



# Employee Handbook

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# Welcome

On behalf of your colleagues, we welcome you to Anomaly Squared, Inc. and wish you every success during your tenure here.

The success and growth of our company is exciting and attributable to every employee's hard work. Creating an environment and company culture which motivates employees to do their best is one of Anomaly Squared, Inc.'s key responsibilities.

Starting a new job is exciting, yet at times, it can also be overwhelming. As an employee of Anomaly Squared, the importance of your contribution cannot be overstated. Our goal is to provide the highest level of service to our clients and to do this more professionally and efficiently than our competitors. By satisfying our clients' needs and representing them professionally, they will continue to do business with us and will recommend us to others. You are an important part of this process and your work directly influences our corporation's reputation.

This Employee Handbook has been developed to help you get acquainted with our Company and answer many of your initial questions. It was also developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. You should familiarize yourself with the contents of the Handbook as soon as possible, for it will answer many questions about your work with Anomaly Squared, Inc.

We are glad you have joined us and hope that you will find your work experience here at Anomaly Squared, Inc. to be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in black ink, appearing to read 'JL Wass', with a stylized flourish at the end.

Jerry L. Wass  
President

# AT-WILL EMPLOYMENT POLICY

All employment at Anomaly Squared, Inc. is “at-will.” This means that both employees and Anomaly Squared, Inc. have the right to end the employment relationship at any time, with or without advance notice, and with or without cause. Employees also may be demoted or disciplined and the terms of their employment may be altered at any time, with or without cause, at the discretion of Anomaly Squared, Inc. There is no promise of any kind by Anomaly Squared, Inc. contained in this Handbook and regardless of what the Handbook says or provides Anomaly Squared, Inc. remains free to change wages and all other working conditions without having to consult any employee, without any employee’s agreement and without prior notice.

This Handbook does not create a contract for employment between Anomaly Squared, Inc. and any employee. Further, no one other than the President has the authority to alter this at-will employment arrangement, to enter into an agreement for employment for a specified period of time, or to make any other agreement contrary to this at-will employment policy. Additionally, any such agreement must be in writing and must be signed by the President and by the employee. The statements in this Handbook are in no way intended to restrict Anomaly Squared, Inc.’s discretion in the final interpretation and implementation of its policies and procedures. Anomaly Squared, Inc. makes no representation that employment with the company represents lifetime security or any guarantee of continued employment.

NOTHING CONTAINED IN THIS HANDBOOK MAY BE CONSTRUED AS CONTRACT, EMPLOYMENT AGREEMENT OR CREATING A PROMISE OF FUTURE EMPLOYMENT OR BENEFITS WITH THE COMPANY. THIS HANDBOOK MAY BE CHANGED, MODIFIED, ALTERED, ELIMINATED OR DELETED WITH OR WITHOUT PRIOR NOTICE.

## TABLE OF CONTENTS

---

<b>Introductory Statement .....</b>	<b>1</b>
<b>Company Mission Statement.....</b>	<b>2</b>
<b>A Word About This Handbook .....</b>	<b>3</b>
<b>I. Equal Employment Opportunity .....</b>	<b>4</b>
Kansas Act Against Discrimination.....	5
North Carolina Anti-Discrimination Act.....	5
Disability Accommodation .....	5
Religious Accommodation .....	5
Immigration Law Compliance.....	5
American With Disabilities Act (ADEA & ADEAA) .....	6
Patient Protect Affordable Care Act (PPACA) .....	7
<b>II. Harassment Policy .....</b>	<b>8</b>
Sexual Harassment Policy.....	8
General Harassment Policy .....	9
Compliance Procedure .....	10
Protection Against Retaliation .....	10
<b>III. Open Door Policy .....</b>	<b>11</b>
<b>IV. Employment Status, Records and Guidelines.....</b>	<b>13</b>
Employment Categories.....	14
Background Checks.....	14
Certifications, Licenses, and Other Requirements .....	14
Introductory Period .....	15
Drug Testing Policy .....	15

Employment Reference Checks .....	15
Requests for References .....	15
Employment Application.....	16
Job Descriptions .....	16
Performance Evaluation .....	16
Promotions & Transfers .....	17
Non-Compete Agreement .....	17
Outside Employment.....	17
Employment Termination.....	17
Release of Employee Phone Numbers .....	17
Access to Personnel Files.....	18
Employment of Relatives .....	18
Personal Appearance.....	19
Dress Code.....	19
Personal Hygiene .....	19
Parking.....	20
Employee Referral Bonus.....	20
Personal Property .....	20
Severe Weather .....	20
<b>V. Employee Benefit Programs.....</b>	<b>21</b>
Health Insurance Benefit .....	21
Life Insurance Benefit.....	22
Accidental Death & Dismemberment Insurance.....	22
Voluntary Dental Insurance .....	22
Paid Time Off .....	23
Employee Benefits Mandated by Law.....	24
State Disability .....	24
Workers' Compensation Insurance .....	25
<b>VI. Leaves of Absence.....</b>	<b>26</b>
Bereavement Leave.....	26
Disability Leave .....	26
Federal Family Medical Leave Act .....	27
Jury Duty .....	28

Military Leave .....	28
Pregnancy Related Absences .....	29
School Visitations.....	29
Witness Duty .....	29
<b>VII. Timekeeping/Payroll .....</b>	<b>30</b>
Timekeeping.....	30
Attendance & Punctuality.....	30
Absenteeism .....	31
No Call/No Show .....	31
Shift Adherence & Attendance Policy.....	32
Work Week.....	32
Meal Time.....	32
Pay Day .....	32
Pay Deductions .....	33
Garnishments & Child Support.....	33
Direct Deposit .....	33
Improper Wage Deduction Complaint Procedure.....	33
Voluntary Termination .....	34
Verification of Employment .....	34
<b>VIII. Discipline and Rules of Conduct.....</b>	<b>35</b>
General Policy.....	35
Code of Conduct.....	35
Standards of Conduct.....	37
Discipline Procedure.....	38
Drug and Alcohol Use.....	39
Prohibited Conduct.....	39
Drug Free Awareness Program .....	40
Job Performance .....	41
Misconduct .....	41
Call Handling Requirements.....	43
Call Handling Violations .....	44
Performance Metrics & Quality Standards .....	45

Assessment Tools .....	45
Solicitation & Distribution .....	45
<b>IX. Work Conditions .....</b>	<b>46</b>
Safety .....	46
Smoking in the Workplace .....	47
Workplace Searches .....	47
Workplace Violence .....	47
Good Housekeeping .....	48
Emergency Closings .....	48
Visitors in the Workplace .....	48
Concealed Weapons .....	48
Emergency Situations .....	48
Substance Abuse .....	49
<b>X. Company Property .....</b>	<b>51</b>
Confidentiality .....	51
Health Insurance Portability & Accountability Act (HIPPA) .....	51
Conduct at Client's Home or Office .....	52
Discussions with Clients .....	53
Use of Client's Telephones .....	53
Confidential and Propriety Information .....	53
Purchase and Use of Equipment .....	55
Return of Property .....	55
Ownership of Work Produced at Anomaly Squared, Inc. ....	55
Conflicts of Interest .....	55
Security Inspections .....	56
<b>XI. Technology Use and Privacy .....</b>	<b>57</b>
Technology Resources Definition .....	57
Authorization .....	57
Acceptable Use .....	58
Use of Phones & Mail Systems .....	58
Improper Use .....	58
Company Access to Technology Resources/Privacy .....	59
Internet and Online Services .....	59

Blogging/Social Media/Personal Branding .....	60
Computer Software Use/Licensing .....	62
Protecting Corporate Information .....	63
Care of Equipment .....	63
Electronic Mail Monitoring .....	63
Account Access .....	64
Voicemail Monitoring .....	64
Cellular Telephones .....	65
Recording Devices in the Workplace .....	66
Audits .....	66





# WELCOME to ANOMALY SQUARED, INC.

## INTRODUCTORY STATEMENT

This manual is a general summary of policies and employee benefits for all personnel of Anomaly Squared, Inc. (hereinafter “the Company”). It is provided for your use as a reference guide and is a summary of Anomaly Squared, Inc.’s policies and benefits. It is not meant to be all inclusive. Ask about any questions you may have that this Handbook does not answer.

This Handbook is designed to acquaint you with Anomaly Squared, Inc. and provide information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Anomaly Squared, Inc. to benefit employees.

Anomaly Squared, Inc. hopes that this Handbook will serve as a useful reference document for employees throughout their employment at the company. This Handbook supersedes and replaces all previous personnel policies, practices, and guidelines.

Because Anomaly Squared, Inc. is a growing and changing organization, it may add to, modify, or delete provisions of this Handbook, or the policies and procedures on which they may be based, at any time without advance notice. For this reason, you should check with a member of the management team or Human Resources to obtain current information regarding the status of any particular policy, procedure, guideline, or practice. Similarly, to obtain specific information regarding any employment policies or procedures, regardless of whether or not they are covered by this Handbook, you should contact Management or Human Resources at 888-331-1103.

NOTHING CONTAINED IN THIS HANDBOOK MAY BE CONSTRUED AS CONTRACT, EMPLOYMENT AGREEMENT OR CREATING A PROMISE OF FUTURE EMPLOYMENT OR BENEFITS WITH THE COMPANY. THIS HANDBOOK MAY BE CHANGED, MODIFIED, ALTERED, ELIMINATED OR DELETED WITH OR WITHOUT PRIOR NOTICE.

We don't care what you look like, where you're from, what you believe in, whether you're a man or a woman, old or young, what football team you support....

WE JUST  
WANT  
YOU FOR  
YOUR  
BRAIN.

# MISSION STATEMENT

At Anomaly Squared, we are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork, individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

## BUILDING for the FUTURE

As with any business, revenues are an absolute necessity for maintaining jobs and building for the future. Rather than look at generating sales and revenue as an “undesirable task”, we look at it as a “must” situation. How do we continue to generate revenues to ensure future and continued opportunities for all employees? With teamwork: Together we must meet the challenges we face on a daily basis.

In general, we have mentioned benefits, responsibilities and operations. We have saved the most crucial component of this business for last --You.

At all times, You represent the corporation, and it is up to each one of You to take this responsibility seriously. Our corporation exists with your joint efforts. Don't underestimate your contribution to it. A great many people outside the business who invest their time, money and faith in us are part of that equation. They are our clients who will determine how fast we grow, how many people we employ, how much service we render and the profit we make. In order to retain these clients, we want to ensure that our good service continues by always giving our clients the best possible value and quality. Working together and working well provides us with a bright future and with the most important commodity, a good reputation.

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## A WORD ABOUT THIS HANDBOOK

This Employee Handbook contains information about the employment policies and practices of Anomaly Squared, Inc. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the corporation, and refer to it if you have any questions. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The corporation retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the corporation. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and inconsistent verbal or written policy statements. Except for the policy of at-will employment, which can only be changed by the President of the corporation in writing, the corporation reserves the right to revise, delete and add to the provisions of this Employee Handbook. All such revisions, deletions or additions will be in writing and must be signed by the President of the corporation. No oral statements or representations change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period.

This Employee Handbook refers to current benefit plans maintained by the corporation. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plans. Those documents are controlling.

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# I. Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices on the basis of race, creed, color, religion, age, sex, mental or physical disability, medical condition, sexual or affectional orientation, genetic information, or atypical hereditary cellular or blood trait of any individual, pregnancy, place of national origin, nationality, ancestry, age, disability, marital status, military or veteran status, political or labor organization affiliation, or any other protected class recognized by law.

Anomaly Squared, Inc. will comply with all applicable employment laws prohibiting such discrimination.

Anomaly Squared, Inc. will not discriminate against any qualified employee or job applicant with respect to any terms, conditions, or privileges of employment on the basis of a known disability. The Company will also make reasonable accommodations to known physical or mental limitations of all employees and applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential functions of the job and also provided that the accommodation does not impose undue hardship on the Company's business. This policy governs all aspects of employment, including hiring, promotion, job assignment, transfer, compensation, discipline, termination, and access to benefits and training. It is the responsibility of every manager and employee to conscientiously follow this policy.

Anomaly Squared, Inc. prohibits the harassment of any individual on the basis listed above. For information about the types of conduct that constitute impermissible harassment and the Company's internal policies for addressing complaints of harassment, please refer to the Company's policy against sexual harassment following this section. Employees with questions or concerns about any type of discrimination in the workplace are encouraged to discuss these issues with Management or Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com). Human Resources shall act as the liaison for the

in-house investigation and resolution of any employee concerns or complaints relating to equal opportunity or affirmative action. Investigation and resolution may be informal or formal, depending on the situation.

