal drugs, engage in horseplay, or fight while on duty or at any time while in uniform representing E.K.G. Security, Inc.
13. I will observe and report any safety hazards while on duty, and I will familiarize myself with the client’s Safety Policy Manual.
14. I will refrain from unnecessary conversation with Client employees or other persons on the premises to which I am assigned.
15. I will familiarize myself with the functions and operations of emergency communications systems, police and ambulance services, fire alarms, sprinklers and extinguishing systems, First Aid facilities, and use of available fire-fighting equipment.
16. I will know how to reach Police and Fire Departments as well as ambulance service and hospital facilities.
17. I will refrain from smoking and eating on duty, nor leave the post to smoke (when others are present). This includes NO SMOKING in Guard Houses, Client Buildings, or EKG Security, Inc.’s company vehicles. If assigned to a tobacco free site you must adhere to the site policy of no tobacco use.
18. I will not use foul, abusive, or blasphemous language.
19. I will refrain from conversations concerning official or company business with anyone not authorized to receive the information.

20. I will never talk to members of the press (newspapers, radio or television) about official activities of E.K.G. Security, Inc. or the Client. I will refer them to the E.K.G. Security, Inc. corporate office.

21. I will not permit vending, soliciting, collecting of contributions, or distribution of handbills on the premises of a Client's facility without authority of management.

22. My tour of duty is terminated only when properly relieved. Relief can be obtained only through instructions from an E.K.G. supervisor or the client representative.

23. If unable to report for duty, I must notify a supervisor, manager, or the E.K.G. Security, Inc. corporate office. I must speak with a person (never leave a message on an answering machine) at least four (4) hours in advance to allow for necessary replacement. **No text or e-mail.**

24. I will not entertain personal visitors on duty. Relatives or friends who deliver meals, clothing, etc., may not remain at my post while on duty.

25. I will make key/clock rounds when required on my shift, and will inspect the premises of the facility carefully on each round.

26. I will attach keys entrusted to me to a large ring, stick, or other device to prevent them from being put in a pocket, carried home, or lost.

27. Loss of/or damage to, equipment may be deducted from my wages if I am found to be negligent and/or willfully responsible for such loss or damage.

28. I will report changes in my address or telephone number immediately to my supervisor or the E.K.G. Security, Inc. corporate office.

29. I will not use a Client's or E.K.G. Security, Inc. telephone, cellular phone, or any other equipment such as typewriter, computer, calculators, and/or duplicating machines without the express permission of the Client. Emergency use of such equipment must be recorded in my Daily Activity Report. **I UNDERSTAND THAT I WILL BE CHARGED FOR ANY UNAUTHORIZED TELEPHONE CALLS THAT I MAKE AND COULD CAUSE ME TO BE TERMINATED.**

30. I will not be allowed to have radios, televisions, or other distracting items at a Client's facility without authority.

31. I will not bring any pets on my post or use any animal as a 'guard dog'.

32. If I witness a crime in-progress, I will note as many details as possible and notify law enforcement officials immediately for assistance. Crimes in-progress are volatile situations and can be dangerous to me and law enforcement officers are better equipped to handle these types of situations.

33. I will not direct traffic on any county or state road. I may assist with traffic on private property, keeping driver and public safety in mind at all times.

34. I will not borrow money from anyone on my job site (client employees or EKG Security Inc. employees) nor will I request an advance in my pay. **NO PAY ADVANCES WILL BE ALLOWED.**

35. I will not use the computers at my assigned job site to send personal e-mails, search the internet, or play computer games.
Reports

Daily Activity Report (DAR)
Each Security Officer must prepare a written Daily Activity Report (DAR) of all activities occurring during their tour of duty. Use the principal “See something, say something, write it down.” If it is not in writing it is as though it did not happen. LOG EVERYTHING. NO EXCEPTIONS.

REQUIRED INFORMATION:
1. Name of security officer
2. Date and time of duty
3. Name of officer relieved
4. Time each clock round beings
5. Name of "special" visitors (Supervisors, Executives, etc.)
6. Any safety and fire hazards noted
7. Any unusual occurrence during your tour of duty will require an INCIDENT REPORT containing the WHO, WHAT, WHEN, WHERE, WHY AND HOW information.

Incident Reports
E.K.G. Security, Inc. Security Officers will complete an incident report and/or a supplemental report on all unusual occurrences. Reports will be turned into an E.K.G. Security, Inc. supervisor or manager within 24 hours of the incident.

Other Reports
Security Officers may be required to complete and/or maintain client-generated forms (sign-in sheets, incident reports, vehicle use reports, etc.). Security Officers must be familiar with these forms, and fully understand information required on these forms.