If any employee feels that he or she has been adversely affected in his or her employment because of discrimination, or has otherwise suffered because of a co-worker's or manager's actions which are counter to this Equal Employment Opportunity policy, he or she should bring his or her concerns to the attention of Management or Human Resources at 888-331-1103 or HR@anomalysquared.com. While employees are encouraged to first seek assistance from their

immediate manager, the employee may, at any time, bring his or her concern directly to the attention of Human Resources. An employee is not required to complain first to their immediate manager provided herein if those individuals are harassing the employee.

Instead, the employee may report the harassment directly to Human Resources. Complaints will be investigated thoroughly, promptly, and in a confidential manner, to the extent possible.

Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## KANSAS ACT AGAINST DISCRIMINATION

In addition to the categories protected by federal law, Kansas law also prohibits discrimination against married women, unmarried women who are mothers, members of the military including the armed forces or National Guard.

## NORTH CAROLINA ANTI-DISCRIMINATION LAW

In addition to the categories protected by federal law, North Carolina law also prohibits discrimination against any employee based on creed, nationality, ancestry, marital status, domestic partnership status, civil union status, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, sickle cell trait, hemoglobin C trait and genetic information or on account of having requested genetic testing or genetic counseling services.

## DISABILITY ACCOMMODATION

Reasonable accommodation will be provided to individuals with a known physical or mental disability if such accommodation would not impose an undue hardship on the Company and would enable the individual to apply for or perform the essential functions of the position in question.

Any applicant or employee who requires an accommodation in order to perform the essential

functions of the job should notify Management and request such an accommodation. The Company will then identify possible accommodations, if any, that will help to eliminate the limitation or barrier. If the accommodation is reasonable, will not impose an undue hardship, and will not pose a direct threat to the health and/or safety of the individual or others, the Company will make the accommodation. The individual is required to fully cooperate with the Company in seeking and evaluating alternatives and accommodations. The Company may require medical verification of both the disability and the need for accommodation.

## RELIGIOUS ACCOMMODATION

We will attempt to make reasonable accommodations for employee observance of religious holidays and sincerely held religious beliefs unless doing so would cause an undue hardship on Company operations. If you desire a religious accommodation, you are required to make the request in writing to Management as far in advance as possible.

## IMMIGRATION LAW COMPLIANCE

The company is committed to full compliance with the federal immigration laws. These laws require that all individuals pass an employment verification procedure before they are permitted to work. This procedure has been established by law and requires that every individual provide legally satisfactory evidence of his/her legal identity and legal authority to work in the United States.

All offers of employment are contingent upon the employee's providing legally satisfactory evidence of identity and legal authority to work in the United States. All new employees, in signing the employee's application for employment with the Company have agreed to provide this information to the Company within three (3) working days of commencing the performance of duties for the Company. Those employees hired or transferred in connection with the Company acquisition of another company, may also be requested to provide such evidence of identity and authority to work in the United States depending upon whether the employee's prior employer provided the Company with legally satisfactory records regarding such employee's identity and authority to work in the United States. Failure to provide legally satisfactory evidence upon request within three business days may result in termination.

## AMERICANS WITH DISABILITIES ACT AND AMENDMENT TO (ADA & ADAA)

It is the policy of the Company to comply with the Americans with Disabilities Act and Amendment (ADA/ADAA). Therefore, in the case of an employee who has a mental or physical disability (as defined in the ADA/ADAA), which prevents him/her from performing one or more of the essential functions of the job, the Company will attempt, through a flexible, interactive process with the employee, to identify a "reasonable accommodation" that will enable the employee to perform such functions. In the case of an employee who is already employed, if the Company and employee are unable to identify a reasonable accommodation that will enable the employee to perform his/her current job, the Company will then consider other methods of accommodation, such as reassignment to a different job in which the employee can perform the essential functions with or without reasonable accommodation.

Any employee with a disability who requires reasonable accommodation is responsible for notifying his/her supervisor. Generally, disability refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual as defined by law.

The Company will seek to reasonably accommodate qualified individuals with a known disability. A qualified person with a disability means an individual with a disability who, with or without reasonable

accommodation, can perform the essential functions of the employment position. Such reasonable accommodation may take the form of making existing facilities readily accessible to or usable by individuals with a disability. An accommodation is any change in the way things are customarily done which will allow an employee with a disability to enjoy equal employment opportunities, i.e. restructuring jobs, modifying schedules, acquiring or modifying equipment, adjusting training materials, adjusting employment policies, etc.

Generally such reasonable accommodations will be made unless they create an undue hardship on the Company. If, at any time, an employee believes that an employment related decision is adversely affecting the employee, and he/she can objectively attribute this to discrimination because of physical or mental disability or history of disability, or if an employee objectively believes that an employee is being harassed because of the foregoing, it is the employee's duty (both to himself/herself and to the Company) to immediately report the employee's concern to his/her supervisor.

It is the responsibility of Senior Management and Human Resources to investigate any claim of discrimination. Confidentiality will be maintained to the fullest extent permitted by the circumstances. In determining whether the alleged conduct or employment decision was discriminatory, the totality of the circumstances, the nature of the claimed discriminatory conduct, and the context in which it is claimed to have occurred will be investigated. The claim will then be dealt with as deemed appropriate by the supervisor and the Company. All employees of the Company are expected to carry out their responsibilities to assure that equal employment opportunity is available to all. No employee will suffer retaliation or discrimination as a result of making a good faith complaint of discrimination.

Notwithstanding the above provisions, an employee will not be assigned to work on a job if (i) he/she is not otherwise qualified for the job; (ii) he/she is unable to perform one or more of the essential functions of the job, with or without reasonable accommodation; (iii) the accommodation would create an undue hardship for the operations of the business.

If any supervisor or employee has a question about responsibilities under the ADA, the meaning of the terms used in this policy, or the application of this policy or the ADA, he/she should contact the Company for guidance.



## PATIENT PROTECTION AND AFFORDABLE CARE ACT OF 2010 (PPACA) OR THE AFFORDABLE CARE ACT (ACA)

PPACA or ACA mandates health insurance for all, while expanding subsidies for low-income families and taxing healthcare providers and higher-income earners.

PPACA/ACA enacted other changes to health insurance:

- Insurance companies can't exclude those with pre-existing conditions, or drop anyone when they get sick.
- Parents can put their adult children up to age 26 on their plans.
- The Medicare "donut hole" gap in prescription drug coverage will be subsidized, then eliminated by 2020.

The goal of PPACA/ACA is to lower health care costs overall. It includes more, healthier young people who will be paying premiums but not using services. It allows people, who now use expensive hospital emergency room visits, to get their conditions treated by a doctor before it becomes a crisis. Unfortunately, the Act could increase health care costs initially, because many people will find chronic illnesses in their regular doctor visits, driving up costs.

**Health Insurance Exchange** - These are online shopping sites that allow you to compare and purchase health insurance plans beginning October 1, 2013. Some states run their own exchanges, but most allow their residents to use the one run by the Federal government. Coverage starts on January 1, 2014 if you've purchased a plan by December 15, 2013. Open enrollment ends March 31, 2014. Those who don't

purchase a plan by then can't get insurance through the exchanges. In other words, you must have coverage for at least nine months in 2014, or pay the tax.

**Federal Poverty Level** - This is the annual income that the Federal government uses to determine who is living in poverty. In 2013, it was \$11,490 for an individual, and \$4,020 for each additional person in the household. That equals \$23,550 for a family of four. The poverty level usually increases each year to keep up with inflation.

**Ten Essential Health Benefits** - Under PPACA/ACA, all insurance plans must provide services in each of the 10 essential categories. These include:

- Outpatient care
- Emergency room services
- Hospitalization
- Preventive and wellness visits, as well as chronic disease management
- Maternity and newborn care
- Mental and behavioral health treatment
- Prescription drugs
- Services and devices to help people with injuries, disabilities, or chronic conditions
- Lab tests
- Pediatric care

# II. Harassment Policy

## SEXUAL HARASSMENT POLICY

Sexual harassment is a form of discrimination based on sex. It is the Company's policy to maintain a working environment free from sexual harassment. Anomaly Squared, Inc. prohibits and does not tolerate any form of sexual harassment of employees by managers or co-workers. Similarly, the Company does not tolerate harassment of its employees by third persons with whom the Company employees have a business, service, or professional relationship. Sexually harassing conduct can be by a person of either the same or opposite sex. It is a violation of this policy for any employee to harass another employee through conduct or communication of a sexual nature.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature when:

- Submission to such conduct is made either an explicit or implicit term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for decisions affecting an individual's compensation, promotion, assignment or opportunities; or
- Such conduct has the purpose or effect of interfering with an individual's work performance, or of creating an intimidating, hostile, or offensive work environment.

Sexual harassment may include, but is not limited to:

- Slurs;
- Jokes, gestures, pictures, drawings, based upon an employee's sex;
- Subtle pressure for sexual activity;
- Inappropriate patting or pinching;

- Intentional brushing against an employee's body;
- Demanding sexual favors accompanied by implied or overt threats concerning an individual's employment;
- Any unwelcomed sexually-motivated touching;
- Any unwelcomed sexually-motivated comments.

Any instance of harassment, including work related harassment, by any company personnel, or any other person, should be reported promptly to the individual's manager and Human Resources at 888-331-1103 or HR@anomalysquared.com. Managers who receive complaints or who observe harassing conduct should inform HR at 888-331-1103 or HR@anomalysquared.com.

Every reported complaint of harassment will be investigated thoroughly, promptly, and in a confidential manner, to the extent possible. In addition, the Company will not tolerate retaliation against any employee for cooperating in an investigation, or for making a complaint to either the individual's manager or to any other manager. Any employee found to have engaged in sexual harassment will be subject to discipline, including, but not limited to, warning, suspension or immediate termination.

Notifying appropriate personnel of any harassment problem is essential to the success of this policy and the Company generally. The Company cannot resolve a harassment problem unless it knows about it. Therefore, it is the responsibility of all employees to bring any harassment problems to the attention of a manager.



## GENERAL ANTI-HARASSMENT POLICY

It is the Company's policy to prohibit harassment of an employee by another employee, supplier, representative, volunteer, or business invitee on the basis of actual or perceived sex, race, creed, color, religion, national origin, ancestry, age, marital or political status, affectional or sexual orientation, domestic partnership status, atypical heredity, cellular or blood trait, genetic information, disability (including AIDS or HIV infection), liability for service in the United States armed forces, and/or any other characteristic protected by federal or state law (refer to anti-discrimination policies under Equal Employment Opportunity). While it is not easy to define precisely what harassment is, it includes slurs, epithets, threats, derogatory comments, unwelcome jokes, teasing, and other similar verbal or physical conduct.

If an employee witnesses or believes he or she has experienced harassment, he or she should immediately notify Management or Human Resources at 888-331-1103 or HR@anomalysquared.com.

Harassment of any employees by non-employees, in connection with their work, may also violate this policy. Any employee who experiences harassment by a non-employee, or who observes harassment of an employee by a non-employee should report such harassment to the Management and Human Resources at 888-331-1103 or HR@anomalysquared.com. Appropriate action will be taken against any non-employee.

Every reported complaint of harassment will be investigated thoroughly, promptly, and in a confidential manner, to the extent possible. In addition, the Company will not tolerate retaliation against any employee for cooperating in an investigation, or for making a complaint to the individual's manager. Any employee found to have engaged in any type of harassment will be subject to discipline, including, but not limited to, warning, suspension, or immediate termination.

Notifying appropriate personnel of any harassment problem is essential to the success of this policy and the Company generally. The Company cannot resolve a harassment problem unless it knows about it. Therefore, it is the responsibility of all employees to bring any harassment problems to the attention of Management and Human Resources. Violating this harassment policy will subject employees to disciplinary action, up to and including immediate discharge.

## COMPLIANCE PROCEDURE

Any employee who believes that he or she has been harassed or discriminated against by a coworker, supervisor, agent, client, vendor or customer of the Company, or who is aware of the harassment or discrimination of others, should immediately provide a written or verbal report to Management or Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com) to report such incidents. The Company will endeavor to protect the privacy and confidentiality of all parties involved to the extent possible, consistent with a thorough investigation.

After a report is received, a thorough and objective investigation by Human Resources will be undertaken. The investigation will be completed and a determination made and communicated to you as soon as practical. The Company expects that all employees fully cooperate with any investigation conducted by the Company.

If we determine that this policy has been violated, remedial action will be taken, up to and including termination. Appropriate action will also be taken to deter any future harassment or discrimination. If a complaint of harassment or discrimination is substantiated, appropriate disciplinary action, up to and including termination, will be taken.

## PROTECTION AGAINST RETALIATION

Retaliation is prohibited against any person by another employee or by the Company for using this complaint procedure, reporting harassment, or for filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Please report any retaliation to Management and Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com) to report such incidents. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination, will be taken.

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# III. Open Door Policy

The Company has an open door policy that encourages employee participation in decisions or conduct affecting them and their daily professional responsibilities. Employees have a responsibility to report any conduct that they believe may give rise to legal or ethical problems or violate applicable legal requirements. This conduct may include, but is not limited to, discrimination; harassment; fraud; unethical or unlawful conduct; retaliation; improper conduct regarding accounting, internal accounting controls or auditing matters; and violations of any laws.

The Company believes that employee concerns are best addressed through informal and open communication between employees and management. Employees are encouraged to raise any work-related concerns with their immediate manager, department head and Human Resources at 888-331-1103, as soon as possible after the events that cause the concern. Employees are further encouraged to pursue discussion of their work-related concerns until the matter is fully resolved. Although the Company cannot guarantee that in each instance the employee will be satisfied with the result, the Company will attempt in each instance to explain the result to the employee if the employee is not satisfied.

The Company will also attempt to keep confidential all such expressions of concern, the results of any investigation, and the terms of the resolution. In the course of investigating and resolving the matter, however, some dissemination of information to others may be necessary or appropriate. No employee will be disciplined or otherwise penalized for raising any good-faith and reasonable concern concerning his or her job or the workplace.

The Company is also interested in your questions, constructive ideas and suggestions for improving our operations and encourage you to present them, in writing, to the attention of management and may be considered, in our continuing effort to improve operations.

After we investigate your suggestion, you will be notified whether it is feasible to be put into practice. We believe that suggestions indicate initiative. The written suggestion

will be placed in your personnel file and considered at the time of your performance review.

If you feel you have a problem, present the situation to your manager so that the problem can be settled by examination and discussion of the facts. We hope that the manager is able to satisfactorily resolve most matters.

If you still have questions after meeting with your manager, or if you would like further clarification on the matter, request a meeting with the manager's immediate supervisor. S(he) will review the issues and meet with you to discuss possible solutions.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure. You agree that any intellectual property shared with the company while you are an employee becomes the property of the company and no additional compensation is expected by you in sharing your thoughts and/or work product.

If at any time you do not feel comfortable speaking with your manager or the next level of management, discuss your concern with any other member of management with whom you feel comfortable or Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com).

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# IV. Employment Status, Records, Guidelines

## DEPARTMENT OF OVERTIME RULES

In May of 2016, the U.S. Department of Labor passed new rules on overtime work/pay. Below are the Key Provisions of the Final Rules.

### Key Provisions of the DOL Overtime Rule:

The Final Rule focuses primarily on updating the salary and compensation levels needed for Executive, Administrative and Professional workers to be exempt. Specifically, the Final Rule:

Sets the standard salary level at the 40th percentile of earnings of full-time salaried employers in the lowest-wage Census Region (currently the South) from \$455.00 per week (\$23,660.00 per year) to \$913.00 per week (\$47,476.00 per year);

Sets the total annual compensation requirement for highly compensated employees (HCE) subject to a minimal duties test to the annual equivalent of the 90th percentile of full-time salaried workers nationally (\$134,004); and

Establishes a mechanism for automatically updating the salary and compensation levels every three years to maintain the levels at the above percentiles and to ensure that they continue to provide useful and effective tests for exemption.

Additionally, the Final Rule amends the salary basis test to allow employers to use nondiscretionary bonuses and incentive payments (including commissions) to satisfy up to 10 percent of the new standard salary level.

The effective date of the final rule is December 1, 2016. The initial increases to the standard salary level (from \$455 to \$913 per week) and HCE total annual compensation requirement (from \$100,000 to \$134,004 per year) will be effective on that date. Future automatic updates to those thresholds will occur every three years, beginning on January 1, 2020.

Hourly (Non-Exempt) employees will not be affected by this new rule. If you are currently



paid an hourly rate for each hour worked, you will continue to receive this hourly rate for the first 40 hours of work. Any hours worked beyond the regular 40 hours will continue to be paid as overtime at an hourly rate of time and one half of the regular rate.

Employees who currently receive a salaried rate of pay less than \$47,476.00 per year or a rate of \$913.00 per week, will receive a salary increase to \$913.00 per week. Exempt employees are classified into one of the following classifications as defined by the Fair

Labor Standards Act (FLSA), i.e. Executive, Administrative, Professional (Computer Professional, Accountants, etc.), Outside sales.

## EMPLOYMENT CATEGORIES

It is the intent of the Company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, both the employee and the Company have the right to terminate the employment relationship at will at any time without notice.

Employees are designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. They are not covered by the Wage and Hour Laws and do not receive cash payments for overtime work. To be exempt, more than 80 percent of a person's work must be executive, administrative, or professional. At hire, employees will be notified of their nonexempt/exempt status. The Company retains the right to change the classification of employees at any time based on the nature of the employment assignment upon written notification by the Company. In addition to the above categories, each employee will belong to one other employment category.

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work the Company's full-time 30 hour schedule. Generally, they are eligible for the Company's benefit package, subject to the terms, conditions, and limitations of each benefit program. If a regular full-time employee works less than 30 hours per week, they will be considered a regular part-time employee.

REGULAR PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work 29 hours or less per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of the Company's other benefit programs.

## BACKGROUND CHECKS

The Company requires a criminal background check for all full-time and part-time internal employees upon hire once a conditional offer of employment has been extended by the hiring manager. Although a disqualification is possible, in accordance with federal and state laws, a previous conviction does not automatically disqualify an applicant from consideration for employment with Anomaly Squared. Depending on a variety of factors (for example, the nature of the position, the nature of the conviction, age of the candidate when the illegal activity occurred) the candidate may still be eligible for employment with Anomaly Squared. However, if an applicant attempts to withhold information or falsify information pertaining to previous convictions, the employee will be disqualified from further employment consideration in any position with the company due to falsification of an application.

An offer of employment may be extended to an applicant prior to the completion of the criminal conviction check. However, the applicant's first day of work in the position must not be prior to the satisfactory completion of the criminal conviction check.

The Company will conduct all background checks under current state and federal laws, in compliance with the Fair Credit Reporting Act (FCRA).

## CERTIFICATION, LICENSING AND OTHER REQUIREMENTS

You will be informed by your supervisor if there is any licensing, certification or testing requirements for your job. Any knowledge of critical personal data changes which negatively impacts an employee's ability to maintain a required certification or license such as credit default, bankruptcy, criminal prosecution, etc. is to be communicated to your manager/supervisor in advance. Failure to qualify or to maintain a certification or license may be sufficient cause for termination.



## INTRODUCTORY PERIOD

The Company attempts to hire the most-qualified employees for each position at the company. To ensure this, the Company provides for a ninety (90) day introductory period of employment. The introductory period gives new and rehired employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance. It also allows the employee to determine whether the position meets their expectations. The Company uses this period to evaluate employee capabilities, work habits, and overall performance. The Company reserves the right to extend the introductory period for additional periods, not to exceed ninety (90) days each. Either the employee or the Company may end the employment relationship at will at any time during the introductory period, with or without cause or advance notice. Further, completion of the introductory period does not entitle the employee to continued employment for any particular period of time, and it does not change the at-will status of the employee.

During the introductory period, employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security.

## DRUG TESTING POLICY

As permitted by NC and KS state law, job applicants may be drug screened as part of the employment hiring process. Employees may be drug and/or alcohol tested prior to accepting a promotion, when an on-the-job accident occurs, and at any time when employed by the company for drug and/or alcohol use as a continuing condition of employment.

The Company, at its discretion, may perform drug testing under the following circumstances:

### Types of Employee Drug Testing

- **Pre-Employment Drug Testing.** All applicants who are offered a job with the company will be tested for drugs as part of the post job offer employment screening process.
- **Random Drug Testing.** Employees may be selected at random for drug testing at any time.
- **For Cause Drug Tests.** Employees may be required to submit to a drug test if the company believes an employee may be under the influence of drugs or alcohol on the job, if unexcused absence from work

or lateness is an issue, or if performance appears to be impacted by drug or alcohol abuse.

- **Post-Accident Drug Test.** Any employee involved in an on-the-job accident or injury may be tested for drug or alcohol use.

Any applicant or employee who tests positive for illegal drug use will not be hired or promoted, may be subject to disciplinary action and required to participate in substance abuse counseling, and may be terminated from employment.

Employers in North Carolina may require applicants to take a drug test as a condition of employment. Unless the applicant signs a written waiver, a positive test must be confirmed at an approved laboratory.

Applicants have the right to retest a confirmed positive sample at their own expense, at the same lab that confirmed the sample or at another approved lab of their choosing.

North Carolina employers may require employees to take drug tests. There are no restrictions on the circumstances in which an employer may require a drug test.

Testing must be performed under reasonable and sanitary conditions, and "individual dignity" must be respected to the extent possible. Drug tests must be performed by an approved laboratory. Employees have the right to retest a confirmed positive sample at their own expense, at the same lab that confirmed the sample or at another approved lab of their choice.

## EMPLOYMENT REFERENCE CHECKS

To ensure that individuals who join the Company are well qualified and have a strong potential to be productive and successful, it is within the rights of the Company to check the employment and/or educational references of all applicants.

## REQUESTS FOR REFERENCE CHECKS

Our corporation will not honor any oral requests for references. All requests must be in writing and on corporation letterhead to the attention of the President. Generally, we will only confirm our employees' dates of employment, salary history and job title. The Company reserves the right to conduct a background check and/or drug testing.

An employee, under no circumstances, should provide another individual with information regarding current or former employees of our corporation. If you receive a request for reference information please forward it to Human Resources at 888-331-1103 or HR@anomalysquared.com.

## EMPLOYMENT APPLICATIONS

The Company relies upon the accuracy of information contained in the resume and application, as well as, the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the Company's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## JOB DESCRIPTIONS

The Company maintains a job description for each position in the corporation. The job description outlines the duties and/or responsibilities of the position. When the duties and the responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see your supervisor.

## PERFORMANCE EVALUATION

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Most agents and Customer Service Representatives (CSRs) will consistently receive Constructive Feedback Reviews (CFRs) and Quality Audits (QAs). Your manager will review your job progress within our corporation and help you to set new job performance plans.

Our performance review program provides the basis for better understanding between you and your manager, with respect to your job performance, potential and development within the corporation.

New employees will generally be reviewed after completion of the introductory period. Regular Full-Time NONEXEMPT AND EXEMPT employees such as members of management, supervisors, administrative staff and various support staff will be reviewed on an annual basis.



CSRs may be considered for a wage increase on a quarterly basis but wages may be increased or decreased without having to consult an employee, without an employee's agreement and without prior notice. Increases or decreases in pay will be effective for the pay period beginning after the time of completed review. This wage adjustment will not be retroactive to a previous date.

## PROMOTIONS AND TRANSFERS

The Company believes that career advancement is rewarding for both the employee and the corporation. We will promote qualified employees to new or vacated positions whenever possible. In addition, your supervisor is available to discuss transfer opportunities with you.

Job openings may be announced verbally or through another medium. If you are interested in applying for one of these positions, you may follow the instructions for the job posting or communicate with Human Resources at HR@anomalysquared.com. Please refrain from phone calls about job postings. If you are selected for further interview, you will be contacted. Employees interested in advancement through the Company and are qualified, should discuss their interest with management even if there are no current job postings.

## NON COMPETE AGREEMENT

As a condition of employment, all employees will be asked to sign a Non-Compete, Non-Disclosure Agreement. Employees may not approach or accept employment with any of Anomaly Squared, Inc.'s clients to perform similar work for the period of one (1) year after resignation or termination from the Company.

## OUTSIDE EMPLOYMENT

Outside employment is defined as any work performed for a person or entity other than Anomaly Squared, Inc. The primary professional responsibility of the employees is to Anomaly Squared, Inc. An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with the Company. All employees will be employed subject to the Company's scheduling demands, regardless of any existing outside work requirements. Outside employment should not conflict with the Company's interests or create a conflict of interest for the employee.

If the Company determines that an employee's outside

work interferes with performance or the ability to meet the requirements of the Company as they are modified from time to time, the employee may be asked to terminate the outside employment. Staff employees should never work for any Company in direct competition with Anomaly Squared, Inc. while employed with the Company.

## EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Since employment with the Company is based on mutual consent, both the employee and the Company have the right to terminate employment at will, with or without cause, at any time. All accrued, vested benefits that are due and required by law to be payable at termination will be paid.

### Voluntary Termination

The company will consider an employee to have voluntarily terminated his or her employment if an employee does any of the following:

- Elects to resign from the company;
- Fails to return from an approved leave of absence on the date specified by the company; or
- Fails to report for work for two (2) consecutive business days without notice to the company.

### Involuntary Termination

An employee may be terminated involuntarily for reasons that may include, but are not limited by, poor performance, misconduct, or other violations of the company's rules of conduct as set forth in the Discipline and Rules of Conduct section. Notwithstanding this list of rules, the Company may discharge or demote any employee with or without cause, and with or without prior notice.