Officers Manual Glossary
Refer to glossary of terms at the back of this manual when filling out reports.
### Training

#### General Training

All Officers will participate in courses of training designed to prepare them for general and specific Client assignments. Such training will include, but not be limited to the acts of each state where we operate and include the following topics:

<table>
<thead>
<tr>
<th>Title</th>
<th>Topic / Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. EKG Values &amp; Mission Statement</td>
<td>Customer Service Issues (6a) 0.1 hrs</td>
</tr>
<tr>
<td>2. Orientation (1-6) - (Policy / Title 43-48)</td>
<td>Role of Security/Legal (2b/c) / 3 hrs</td>
</tr>
<tr>
<td>3. Ownership/Responsibility/Teamwork</td>
<td>Role of Security (2b) 0.05 hrs</td>
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<tr>
<td>4. What’s Good (Challenges)</td>
<td>Role of Security (2b) 0.05 hrs</td>
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<tr>
<td>5. Introduction to Security</td>
<td>Role of Security (1b) 0.5 hrs</td>
</tr>
<tr>
<td>6. Human and Public Relations</td>
<td>Customer Service Issues (6a) 1 hrs</td>
</tr>
<tr>
<td>7. Report Writing</td>
<td>Patrol &amp; Observation (3e) 1 hrs</td>
</tr>
<tr>
<td>8. Communications</td>
<td>Customer Service Issues (6b) 1 hrs</td>
</tr>
<tr>
<td>9. Patrols &amp; Fixed Post</td>
<td>Patrol &amp; Observation (3a) 1 hrs</td>
</tr>
<tr>
<td>10. Physical Security &amp; Crime Prevention</td>
<td>Role of Security (1a) 0.5 hrs</td>
</tr>
<tr>
<td>11. Fire Protection &amp; Life Safety</td>
<td>Incident Response (4c) 1 hrs</td>
</tr>
<tr>
<td>12. Criminal Law &amp; Liability</td>
<td>Legal Aspects (2e)/Patrol (3c) 1 hrs</td>
</tr>
<tr>
<td>13. Civil Law &amp; Liability</td>
<td>Legal Aspects (2e) 1 hrs</td>
</tr>
<tr>
<td>14. Ethics, Deportment, &amp; Professionalism</td>
<td>Role of Security (1c) 0.5 hrs</td>
</tr>
<tr>
<td>15. Investigations</td>
<td>Incident Response (4c) 1 hrs</td>
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<tr>
<td>16. Emergency Situations</td>
<td>Incident Response (4d) 1 hrs</td>
</tr>
<tr>
<td>17. Stand &amp; Deliver</td>
<td>Legal Aspects (2f) 1 hrs</td>
</tr>
<tr>
<td>18. First Response to Felony Crimes</td>
<td>Incident Response (4b) 1 hrs</td>
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<tr>
<td>19. Evacuations: Role of Security</td>
<td>Legal Aspects (2a) 1 hrs</td>
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<tr>
<td>20. Observation Skills</td>
<td>Patrol &amp; Observation (3b) 1 hrs</td>
</tr>
<tr>
<td>21. Emergency Management Part 1</td>
<td>Incident Response (4a) 0.5 hrs</td>
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<tr>
<td>22. Emergency Management Part 2</td>
<td>Incident Response (4a) 0.5 hrs</td>
</tr>
<tr>
<td>23. Fire Watch Part 1</td>
<td>Incident Response (4c) 0.5 hrs</td>
</tr>
<tr>
<td>24. Fire Watch Part 2</td>
<td>Incident Response (4c) 0.5 hrs</td>
</tr>
<tr>
<td>25. Sexual Harassment</td>
<td>Customer Service Issues (6b) 0.5 hrs</td>
</tr>
<tr>
<td>26. Public Relations</td>
<td>Customer Service Issues (6a) 0.5 hrs</td>
</tr>
<tr>
<td>27. Slips, Trips &amp; Falls</td>
<td>First Aid Overview (7) 0.25 hrs</td>
</tr>
<tr>
<td>28. Law of Arrest</td>
<td>Legal Aspects (2d) 1 hrs</td>
</tr>
<tr>
<td>29. Terrorist Patrol</td>
<td>Incident Response (4e) 1 hrs</td>
</tr>
<tr>
<td>30. Bomb Threats &amp; You</td>
<td>Incident Response (4e) 0.4 hrs</td>
</tr>
<tr>
<td>31. Basic First Aid</td>
<td>First Aid Overview (7) 0.5 hrs</td>
</tr>
<tr>
<td>32. Patrolling 1 &amp; 2</td>
<td>Patrol &amp; Observation (3a) 1 hrs</td>
</tr>
<tr>
<td>33. Report Writing</td>
<td>Patrol &amp; Observation (3e) 0.5 hrs</td>
</tr>
<tr>
<td>34. Uniform &amp; Equipment</td>
<td>Role of Security (3e) 0.5 hrs</td>
</tr>
<tr>
<td>35. Conflict Resolution</td>
<td>Incident Response / 0.5 hrs</td>
</tr>
</tbody>
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<thead>
<tr>
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<tbody>
<tr>
<td>36. Fires in the Workplace</td>
<td>Incident Response (4c) / 0.5 hrs</td>
</tr>
<tr>
<td>37. Shattered Work Place</td>
<td>Incident Response (4a) / 0.5 hrs</td>
</tr>
<tr>
<td>38. Officer Safety</td>
<td>Patrol &amp; Observation (3d) / 0.1 hrs</td>
</tr>
<tr>
<td>39. Alarm Systems *</td>
<td>Security Resources (5c) / 0.1 hrs</td>
</tr>
<tr>
<td>40. Security Cameras &amp; Access Control *</td>
<td>Security Resources (5a/b) / 0.1 hrs</td>
</tr>
<tr>
<td>41. Electronic Article Surveillance *</td>
<td>Security Resources (5d)/ 0.1 hrs</td>
</tr>
<tr>
<td>42. Blood Borne Pathogens</td>
<td>Incident Response / 0.1 hrs</td>
</tr>
<tr>
<td>43. Hazardous Materials</td>
<td>Incident Response (4d) / 0.33 hrs</td>
</tr>
<tr>
<td>44. Site Specific Training</td>
<td>16 hr minimum</td>
</tr>
</tbody>
</table>