## RELEASE OF EMPLOYEE PHONE NUMBERS

In order to safeguard the privacy and security of each the Company employee, the home, mobile and office telephone numbers of the Company employees are not to be given to non-Anomaly Squared, Inc. individuals, without the express permission of the employee or Human Resources.

Create.  
Converse.  
Convert.



To insure open communication the cell phone numbers for management, supervisors, administrative staff and various support staff may be shared only with appropriate personnel. Providing this information to nonessential employees or business partners is prohibited.

## ACCESS TO PERSONNEL FILES

Anomaly Squared, Inc. maintains a personnel file on each regular full-time and part-time employee. The information in the employee's personnel file is confidential. The personnel file includes such information as the employee's job application, resume, appraisals and salary increases, and other employment information.

Personnel files are the property of the Company and access to the information they contain is restricted. The company will not provide any copies of these documents to the employee. Generally, managers and personnel of the Company who have a legitimate reason to review information in a file are allowed to do so.

Upon written request, employees may inspect their personnel file up to two (2) times each year. Inspections will be held on Company premises in the presence of a Company official. Employees who wish to review information in their own file should contact the Office Administrator or Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com).

Personnel files of the Company may not be removed from the Company's premises without written authorization from the President. You will be permitted to review records related to your qualification for employment, compensation and disciplinary action. You are not permitted access to any letter of reference maintained by the corporation. If you disagree with the accuracy of any statement in the records and no correction can be agreed upon, you

may submit an explanatory statement, which will be attached to the records.

It is the responsibility of each employee to promptly notify the Company of any changes in personnel data. Personal mailing addresses, post office boxes, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, and other such status reports should be accurate and current at all times. For more information contact your Office Administration or Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com).

## EMPLOYMENT OF RELATIVES

Relatives of persons currently employed by the Company may be hired or transferred only if they will not work with a relative in a reporting relationship—for instance, working directly for or supervising a relative; occupying a position in the same line of authority as a relative; or otherwise posing any difficulties for supervision, security, safety, or morale. "Relatives" are defined as spouses, children, sisters, brothers, mothers, or fathers, and persons related by marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. This policy applies to any employee-relative, high or low in the organization, who has the authority to review employment decisions. In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or may be terminated from employment.

Present employees who marry, or who become related by marriage, will be permitted to continue employment with the company only if they do not work in a direct reporting relationship with each other and do not otherwise pose difficulties for supervision, security, safety, or morale. If employees who marry, or who

become related by marriage, do work in a direct reporting relationship with each other, the Company may attempt to reassign one of the employees to another position for which he or she is qualified, if such position is available. In the event that no alternative position is available, and neither employee voluntarily leaves the company, the employee with lesser seniority may be terminated.

## PERSONAL APPEARANCE

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. In the client's eyes, you are the company and the image you project is the image those outside of our corporation will remember.

Our clients' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct client contact, you represent the corporation with your appearance as well as your actions. The properly attired individual helps to create a favorable image for the corporation, to the public and fellow employees.

## DRESS CODE

The Company believes that employees should dress with professional and comfortable attire and this creates a positive work environment without distractions. Clothing worn by employees must conform to their location's dress code and be appropriate for a business environment. A copy of the dress code policy will be provided at each location.

Attire that is revealing, too tight, unclean or in poor taste will not be permitted. Any employee wearing such attire will be sent home (without pay) to change into suitable clothing and expected to return to work. Disciplinary action may include termination.

## PERSONAL HYGIENE

Maintaining a professional, business-like appearance is very important to the success of our corporation. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.



## PARKING

Free parking facilities are available to employees. You may be required to park within the designated areas for certain buildings. The corporation is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your car doors.

## EMPLOYEE REFERRAL BONUS

In some cases, the corporation may pay a referral bonus to any employee who refers an applicant to our corporation who is ultimately hired by the corporation to a full-time position. The bonus is payable upon completion of the newly hired employee's introductory period and is subject to additional terms and eligibility.

The referring employee must meet the following requirements: a) referring employee is still employed with the corporation at the time the bonus is to be given; b) referring employee must have perfect attendance and completed the introductory period. Employee referrals must be confirmed by the hiring manager.

Employee referrals will be verified to ensure the source of the applicant derived from a legitimate employee referral. If the application was made through another source and a referral, then the referral bonus will not be paid. Management will make the final decision regarding the payment of referral bonuses.

## PERSONAL PROPERTY

The corporation is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

## SEVERE WEATHER

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised, the roads are normally passable. Except in cases of severe storms, employees are required to work as scheduled.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws. Non-Exempt employees will not be compensated for hours not worked.

If extreme weather conditions require closing of the building, you will be notified by your supervisor.

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# V. Employment Benefits Program

## HEALTH INSURANCE

The Company offers health insurance coverage to eligible employees. Employees in the following employment classification(s) are eligible to participate in the Company's health insurance plan as described in this policy:

### Regular Full-Time Employees

The Company and employees will share in the cost of the health insurance as described below:

Regular Full Time employees (working thirty (30) or more hours per) are eligible to participate in the health insurance plan after the employee has completed a period of ninety (90) consecutive days of employment with the Company.

- The Company will pay fifty (50) percent of employee only health insurance coverage based on the lowest cost plan, which is the **Plan AD-XR**, outlined in the memo provided to all employees in 2015. The employee will be responsible for paying fifty (50) percent of the employee coverage, via payroll deduction. Employees will be responsible for the full cost of any dependent coverage.
- Upon completion of working the ninety (90) consecutive days of full time employment, the employee will be eligible to enroll in the health insurance plan.
- Employees who wish to cover their dependents will be responsible for the full amount of dependent coverage. Dependent children are eligible up to age 26, regardless of student status for both United Healthcare and Companion. Actual health insurance coverage may begin before the health provider begins to bill the Company for this expense. Please meet with the Management to discuss payment for health insurance at the time you complete the enrollment forms.



- Coverage ends date of termination for United Healthcare Coverage, and ends at the end of the month of termination for Companion Coverage.

## LIFE INSURANCE

Regular Full-Time Employees who complete a period of ninety (90) consecutive days of employment with the Company and who enroll in the Company's health insurance plan will be eligible to participate in a life insurance policy valued at \$25,000.00. This policy will be fully funded by the Company, at no cost to the employee.

## ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE

Regular Full-Time Employees who complete a period of ninety (90) consecutive days of employment with the Company and who enroll in the Company's health insurance plan will be eligible to participate in an Accidental Death & Dismemberment insurance policy valued at \$50,000.00. This policy will be fully funded by the Company, at no cost to the employee.

## VOLUNTARY DENTAL INSURANCE

Regular Full-Time Employees who complete a period of ninety (90) consecutive days of employment with the Company will be eligible to participate in the Voluntary Dental Insurance offered through Companion Life. Employees are responsible for the full cost of dental insurance.

## PAID TIME OFF

The Company offers Full-Time employees Paid Time Off (herein referred to as PTO). Full-Time employees will begin accumulating PTO beginning with their first day of Full-Time Employment. Part-Time Non-exempt employees are not eligible for PTO.

An employee must complete six (6) months of continuous service with the Company before using any accumulated PTO. If an employee uses any PTO before meeting their eligibility date or uses more PTO than allowable in the calendar year, the employee's pay will be adjusted accordingly.

PTO will be accumulated on a bi-weekly basis using the PAID TIME OFF EARNINGS SCHEDULE shown below and will be reflected on the employee's bi-weekly earnings statement.

### PAID TIME OFF EARNING SCHEDULE

Years of Service	Hourly Accrual for Past Quarter	Maximum Accumulated Quarter PTO Hours	Maximum Accumulated Yearly PTO Hours	Maximum Accumulated Quarter PTO Days	Maximum Accumulated Yearly PTO Days
0-2 Years	0.020834	10	40	1.25 days	5 days
2-4 Years	0.033334	16	64	2 days	8 days
4-6 Years	0.041667	20	80	2.5 days	10 days
6-8 Years	0.05	24	96	3 days	12 days
8-10 Years	0.058334	28	112	3.5 days	14 days
10 + Years	0.0625	30	120	3.75 days	15 days

PTO is available to eligible Full Time employees to provide for vacation, personal or sick time. The Company does not differentiate how an employee chooses to use PTO. All Full-Time Non-Exempt and Full-Time Exempt employees must take PTO in increments of half days unless an increment of less than four (4) hours remains in the accrued PTO.

Fewer than (4) hours may be used to avoid overtime within a pay period. PTO will be reduced to prevent over time within a pay period for Full-Time Non-Exempt employees and any approved PTO will be adjusted accordingly. An employee's PTO accrual rate is calculated, adjusted and maintained by Payroll/Human Resources. It is important to report use of PTO accurately and honestly, failure to do so may result in disciplinary action up to and including termination

Employees should submit PTO requests to Senior Management for approval at least two (2) weeks prior to the requested time off or as far in advance as possible. Although the Company will make reasonable efforts to accommodate requests for scheduling PTO, except as otherwise required by

law, all scheduled PTO is subject to Anomaly's business needs and may be postponed when business needs require. With proper advance notice, Anomaly reserves the right to require you to use accrued PTO at times designated by the Company. The Company reserves the right to deny PTO requests for any reason.

To take PTO, employees should request advance approval from their department manager by completing the "PTO Request" form. Requests will be based on a number of factors, including business needs and staffing requirements. No request for PTO has been approved until the Payroll Administrator or Human Resources has verified the earned PTO hours available and the department manager has authorized the leave via a signature on the PTO Request form. Approved and signed PTO Request Forms are to be retained by the Administrator.

PTO is paid at the employee's based pay rate at the time of PTO. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses or shift differentials. Any unused, earned and accrued PTO will not carry over into the following year. Upon termination of employment, employees will not be paid for any unused earned and accrued PTO that has been earned through the last day of work. An employee is not permitted to borrow on future accruals of PTO benefits. No PTO accrues during an unpaid leave of absence.

Accrued PTO is available on a use it or lose it basis and the total available PTO may never exceed the Maximum Yearly PTO Hours or Maximum PTO Days. New hours will be forfeited and not added to the PTO total to avoid exceeding the Maximum Yearly PTO Hours or Maximum PTO Days during quarterly review. If an employee separates from the company (regardless of reason) accrued, unused PTO will not be eligible for cash payout; it will be forfeited.

The Company does not compensate any Full Time Non-Exempt employee or Part Time Non-Exempt employee for paid holidays.

## EMPLOYEE BENEFITS MANDATED BY LAW

A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

### STATE DISABILITY

Full-time employees are eligible for an unpaid disability leave after completing one year of employment. Disability leave due to non-occupational illness, injury or pregnancy-related disability is not to exceed four weeks.

Employees requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work.

You may continue your medical insurance and dental insurance coverage by making arrangements with the Human Resources department to pay the entire monthly premium in advance each month.

When you are able to return to work, the company requires advance written notice. Include a doctor's certificate stating that you are medically able to return to your normal duties. You will return to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability, as determined by your physician, will be deemed a voluntary termination of your employment. This leave may run concurrently with any other leave where permitted by state and federal law.

## WORKERS' COMPENSATION INSURANCE

The Company provides Worker's Compensation for on-the-job injuries at no cost to you. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment, as mandated by current KS and NC State Regulations.

If you are injured on the job, no matter how slight, report the incident immediately to Management and Human Resources at 888-331-1103 or [HR@anomalysquared.com](mailto:HR@anomalysquared.com). We ask for your assistance in alerting management to any condition which could lead or contribute to an employee accident. Additionally, the corporation will attempt to provide a reasonable accommodation which is medically necessary, feasible and does not impose an undue hardship on the corporation as prescribed by applicable federal, state or local law.

A First Report of Injury form must be completed by the Company at the time of the work-related injury or illness. Failure to report a work-related injury may delay payment worker's compensation benefits. The Company reserves the right to request the injured or ill employee submit to a urinalysis or blood screening, drug test or other medically recognized test. Refusal, failure to test or results showing the presence of alcohol or any controlled substance may result in immediate termination and dismissal of any claim against the Company.

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# VI. Leaves of Absence

## BEREAVEMENT LEAVE

Full-time and part-time, regular employees are eligible after the ninety (90) day introductory period for one (1) day of paid bereavement for the death of an immediate family member. Members of the immediate family include spouses, domestic partners, parents, brothers, sisters, children.

Full-time and Part-time, regular employees are eligible for bereavement pay in proportion to the average number of hours worked per week for the last four (4) weeks. The calculation will be the average number of hours worked for the last four (4) weeks divided by five (5) working days to equal the number of paid bereavement hours available to the employee.

Requests for bereavement leave should be made to your immediate supervisor as soon as possible. Our corporation reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay. The Company reserves the right to deny any paid bereavement request for any reason.

## DISABILITY LEAVE

Full-time employees are eligible for an unpaid disability leave after completing one year of employment. Disability leave due to non-occupational illness, injury or pregnancy-related disability is not to exceed four weeks.

Employees requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work.

You may continue your medical insurance and dental insurance coverage by making

arrangements with the Human Resources department to pay the entire monthly premium in advance each month.

When you are able to return to work, the company requires at least one week's advance written notice. Include a doctor's certificate stating that you are medically able to return to your normal duties.

You will return to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability, as determined by your physician, will be deemed a voluntary termination of your employment.

This leave may run concurrently with any other leave where permitted by state and federal law.

## **FEDERAL FAMILY AND MEDICAL LEAVE ACT POLICY (FMLA)**

Employees may be eligible for an unpaid family and medical leave under the Federal Family and Medical Leave Act ("FMLA"). In order to be eligible for such leave, employees must have: one (1) year of service with Anomaly Squared, Inc.; and, at least 1,250 hours of work during the previous twelve (12) months. Eligible employees may receive up to twelve (12) weeks of leave per twelve (12) months.

During the leave period, the employee's health benefits will be continued on the same conditions as coverage would have been provided had the employee been employed continuously during the entire leave. The employee will not continue to accrue vacation, sick or personal days for the period of the leave. The employee will receive seniority credit for the time that the employee has been on leave under this section. At the conclusion of the leave period, an eligible employee is entitled to reinstatement to the position the employee previously held or to an equivalent one with the same terms and benefits that existed prior to the exercise of leave.

Upon written notice, eligible employees are entitled to a family or medical leave for up to twelve (12) weeks to care for a newly-born or adopted child, a seriously ill immediate family member or the employee's own serious health condition that makes the employee unable to perform the functions of his or her position. Eligible employees should make requests for medical leave to Human Resources at least thirty (30) days in advance of foreseeable events and as soon as is reasonably practicable for unforeseen events. Eligible employees who take leave under this policy must use all accrued available vacation, sick and personal days during the leave. The use of accrued time will not extend the leave period. After exhausting accrued time, the employee will no longer be paid for the remainder of the leave.

The period of leave must be supported by a health care provider's certificate indicating beginning and expected end dates for such leave. In addition, employees returning from medical leave must submit a health care provider's certificate prior to returning to work. An extension past twelve (12) weeks can be requested, but medical verification of the need must be submitted prior to the expiration of the leave and the leave, if granted, will not be job protected under the FMLA, North Carolina or Kansas Family Leave Act. The Company reserves the right to deny any request for extended leave.

Additional information concerning the Family Leave Policy and eligibility requirements are available from the Payroll Administrator or Human Resources at 888-331-1103 or HR@anomalysquared.com.

## JURY DUTY

The Company encourages employees to fulfill their civil responsibilities by serving jury duty when required. Exempt employees may be provided time off with pay when necessary to comply with federal wage and hour laws. All other employees are granted an unpaid leave in order to serve.

Employees must provide a copy of the jury duty summons to their manager as soon as possible so that the manager may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

## MILITARY LEAVE

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law. The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Military orders should be presented to your immediate manager and arrangements for leave made as early as possible before a departure. Employees are required to give advance notice of their service obligations to the corporation unless military necessity makes this impossible. You must notify the company in writing of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves are available from the Payroll Administrator or Human Resources at 888-331-1103 or HR@anomalysquared.com.

## PREGNANCY-RELATED ABSENCES

The Company will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined in this Handbook.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for an unpaid medical or family leave.

## SCHOOL VISITATIONS

Employees who are parents, guardians or acting in place of the parents of a school-aged child are allowed four hours without pay per year, at a mutually agreed upon time, to attend or otherwise be involved at that child's school. You must provide a written request 72 hours prior to the leave and verification from the school that you attended or were otherwise involved at the school during the time of the leave.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

## WITNESS DUTY

If employees have been subpoenaed or otherwise requested to testify as witnesses by the Company Employees may be granted unpaid time off to appear in court as a witness when requested by a party other than the Company.

A copy of the subpoena must be given to the employee's manager immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

A copy of the subpoena must also be given to the Office Administrator for the employee's personnel file.

NOTHING CONTAINED IN THIS HANDBOOK MAY BE CONSTRUED AS CONTRACT, EMPLOYMENT AGREEMENT OR CREATING A PROMISE OF FUTURE EMPLOYMENT OR BENEFITS WITH THE COMPANY. THIS HANDBOOK MAY BE CHANGED, MODIFIED, ALTERED, ELIMINATED OR DELETED WITH OR WITHOUT PRIOR NOTICE.



# VII. Timekeeping/ Payroll

## TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Federal and state laws require the Company to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked means all times an employee is required to be at his or her place of work or be on duty performing assigned responsibilities.

Non-exempt employees must record their hours on the computer or time clock provided for such purpose. All employees subject to this policy are required to accurately record all time worked. For payroll purposes, the workweek starts on Monday and ends on Sunday. **Each employee will be required to meet certain requirements regarding their weekly work schedule. For example, you will be required to work at least 2 evening shifts, 1 “split” shift, and at least 2 weekend shifts. Employees will be required to work every other weekend. Depending on the client needs, additional scheduling requirements may be necessary. These requirements will be documented on your written schedule. Failure to meet the minimum scheduling requirements will result in termination.**

**Any employee refusing to accept a new schedule or change in schedule to meet the business needs will be terminated.**

Altering, falsifying, or tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment. Failure to clock in or clock out correctly will result in appropriate adjustment to the hours worked as well as Disciplinary Action up to and including termination.

## ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important factors for your success within our corporation. We work as a team and this requires that each person be in the right place at the right time. All employees are hired with the understanding that the employee is

available to work at any time and be willing to work on any project. Employees refusing to change a schedule to meet the needs of the Company or refusing work on a project will be subject to Disciplinary Action up to and including Termination.

Every employee is expected to report to work and be clocked in at the work station 10 minutes prior to the beginning of the shift in order to receive updates and communication from management. Employees are not permitted to clock in earlier than 10 minutes before the beginning of a scheduled shift. Any employee not ready by 10 minutes before the start of the shift will be subject to Disciplinary Action up to and including termination. Any employee that leaves a shift early will be subject to Disciplinary Action up to and including termination.

All employees must remain logged in and ready for active calls until excused or dismissed by management. Employees must receive permission from management before leaving the work station for any reason including but not limited to employee breaks, restroom breaks, emergency calls, lunch breaks or end of shift. Employees should expect to occasionally work past the scheduled time to handle additional call volume when instructed by management.

If you are going to be late for work or absent, notify your manager. If you are absent two (2) consecutive business days or more, your manager may request written doctor's permission prior to your return to work.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your non-working hours if possible. Requests for exceptions should have the prior approval of your manager.

If you are absent for two (2) days without notifying the Company, it is assumed that you have voluntarily abandoned your position with the corporation, and have voluntarily terminated your employment with the Company and will be removed from the payroll.

## ABSENTEEISM POLICY

Our company defines absence as failure to report and remain at work as scheduled – including late arrival and leaving early. Our approach to absenteeism is that it should be controlled and there is no reason why an employee should not be at work on time, all the time, when scheduled. The only exceptions to this Policy are

scheduled/approved absences due to Bereavement, Jury Duty, Military and Worker's Compensation Cases.

Employees are expected to report to work on time, on a regular basis. Unnecessary absenteeism and lateness is expensive, disruptive, and places an unfair burden on the Company's resources. Unsatisfactory attendance will result in disciplinary action, including termination.

If you are unable to arrive at work as scheduled, you must notify your supervisor as soon as possible. Provide an explanation as to why you will be late and/or absent along with when you expect to arrive at work. This type of notice is not to be left with another employee – you must contact your supervisor.

If you are absent without notice to the Company for two (2) or more consecutive days, you will be considered to have abandoned your position and voluntarily resigned from the Company. If you are absent because of an illness for two (2) or more consecutive days, you will need to present your supervisor with a written notice from your doctor stating the nature of the illness and clearing you to return to work.

## NO CALL/NO SHOW

Not reporting to work and not calling in to report the absence is a no call/no show and is a serious matter. The first instance of a no call/no show will result in a final written warning. The second separate offense may result in termination of employment with no additional disciplinary steps.

Any no call/no show lasting two (2) days is considered job abandonment and will result in immediate termination of employment.

All employees must remain logged in and ready for active calls until excused or dismissed by management. Employees must receive permission from management before leaving the work station for any reason including but not limited to employee breaks, restroom breaks, emergency calls, lunch breaks or end of shift. Employees should expect to occasionally work past the scheduled time to handle additional call when instructed by management.

Management may consider extenuating circumstances when determining discipline for a no call/no show (for instance, if the employee is in a serious accident and is hospitalized) and has the right to exercise discretion in such cases.

If the employee has already begun the step discipline process for attendance/punctuality when a no call/no show occurs, the disciplinary process may be accelerated to the final step.

## SHIFT ADHERENCE & ATTENDANCE POLICY

Based on the number of violation incidents in a sixty (60) day calendar period an employee will be subject to disciplinary action under the following guidelines:

- One (1) incident in any sixty (60) day calendar period results in a documented verbal warning.
- Two (2) incidents in any sixty (60) day calendar period will result in a written warning.
- Three (3) incidents in any sixty (60) day calendar period will result in a final written warning and/or unpaid suspension.
- Four (4) incidents in any sixty (60) day calendar period will result in termination.

The Company defines absence as failure to report and remain at work as scheduled including late arrival and leaving early. An instance of violation will apply when the employee fails to work as scheduled which includes: tardiness, any form of absenteeism, missing any portion of a scheduled shift, arriving early or returning late from paid breaks or unpaid lunch breaks or leaving the scheduled shift early. The time limit for a paid break for an employee working a full shift is ten (10) minutes and the unpaid lunchtime limit for an employee working two (2) consecutive shifts for an unpaid lunch is thirty (30) minutes. All employees are expected to be present at the assigned work station and clocked in no earlier than ten (10) minutes before and no later than five (5) minutes before the shift start time.

Any employee who fails to communicate with the Company and/or report to work for two (2) consecutive workdays is voluntarily terminating their employment, which will be considered job abandonment and will be terminated on the next business day.

## WORK WEEK

Because of the nature of our business, your work schedule may vary depending on your position. The hours of operation are subject to change based on the needs of each Company client. Your work schedule will be communicated to you by your immediate manager

or supervisor. Check with your manager or supervisor if you have questions about your hours of work.

## MEAL TIME

Employees may only eat food in designated break areas during established meal break time. Eating or snacking at a work station or in any area outside the designated break room is prohibited. Drinks are permitted but must be in spill-proof containers. A half hour unpaid meal break should be taken each day that an employee is working two (2) consecutive shifts. If you need to take more than a half-hour meal break, you must obtain permission from your supervisor. Your supervisor is responsible for approving the scheduling of this time so it does not conflict with the smooth operation of the office.

Failure to clock out for unpaid meal breaks will result in appropriate adjustment to the hours worked report as well as Disciplinary Action up to and including termination. The first offense will result in a Final Written Warning and the second offense will result in Termination of Employment.

## PAYDAY

You will be paid only for the hours worked at the schedule established on a bi-weekly basis for the prior scheduled period. At the conclusion of the bi-weekly pay period, you will be paid on the Friday following the end of the pay period. When the payday is a Holiday, you normally will be paid on the day after the holiday. All paystubs are available on line and every employee will be required to register for electronic paystub access. For any questions about accessing the paystubs, please communicate with the Payroll Administrator.

The Company requires that all employees utilize Electronic Funds Transfer (EFT) for accepting payment of wages. Employees are encouraged to review the best option available for banking services. The Company will provide an EFT service through payroll or another institution for employees not having an account with a financial institute for receiving their pay.

Please review your paycheck for errors. If you find a mistake, report it to your Payroll Administrator immediately. If the Payroll Administrator is unavailable, your supervisor will assist you in taking the steps necessary to correct the error. **ALL DISCREPANCIES MUST BE REPORTED WITHIN TWO (2) BUSINESS DAYS OF THE PAYDATE IN QUESTION. EMPLOYEE**

At Anomaly  
Squared, we are  
working hard to  
create a culture on  
purpose. A culture  
of openness and  
collaboration  
that results in  
a career that  
people enjoy.



ACCEPTS THAT COMPENSATION WILL BE LIMITED TO ANY HOURS LOGGED UNLESS A DISCREPANCY NOTIFICATION OCCURS WITHIN TWO (2) BUSINESS DAYS OF THE DATE IN QUESTION.