**The American Flag**

**General**
The American Flag is normally flown each day as authorized by the Client. Holidays such as Lincoln's Birthdays, Independence Day (July 4th), Veteran's Day, and Flag Day, will be observed by flying the flag regardless of the day of the week on which the Holiday falls.

Flags are usually flown between sunrise and sunset. The Client will specify the exact hours the flag is to be flown. Questions regarding whether the flag should be flown will be referred to your Supervisor.

The flag should never be allowed to touch the ground. If it is wet, it should be dried before it is folded and stored. Drying the flag should be done indoors. The flag should be flown in rain, sleet or snow.

Instructions, regarding State and company flags, will be found in the Post Orders when required by our clients.

**Hoisting and Lowering the Flag**
The flag should be hoisted briskly and lowered slowly. The flag should be stored in a drawer or shelf, not on desktops, windowsills, etc.

**Weapons**
EKG Security, Inc. is an unarmed security company. EKG Security, Inc. security officers or agents are not issued or permitted to wear or carry a firearm or other weapons, including but not limited to handcuffs, batons, mace, pepper spray, stun guns, knives, saps, etc. while on duty.

**Arrests, Search and Apprehension**
Security officers are not police officers and have no police powers. Security officers have no authority under the law beyond that of a private citizen. Your principal duty is to observe, report, and prevent rather than apprehend. Company employees are forbidden from arresting or apprehending any person for any reason. This includes when you are traveling to and from your duty station while wearing the Company uniform.
If your duty requires you to conduct searches, you may require employees or visitors to open lunch buckets, bags, briefcases, or other packages or containers. You may look but do not touch any contents.

Security officers are forbidden from searching a vehicle without the owner’s permission, searching a person or person’s clothing without that person’s permission, searching a house, apartment, garage, or other dwelling, or searching without a witness.

Assisting Motorists
Security officers may assist motorists in any way possible, however you are prohibited from attempting to enter any locked vehicle without a key. If a vehicle owner is locked out of their vehicle, please advise them to call a locksmith.

Threats
Security officers must report potential physical injury threats against clients, client employees, and Company employees to a supervisor, manager, or the Company corporate office immediately. All threats of physical injury or violence are taken seriously.

Emergency Procedure
In the event of an emergency (fire, tornado, flood, explosion, etc.), the Security Officer’s first responsibility is to contact the appropriate authorities by dialing 911 and directing emergency personnel to the area where they are needed. If the Security Officer is assigned to a gated entrance of the client's property, the Officer is to remain at the gate and allow into the facility only emergency personnel and others determined by the management of the facility. If the officer is not assigned to the gated entrance, the Security Officer is to assist the facility management and emergency personnel in any way needed.

Fire Protection and Safety
Of all the duties a Security Officer performs for a client, one of the most important is furnishing fire protection and safety. When a Security Officer discovers a fire or a fire is reported to the Security Officer, an alarm must be turned in. The Security Officer is to then assist facility management and emergency personnel in any way needed.

First Aid
First aid is the immediate and temporary care given a victim on an accident or sudden illness until the services of a physician can be obtained. Upon witnessing a medical emergency, the Security Officer is to immediately send for medical help and/or dial 911. Even if the Security Officer possesses First Aid/CPR/AED certification, the officer must first have client authorization to provide first aid. Do not administer first aid without approval from the client.
### Appendix

#### Glossary of Common Security Words

<table>
<thead>
<tr>
<th>Term</th>
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<tbody>
<tr>
<td>Absence</td>
<td>Inclement</td>
<td>Proximity</td>
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<tr>
<td>Accelerate</td>
<td>Indemnity</td>
<td>Rapport</td>
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<td>Adequate</td>
<td>Lading (BILL OF)</td>
<td>Responsibilities</td>
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<td>Communicate</td>
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