## PAYCHECK DEDUCTIONS

The corporation is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

It is the policy of the corporation that exempt (salaried) employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable; however, the corporation may make deductions from employees' salaries in a way that is permitted under federal and state wage and hour rules. Employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Thus, exempt employees may be subject to the following salary deductions, except where prohibited by Federal or State law, but only for the following reasons:

- Absences of one or more full days for personal reasons, other than sickness or disability;
- Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences;
- Absences of one or more full days before eligibility under such a plan, policy, or practice or after replacement compensation for such absences have been exhausted;
- Suspensions for violations of safety rules of major significance;
- Suspensions of one or more full days for violations of workplace conduct rules, such as rules against sexual harassment and workplace violence;

- Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an employee's full salary;
- Any unpaid leave taken under the Family and Medical Leave Act; or
- Negative paid-time-off balances, in whole-day increments only.

If questions or concerns about any pay deductions arise, employees may discuss and resolve them with the Payroll Administrator or Human Resources Department at 888-331-1103.

## GARNISHMENT/CHILD SUPPORT

When an employee's wages are garnished by a court order, our corporation is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our corporation will, however, honor federal and state guidelines which protect a certain amount of an employee's income from being subject to garnishment.

## DIRECT DEPOSIT

Employee questions concerning paycheck deductions and how the deductions were calculated should be directed to the Payroll Administrator or Human Resources at 888-331-1103.

## IMPROPER WAGE DEDUCTION COMPLAINT PROCEDURE

The Company is committed to complying with all applicable wage and hour laws. The Company intends that deductions be made from exempt employees' pay only in circumstances permitted by the Fair Labor Standards Act and the U.S. Department of Labor's rules governing the salary basis of pay for exempt employees. Any employee who believes that a deduction has been made from his or her pay that is inconsistent with the employee's salaried status or applicable law should immediately contact the Payroll Administrator or Human Resources at 888-332-1103. All complaints will be resolved within a reasonable time given all the facts and circumstances. If an investigation reveals that an employee was subjected to an improper deduction from pay, the employee will be reimbursed and the Company will take whatever action it deems necessary to ensure compliance with the salary basis test and applicable law in the future.



## VOLUNTARY RESIGNATION

Should you decide to leave your employment with us, we ask that you provide your manager with at least 14 days advance notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the corporation.

Employees, who are rehired following a break in service in excess of 30 days, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits. Our corporation does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment, salary history and job title.

Additionally, all resigning employees should complete a brief exit interview prior to leaving. All corporate property, including the Employee Handbook, must be returned upon termination. Otherwise, the corporation may take action to recoup any replacement costs and/or seek the return of corporate property through appropriate legal recourse.

You should notify the corporation if your address changes during the calendar year in which termination

occurs so that your tax information will be sent to the proper address.

## VERIFICATION OF EMPLOYMENT

All requests for verification of employment will be completed by the Payroll Administrator or Human Resources. No other employee should complete verification unless otherwise directed by the President or Executive Vice President. Please allow two (2) days for completion of a verification of employment.

Generally, we will only confirm our employees' dates of employment, salary history and job title. All requests must be in writing and on company letterhead to the attention of Human Resources. The information will only be sent to a credible company, agency, authority or entity requiring the information. The completed verification of employment document will not be provided directly to the employee or former employee under any circumstances and the Company does not provide copies of these documents to the employee.

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# VIII. Discipline & Rules of Conduct

## GENERAL POLICY

Employees are expected to observe certain standards of job performance and good conduct to ensure orderly operations and provide the best possible work environment. When performance or conduct does not meet Company standards, the Company may, in its sole discretion, provide the employee with a reasonable opportunity to correct the deficiency. If, however, the employee fails to make the correction, he or she will be subject to discipline up to and including termination. Nothing in this section alters the Company's right to elect any form of discipline, up to and including termination for any reason.

The rules set forth below are intended to provide employees with fair notice of what is expected of them. Necessarily, however, such rules cannot identify every type of unacceptable conduct and performance. Therefore, employees should be aware that conduct not specifically listed below, but which adversely affects or is otherwise detrimental to the interests of the company, other employees, or customers, may also result in disciplinary action.

Nothing in this section is intended to alter the at-will status of employees. The Company retains the right to end the employment relationship at any time, with or without advance notice, and with or without cause.

## CODE OF CONDUCT

The Company has established a set of core values which define expectations and promote accountability. Each employee is expected to practice, and support others in adhering to, the following code of conduct:

*Professionalism* - Exhibit professional behavior by showing positive examples of preparedness, communication, fairness, punctuality, attendance, language and appearance. Present and conduct yourself in a manner that reflects favorably on you.

Each of us is accountable for our actions and for performing to the best of our abilities. We demonstrate responsible leadership by maintaining a high standard of conduct, self-control, and moral/ethical behavior.

**Ethical Communication** - Communicate openly and honestly in a diplomatic manner with a positive intent. Take the initiative to obtain or provide prompt, accurate, and complete information when requested or needed.

**Prompt Communications** - In all matters relevant to listeners, funders, suppliers, government authorities, the public and others (including those within Anomaly Squared, Inc.), all employees must make every effort to achieve complete, accurate, and timely communications—responding promptly and courteously to all proper requests for information and to all complaints.

**Individual Commitment** - Conduct yourself in a way that is true to you (personally and professionally), your colleagues and clients. Intervene in any code of conduct violation within your area that has a negative impact on employees in a manner that preserves confidentiality and the dignity of each person. Take pride in the Company as if you own it! Treat others with respect, honesty and courtesy. Attempt to resolve interpersonal differences on your own. Comply with the law and the Company's policies.

**Respect** - Understand and acknowledge others with consideration and courtesy in the way we listen to, speak to and trust each other. Respect and protect others' right to privacy and confidentiality. Be responsible and accountable for your actions.

**Trust** - Earn and keep trust by demonstrating confidence in ourselves and others. Don't promise what you can't deliver or do. Exercise discretion when handling the Company's business matters.

**Teamwork** - Recognize your weaknesses and strive towards strength. Recognize your strengths and celebrate those achievements. Acknowledge that achievement depends, in the main, on our ability to work together as a team. Create a culture of caring through understanding, discretion and support.

**Attitude** - Approach day-to-day events with optimism and positive intent. Aim to find solutions to issues and problems rather than prematurely conclude why it/they cannot be accomplished. Seek to exceed staff and listener expectations by providing high quality service with care, compassion and courtesy. Do it because it needs to be done, not because you will be compensated.

**Workplace Safety** - Strive to maintain a safe and healthy environment, free from harassment, intimidation, bullying, substance abuse and/or violence, and free from bias and discrimination. Our diversity is our greatest strength.



*Communicating with External Media* - Communicating with external media sources is prohibited without prior written consent from the President.

## STANDARDS OF CONDUCT

In order to assure orderly operations and provide the best possible work environment, we expect employees to follow rules of conduct that will protect the interests and safety of personnel. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace, but the following are examples of infractions of rules of conduct that may result in disciplinary action, including suspension, demotion, or termination of employment.

- Falsification of employment records, employment information, or other records,
- Recording the work time of another employee, allowing any other employee to record your work time, or allowing falsification of any time card, whether your own or another employee's,
- Theft or the deliberate or careless damage of any Company property or the property of any employee,
- Unauthorized use of Company equipment, time, materials, or facilities,
- Possessing, distributing, selling, transferring, or using or being under the influence of alcohol or illegal drugs in the workplace,
- Provoking a fight or fighting during working hours or on premises owned or occupied by the Company,
- Carrying firearms or any other dangerous weapons, at any time, on premises owned or occupied by the Company, unless state law specifically gives the employee the right to bring a firearm on the employer's premises,
- Engaging in criminal conduct whether or not related to job performance,
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of members of management,
- Using abusive or threatening language at any time during working hours or while on premises owned or occupied by the Company,

- Unreported absence or tardiness of scheduled workdays,
- Failing to obtain permission to leave work for any reason during normal working hours,
- Failing to observe working schedules, including rest and lunch periods,
- Failing to provide a physician's certificate when requested or required to do so,
- Using reading materials not related to Company business,
- Making or accepting personal telephone calls on Company's telephone system during working hours unless it is a medical emergency,
- Use of a cell phone outside of an authorized area,
- Working overtime without authorization or refusing to work assigned overtime,
- Violating any safety, health, or security policy, rule, or procedure of the Company,
- Committing a fraudulent act or a breach of trust in any circumstances.

This statement of prohibited conduct does not alter or limit the policy of employment-at-will. Either you or the Company may terminate the employment relationship at any time for any reason, with or without cause, and with or without notice.

## DISCIPLINE PROCEDURE

The Company reserves the right to discipline its employees in any manner it deems appropriate, including immediate termination for an employee's misconduct or performance deficiency, without resorting to prior disciplinary steps, such as warnings or demotion.

If a situation arises where conduct is deemed inappropriate the following process will be followed:

- Employee in question, employee's supervisor and a member of management will meet to discuss the inappropriate conduct
- If the conduct is deemed to be in conflict with the Company's policy the following escalation will occur:
  1. Verbal Counseling
  2. Written Warning
  3. Final Written Warning or Suspension or Termination of Employment



Depending on the nature and severity of the offense, Disciplinary Action may be escalated as per management's discretion up to and including termination. The prescribed outline for escalation may be graduated or advanced without regard to a prior infraction or previous Disciplinary Action. An employee may be terminated for any combination of three (3) Disciplinary Actions with a thirty (30) day period.

## DRUG AND ALCOHOL USE

It is the goal of the Company to maintain a drug-free, healthful, safe and productive workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. For these reasons, the Company is committed to the elimination of drug and alcohol use and abuse in the workplace.

The Company may require any new hire to pass a drug and substance test as a condition of employment. Furthermore the Company may ask any employee to complete a random drug test at any time with or without cause. Before being asked to submit to the drug test the employee will receive written notice of the request or requirements. Failure to pass the test or refusal to submit to the test may result in immediate termination.

The Company will conduct all drug

testing in compliance with all applicable Federal and State Drug Testing laws. All drug testing will be conducted by a Certified State or Federal qualified laboratory. All expenses related to the test will be incurred by the Company and all testing results will remain confidential. Human Resources will be responsible for receiving and reviewing all results.

## PROHIBITED CONDUCT

### Scope

The prohibitions of this section apply whenever the interests of the Company may be adversely affected, including any time the employee is:

- On Company premises,
- Conducting or performing company business, regardless of location,
- Operating or responsible for the operation, custody, or care of Company equipment or other property, or
- Responsible for the safety of others in connection with, or while performing, Company-related business.

### Alcohol

The following acts are prohibited and subject an employee to disciplinary action up to and including discharge:

- The unauthorized use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of alcohol, or
- Being under the influence of alcohol.

### **Illegal Drugs**

The following acts are prohibited and subject an employee to disciplinary action up to and including discharge:

- The use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of any illegal drug or other controlled substance, or
- Being under the influence of any illegal drug or other controlled substance.

### **Legal Drugs**

The following acts are prohibited and subject an employee to disciplinary action up to and including discharge:

- The abuse of any legal drug,
- The purchase, sale, manufacture, distribution, transportation, dispensation, or possession of any legal prescription drug in a manner inconsistent with law, or
- Working while impaired by the use of a legal drug whenever such impairment might:

- (a) Endanger the safety of the employee or some other person,
- (b) Pose a risk of significant damage to company property or equipment, or
- (c) Substantially interfere with the employee's job performance or the efficient operation of the company's business or equipment.

## **DRUG FREE AWARENESS PROGRAM**

### **Employee Awareness**

The Company has established a drug-free awareness program that is designed to inform employees about the dangers of drug abuse in the workplace and to help assure that employees are familiar with this guideline and with the disciplinary actions that can result from a violation of this guideline. From time to time, employees will be requested to attend one of the sessions of the drug-free awareness program. Although the Company does not currently have an employee assistance program, during each such session, employees will be given current information about other available programs offering counseling and rehabilitation.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these

matters with their manager to receive assistance or referrals to appropriate resources in the community.

### **Awareness**

Managers should be attentive to the performance and conduct of those who work with them and should not permit an employee to work in an impaired condition or to otherwise engage in conduct that violates the Company's drug-free workplace policy. When the Company has reasonable suspicion to believe that an employee is working in violation of the Company's drug-free workplace policy, prompt action will be taken. Managers should advise Human Resources of any "reasonable suspicion" of drug use.

### **Criminal Convictions**

Employees must notify the Company of any arrest or conviction under a criminal drug statute. Employees must notify the company within twenty-four (24) hours after any such conviction. When required by federal law, the Company will notify any federal agency with which it has a contract or grant of any employee who has been convicted under a criminal drug statute for a violation occurring in the workplace.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns without fear of reprisal or retaliation.

## **JOB PERFORMANCE**

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

- Unsatisfactory work quality or quantity,
- Poor attitude (for example, rudeness or lack of cooperation),
- Excessive absenteeism, tardiness, or abuse of break and lunch privileges,
- Failure to follow instructions or company procedures; or
- Failure to follow established safety regulations.

## **MISCONDUCT**

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

- Insubordination, such as, an unwillingness to carry out a specific directive from management that may be expressed through a verbal refusal, a non-verbal refusal or an unreasonable delay in completing the work,
- Insubordination, such as disrespectful behavior toward a manager or supervisor that may include but is not limited to cursing at a supervisor, verbally or physically intimidating a manager



or supervisor, or speaking negatively, loudly or argumentatively to or about a supervisor,

- Dishonesty or making false statements,
- Theft,
- Discourtesy including but not limited to rude or inconsiderate behavior or impolite acts or remarks,
- Making or repeating statements through verbal or written communication that may result in slander or defamation of character of an individual or the Company,
- Spreading rumors through verbal or written communication,
- Misusing or destroying company property or the property of another on company premises,
- Violating conflict of interest rules,
- Disclosing or using confidential or proprietary information without authorization,
- Falsifying or altering company documents including but not limited to time sheets or application for employment,
- Interfering with the work performance of others (which includes eavesdropping, or interfering in any way, with communications not intended for a particular employee),
- Altercations with any co-worker including but not limited to speaking negatively, loudly or argumentatively to or about others or any type of threatening behavior,
- Harassment of any kind to any co-worker, customer or person involved with work including but not limited to sexual harassment,
- Being under the influence of, manufacturing, dispensing, distributing, using, or possessing alcohol or illegal or controlled substances on company property or while conducting Company business,
- Gambling on company premises or while conducting company business,
- Sleeping on the job or leaving the job without authorization,
- Possessing a firearm or other dangerous weapon on company property or while conducting Company business,



- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of the Company, its employees, customers, or property,
- Failing to report to the Company, within twenty-four (24) hours, any conviction under any criminal drug statute for a violation occurring in the workplace,
- Using the Company's property, including but not limited to the Company's computers and technology resources, for non-Anomaly Squared, Inc. purposes,
- Failing to notify the Company of any arrest or criminal prosecution within twenty-four (24) hours.

## CALL HANDLING REQUIREMENTS

The Company considers employee performance and quality of work to be of the highest importance. The CSR role requires a high level of professionalism and positive, respectful interaction with prospective customers, clients, co-workers and all related participants. Every CSR is required to meet certain standards of excellence on all calls that includes but is not limited to,

- Professional, positive and respectful attitude, tone and demeanor,
- Enthusiastic and confident tone,
- 100% accuracy with data input and dispositions,
- Following all TCPA and compliance regulations,
- Answering questions with thoroughness and accuracy,
- Using the mute button when speaking with a supervisor or co-worker,
- Creating a high efficiency and conversion rate for call processing,
- Call Avoidance including,
  - Delay or failure to immediately begin the greeting,
  - Exceeding 10 seconds to identify and disposition an answering machine, voicemail or automated message,
  - Exceeding 30 seconds to confirm proper call connection between a customer and live transfer recipient,
  - Exceeding 30 seconds to complete after call work and disposition the call, or Failing to login as scheduled or directed by Management,

- Failure to login to projects, campaigns or skills as directed by Management,
- Receiving management instructions with openness and implementing all directives in a timely manner.

Failure to meet these expectations may result in disciplinary action up to and including immediate termination. Depending on the severity of the issue there may not be disciplinary escalation before immediate termination.

## CALL HANDLING VIOLATIONS

Call handling violations include but are not limited to,

- Failing to use a professional, courteous and respectful tone with all prospective customers,
- Failing to identify yourself with your full first and last name and the client name correctly,
- Failing to use the correct client name only and applicable client contact information instead of Anomaly Squared,
- Failing to protect the privacy of supervisors, managers, executives and professional staff of client and Anomaly employees by only using the listed client contact information,
- Failure to follow regulations or associated applicable laws,
- Failure to clearly state or repeat required statements or disclosures,
- Failure to place a prospective participant, customer or consumer on the Do Not Call list correctly or provide complete and accurate information about the DNC process.

CSRs are required to provide truthful and accurate information without disclosing any specific name of Anomaly employees and the physical address of a call center except where required by law. CSRs should always refer to the client name and not Anomaly as the entity originating the call unless otherwise required by applicable regulations. TCPA adherence is required on all calls and the Company expects 100% accuracy on all Do Not Call requests and dispositions.

Where compliance and regulatory oversight is concerned, a single violation of any of the listed offenses may result in immediate termination without previous escalation.

## PERFORMANCE METRICS AND QUALITY STANDARDS

Each project and campaign will have minimum requirements, objectives and goals. Key Performance Indicators (KPIs) such as Successes Per Hour (SPH), Conversion Rate, Calls Per Hour, Call Efficiency and Non-Production Time may be used to measure agent performance. Additionally, an agent's professionalism, adherence to Company policy and quality scores may be considered for increases or decreases in pay. The Company provides no guarantee for a raise and pay adjustments are based solely on Management discretion. Failure to maintain minimum requirements for performance or quality expectations may result in Disciplinary Action up to and including termination.

## ASSESSMENT TOOLS

The Company will use a variety of tools to monitor agent activity and may use new assessment tools without notice to the employees. The Company may utilize daily, weekly, monthly, quarterly or any date range for reporting to analyze agent performance. CSRs will receive Constructive Feedback Reviews (CFRs) from management regarding call performance. Quality may be measured with Quality Scorecards or Quality Assessments. Any employee refusing to sign and date acknowledgment of receipt of a CFR, Quality Scorecard, Quality Assessment, or Disciplinary Action will not be permitted to continue work. Failure to acknowledge receipt of any company notification may result in immediate termination.

## SOLICITATION AND DISTRIBUTION

In an effort to assure a productive and harmonious work environment, the Company prohibits persons not employed by the Company from trespassing, soliciting or distributing literature or goods in the workplace at any time for any purpose.

In order to avoid unnecessary annoyances and work interruptions, solicitation by an employee of another employee is prohibited while either person is on working time. Employee distribution of literature, including handbills, in work areas is prohibited at all times.

Solicitation or distribution in any way connected with the sale of any goods or services for profit is strictly prohibited anywhere on company property at any time.

In addition, the posting of written solicitations on Company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- Employment announcements
- Internal memoranda
- Job openings
- Organization announcements
- State disability insurance/unemployment insurance information
- Other employment related postings

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# IX. Work Conditions

## SAFETY

Safety can only be achieved through teamwork at our corporation. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their immediate supervisor or manager.

Please observe the following precautions:

1. Notify your supervisor of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
2. The unauthorized use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the corporation's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess, just ask your supervisor.
6. Know the locations, contents and use of first aid and fire fighting equipment.
7. Comply with OSHA standards as written in our safety procedures manual.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify Management and Human Resources at 888-331-1103. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

## SMOKING IN THE WORKPLACE

Our corporation is committed to providing a safe and healthy environment for employees and visitors. Anomaly Squared, Inc. is a smoke-free environment and smoking is strictly prohibited in any of our facilities.

The Company is required to comply with the Clean Air Act and other local laws governing smoking in the workplace. Smoking is permitted only outside of the Company's offices in the building's designated smoking areas. This applies but is not limited to any smokeless tobacco and any type of smoking alternative such as vapor cigarettes or electronic cigarettes.

This policy applies equally to all employees, customers, and visitors.

## WORKPLACE SEARCHES

To protect the property and to ensure the safety of all employees, clients and the corporation, the corporation reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the corporation's property. In addition, the corporation reserves the right to search any employee's office, desk, files,

lockers, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the corporation, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the corporation.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the corporation's security procedures or any other corporate rules and regulations.

## WORKPLACE VIOLENCE

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to corporate property in the event someone, for whatever reason, may be unhappy with a corporate decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, immediately report it to Management and Human Resources at 888-331-1103 at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence.

Violations of this policy, including your failure to report or fully cooperate in the corporation's investigation, may result in disciplinary action, up to and including immediate discharge.

## GOOD HOUSEKEEPING

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to your supervisor. Do not move any equipment for any reason. If there is an issue with equipment, report it to your supervisor and management will take necessary action to correct the problem. Employees are subject to disciplinary action up to and including termination for broken equipment and the cost of replacing the equipment.

## EMERGENCY CLOSINGS

At times, emergencies such as severe weather (e.g., snow storms), fires, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of the Company.

When the President or a designated representative officially closes the Company's operations due to emergency conditions, the time off from scheduled work may be paid to full-time exempt employees according to applicable federal and state law. When operations are not closed, employees are expected to report to work. Employees failing to report to work will not be paid for the day. Full-time non-exempt and part-time non-exempt employees are not paid for business closings.

## VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at the Company, only

authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of an emergency, employees may be called to meet any visitor outside their work area.

All visitors should enter the Company at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

Do not allow any visitor in the building after normal business hours unless that person has a scheduled appointment with someone in the building. If an unauthorized individual is observed on the Company's premises, employees should immediately notify their manager.

## CONCEALED WEAPONS

Possession, use or sale of weapons, firearms or explosives on work premises, while operating corporate machinery, equipment or vehicles for work-related purposes or while engaged in corporate business off premises is forbidden except where expressly authorized by the corporation and permitted by state and local laws. This policy applies to all employees, including but not limited to those who have a valid permit to carry a firearm.

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to their supervisor immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

## EMERGENCY SITUATIONS

Your immediate manager or supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence,



and the smell of smoke. If the manager or supervisor is unavailable, contact the nearest member of Management, the professional staff or Human Resources.

Should an emergency result in the need to communicate information to employees outside of business hours, your manager will contact you. Therefore, it is important that employees keep their personal emergency contact information up to date. Notify the Office Manager in the event this information changes.

When events warrant an evacuation of the building, you should follow the instructions of your supervisor, other management or building official. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by your supervisor to await further instructions or information.

Please direct any questions you may have about the corporation's emergency procedures to your immediate manager, supervisor or Human Resources.

## SUBSTANCE ABUSE

The Company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the corporation the following substance abuse policy.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are

prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal substances and alcohol in the workplace including: on corporate paid time, on corporate premises, in corporate vehicles or while engaged in corporate activities. Employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are also prohibited from consuming alcohol during working hours, including meal and break periods.

Your employment or continued employment with the corporation is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any employee who violates this policy who is subject to termination may be permitted in lieu of termination, at the corporation's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state and local laws.

Consistent with its fair employment policy, the corporation maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for

substance abuse conditions.

We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The corporation will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the corporation's policies and applicable federal, state or local laws.

The corporation further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of corporate issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the corporation has reasonable suspicion to believe that the employee has violated this substance abuse policy. This policy represents management guidelines only and should not be interpreted as a contract of employment.

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# X. Company Property Confidentiality

## CONFIDENTIALITY

The nature of our business requires our employees to adhere to strict confidentiality of the information that passes their desks every day. Information may include, but is not limited to, any item with a client's name, social security number, and account numbers. We may collect non-public personal financial information regarding income, assets, credit history from our clients and other sources. The information may be in paper or electronic format. Our employees are charged with safeguarding any information we collect. The following are guidelines for appropriate safeguarding of a client's non-public information:

- Use of specially designated paper receptacles for disposal of hard copy confidential customer information,
- Refrain from discussing any client's name or situation outside the environs of the office. This includes refraining from discussing information about a client with family and friends,
- Properly securing client information in a locked desk drawer during non-operating hours,
- Ensuring the proper security and disposal of electronic data or correspondence between or corporation and our clients.

## HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA)

In 1996, the U.S. Department of Health and Human Services issued the Privacy Rule to implement the requirement of HIPPA. The Privacy Ruled standards address the use and disclosure of individuals' health information – called Protected Health Information (PHI) by organizations subject to the Privacy Rules – called covered entities, as well as standards for individual's privacy rights to understand and control how their health information is used.

## Protected Health Insurance

The Privacy Rule protects all “individually identifiable health information” held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper or oral. The Privacy Rule calls this information “protected health information (PHI).

## Basic Principle of Privacy Rule

A major purpose of the Privacy Rule is to define and limit the circumstances in which an individual’s protected health information may be used or disclosed by covered entities. A covered entity may not use or disclosed protected health information, except either: (1) as the Privacy Rule permits or requires; or (2) has the individual who is the subject of the information (or the individuals’ personal representative) authorizes in writing.

## Required Disclosures

A covered entity must disclose protected health information in only two situations (a) to individuals (or their personal representatives) specifically when they request access to or an accounting of disclosures of their protected health information; and (b) to HHS when it is undertaking a compliance investigation or review or enforcement action. For more information contact Management or Human Resources at 888-331-1103.

## CONDUCT AT CLIENT’S LOCATION

The opinions and attitudes that clients have toward our corporation may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a client for granted, but if we do, we run the risk of losing not only that client but his or her associates, friends or family who may also be clients or prospective clients.

The nature of our corporation may require that employees perform work connected with a client’s assignment at the client’s location. The importance of professional conduct when working in a client’s office cannot be emphasized enough. Professional conduct is a broad term that is open to many interpretations. The following are guidelines for appropriate conduct when working at a client’s location:

- Discussions with client employees should be limited to matters that concern their department and level of responsibility. Long, personal discussions with client personnel are discouraged. Such disruptions of work will only offend client executives and client employees,
- Client names and scope of work performed for any client,
- Internal affairs may not be discussed with client personnel,
- Discussions pertaining to personal and/or financial details of other clients should be avoided,
- Comments or criticisms involving other companies and their particular work or fees should be avoided,
- Refrain from discussing shortcomings or idiosyncrasies of client employees,
- Avoid conversation involving client matters in all public places,
- Avoid discussing procedural problems with management while client employees are present,

- Purchases from a client must be made at normal sale prices,
- Borrowing money from a client is not permitted unless the client's business involves lending money,
- Corporate employees may not solicit clients for charitable donations,
- Corporate employees may accept nominal token gifts from clients,
- Entertaining clients is allowed. However, you must first receive approval from the
  - President/Executive Vice President,
  - Each employee

## DISCUSSIONS WITH CLIENTS

When working on an assignment in a client's office, you may be asked to offer specific suggestions or comments regarding his/her practices.

Prior to discussing any suggestions with a client, your recommendations must first be approved by the President/Executive Vice President.

## USE OF CLIENT TELEPHONES

When working at a client's office or home, keep telephone usage to a minimum. Do not disclose the location and telephone number of your client assignment to outsiders. Direct telephone calls to our corporation to ensure the identities of our clients are protected. Messages will then be relayed to staff members working at the client's place of business.

Personal calls may be made from the client's office on a limited basis. Incoming personal calls or calls from other clients are discouraged.

## CONFIDENTIAL AND PROPRIETARY INFORMATION

Our clients and other parties with whom we do business entrust the Company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If an employee questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor. This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

All inquiries from the media must be referred to the President/Executive Vice President.

Employees must not use or disclose any proprietary or confidential information that

provide or obtain during employment with Anomaly Squared, Inc., except as required by their jobs. This obligation remains even after an employee's employment relation with the Company's ends.

Employees who are exposed to confidential information may be required to sign a non disclosure agreement as a condition of employment. Employees who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Proprietary information includes all information relating, in any manner, to the business of the Company that is produced or obtained by the Company employees during the course of their work. This manual, for example, contains proprietary information. All proprietary information that is not known generally to the public or the industry, or is known only through improper means, is confidential information.

The protection of confidential business information is vital to the interests and the success of the Company. The Company's property includes not only tangible property, like desks and computers, but also intangible property such as information. All employees share responsibility to ensure that proper security is maintained at all times.

Confidential information includes, but is not limited to, the following:

- Affairs, operations and business activities of the Company, which may be available to employees but not to the general public,
- Client names and scope of work performed for any client,
- Arbitron research data,
- Compensation data,
- Computer records and programs,
- Customer lists (including information concerning former, present and prospective customers),
- Customer preferences,
- Customer accounts,
- Electronic codes,
- Financial information,
- Internal processes,

- Marketing strategies,
- Pending projects and proposals,
- Personnel files,
- Products or ideas for new products,
- Research and development strategies,
- Trade secrets.

Any disclosure or use of any trade secret, proprietary or confidential information other than in connections with the Company's business or as specifically authorized in writing by the Company, could be highly detrimental to the Company and could result in serious loss of business and damage to the Company. As an employee of the Company you are required to hold in the strictest confidence all trade secrets, proprietary and confidential information proprietary and confidential information must be returned to the Company upon the termination of employment or at any other time upon request.

## PURCHASE AND USE OF EQUIPMENT

Equipment essential in accomplishing job duties are expensive and may be difficult to replace. When purchasing and using property, employees are expected to exercise care, use fiscal and/or financial discretion, perform required maintenance, and follow all operating instructions, safety standards and guidelines. If an employee needs to purchase any product, all proper forms must be completed and submitted to their department head for approval. The approved form will then be submitted for purchase. No reimbursement for supplies will be made to an employee without proper approval.

Please notify your manager if any equipment, machines or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Your manager can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment. Failure to report an issue related to missing, damage or defective equipment may result in disciplinary action up to and including termination.

## RETURN OF PROPERTY

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all Company property immediately upon request or upon termination of employment. The Company may take all lawful action deemed appropriate to recover or protect its property.

## OWNERSHIP OF WORK PRODUCED AT ANOMALY SQUARED, INC.

All work products, programs, patents and copyrights which result from employees' efforts while on assignment for the Company or while working for the Company, remain the property of the Company, unless otherwise agreed to by the President or a duly designated representative.

## CONFLICTS OF INTEREST

This policy establishes only the framework within which the Company wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek more information, ask questions about conflicts of interest or seek further clarification on issues related to the subject of acceptable standards of operation. Contact Senior Management or Human Resources for more information or questions about conflicts of interest.

Employees are expected to devote their best efforts and attention to the full-time performance of their jobs. Employees are expected to use good judgment, adhere to high ethical standards, and avoid situations that create an actual or potential conflict between their personal interests and the interests of the Company. A conflict of interest exists when the employee's loyalties or actions are divided between the company's interests and

those of another, such as a competitor, supplier, or customer. Both the fact and the appearance of a conflict of interest should be avoided. Employees uncertain of whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with their immediate manager for clarification. Any exceptions to this guideline must be approved, in writing, by the President.

Also, an actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee's relative as a result of the Company's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, they must disclose to Senior Management, the President or Executive Vice President of the Company as soon as possible the existence of any actual or potential conflict of interest and all related facts so that safeguards can be established to protect all parties.

While it is not feasible to describe all possible conflicts of interest that could develop, some of the more common conflicts that employees should avoid include the following: (a) accepting personal gifts or entertainment from competitors, customers, suppliers, or potential suppliers; (b) working for a competitor, supplier, or customer; (c) engaging in self-employment in competition with the company; (d) using proprietary or confidential company information for personal gain or to the company's detriment; (e) having direct, or indirect, financial interests in a relationship with a competitor, supplier, or customer (except ownership of less than one percent (1%) of a Company's publicly traded stock will not be considered a conflict); (f) using company property or labor for personal purpose; (g) acquiring any interests in property or assets of any kind for the purpose of selling or leasing it to the company; (h) committing the company to give its financial or other support to any

outside activity or organization; or (i) developing a personal relationship with a subordinate employee of the company or with an employee of a competitor, supplier, or customer that might interfere with the exercise of impartial judgment in decisions involving the Company or any employees of the Company.

Failure to adhere to this guideline, including failure to disclose any conflicts or to seek an exception, may result in discipline, up to and including termination of employment.

## SECURITY INSPECTIONS

The Company wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, the Company prohibits the possession, transfer, sale, or use of such materials on its premises. The Company requires the cooperation of all employees in administering this policy.

Offices, desks, lockers, file cabinets, and other storage devices may be provided for the convenience of employees, but remain the sole property of the Company. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the Company at any time, with or without prior notice.

The Company likewise wishes to discourage theft or unauthorized possession of the property of employees, visitors, and customers. When there is reason to believe that the law is being violated, The Company or its representative may inspect not only desks and lockers but packages or other belongings brought into the building by staff. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto the Company's premises.

Additionally, employees are required to assist in the maintenance of the Company's facility. All work and eating areas must be kept clean and clutter free.

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# XI. Technology Use And Privacy

Anomaly Squared, Inc. provides various technology resources to authorized employees to assist them in performing their job duties for the Company. Each employee has a responsibility to use the Company's technology resources in a manner that increases productivity, enhances the Company's public image, and is respectful of other employees. Failure to follow the Company's policies regarding technology resources may lead to disciplinary measures, up to and including termination of employment. Moreover, the company reserves the right to advise appropriate legal authorities of any violation of law by an employee.

## TECHNOLOGY RESOURCES DEFINITION

Technology resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; laptop computers; mini and mainframe computers; computer hardware such as disk drives and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the internet; electronic mail ("e-mail"); telephones; cellular phones; pagers; all studio recording devices; CD read and write drives; and voice mail systems.

## AUTHORIZATION

Access to the company's technology resources is within the sole discretion of the Company. Generally, employees are given access to the Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's technology resources will be given access to the necessary technology. Additionally, employees must successfully complete any company-approved training before being given access to the company's technology resources.



## ACCEPTABLE USE

The company's technology resources are to be used by employees only for the purpose of conducting company business. The Company provides e-mail and computers to its employees to assist in the completion of organizational business. Any e-mail, phone, computer, and internet use must be strictly limited to business purposes, and all communications sent through and files saved on the Company's e-mail, voice mail, computer, and internet systems are considered the property of the Company. By accepting employment and using the Company's technology resources, all employees consent to the Company's right to review and inspect all communications sent through and files saved on the Company's e-mail, voice mail, computer, and internet systems. Problems with technology resources must be reported as soon as possible to Management, computer support staff, or the department head. Employees who use the Company's e-mail service or computer systems for personal projects or personal reasons, or who disregard the intent of this section are violating Company policy and may be disciplined up to and including termination.

The company assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on the company's technology resources. The company accepts no responsibility or liability for the loss or non delivery of any personal e-mail or voice mail communications or any personal data stored on any company property. The Company strongly prohibits employees from storing any personal data on any of the company's technology resources.

## USE OF PHONE AND MAIL SYSTEMS

Personal use of telephones for long-distance, collect and toll calls is not permitted without prior permission from their immediate permission from Management, Human Resources or a member of the professional staff. Employees should practice discretion in using company telephones when making local personal calls and may be required to reimburse the Company for any charges resulting from their personal use of the telephone. The date, time and telephone number of all outgoing calls are logged by a computerized device. Personal calls using any business phone system, Automatic Call Distributor

(ACD) or Customer Relationship Management (CRM) technology are prohibited.

To ensure effective telephone communications, employees should always use business-appropriate greetings and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

The use of the Company's paid postage for personal correspondence is not permitted.

## IMPROPER USE

### Prohibition Against Harassing, Discriminatory and Defamatory Use

The Company is aware that employees use electronic mail for correspondence that is informal. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in the Company's "Policy Against Harassment," the Company does not tolerate discrimination or harassments based on gender, pregnancy, childbirth (or related medical conditions), race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, veteran status, or any other status protected by state and federal laws. Under no circumstances may employees use the Company's technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually- explicit or racial messages, jokes, or cartoons).

### Prohibition Against Violating Copyright Laws

Employees must not use the Company's technology resources to copy, retrieve, forward or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

### Other Prohibited Uses

Employees may not use the Company's technology resources for any illegal purpose, violation of any company policy, in a manner contrary to the best interests of the Company, in any way that discloses confidential or proprietary information of the Company or third parties, or for personal or pecuniary gain.



## COMPANY ACCESS TO TECHNOLOGY RESOURCES/ PRIVACY

All information stored on the Company's e-mail system, voice mail system, or computer system is the Company's property regardless of the content. As such, the Company reserves the right to access all of its technology resources including its computer files, voice mail messages and call logs, internet browser information and logs, and e-mail messages, at any time, in its sole discretion.

### Privacy

Although the Company generally does not wish to examine its employees' use of the Company's technology resources, on occasion, the company may need to access its technology resources including computer files, e-mail messages, internet browser information and logs, and voice mail messages and call logs. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintained on the company's technology resources, including "personal" information or messages. The company may, at its discretion, inspect all files or messages on its technology resources at any time and for any reason.

The company may also monitor its technology resources at any time in order to determine compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

### Data Collection

The best way to guarantee the privacy of personal information is not to store or transmit it on the Company's technology resources. To ensure that employees understand the extent to which information is collected and stored, below are examples of information currently maintained by the Company. The Company may, however, in its sole discretion, and at any time, alter the amount and type of information that it retains.

1. Telephone Use and Voice mail: Records are kept of all calls made from and to a given telephone extension. Although voice mail is password protected, an authorized administrator can reset the password and listen to voice mail messages.
2. Electronic Mail: Electronic mail is backed-up and archived. Although electronic mail is password

protected, an authorized administrator can reset the password and read electronic mail.

3. Desktop Facsimile Use: Copies of all facsimile transmissions sent and received are maintained in the facsimile server.
4. Document Use: Each document stored on company computers has a history, which shows which users have accessed the document for any purpose.
5. Internet Use: Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored.

### Deleted Information

Deleting or erasing information, documents, or messages maintained on the company's technology resources is, in most cases, ineffective. All employees should understand that any information kept on the company's technology resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because the company periodically backs-up all files and messages, and because computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

## THE INTERNET AND ON-LINE SERVICES

As a growing corporation, we recognize the need to stay on the cutting edge of technology. This is one of the reasons the company provides authorized employees access to on-line services such as the internet. THE COMPANY EXPECTS THAT EMPLOYEES WILL USE THESE SERVICES IN A RESPONSIBLE WAY AND FOR BUSINESS-RELATED PURPOSES ONLY. USE OF THE INTERNET FOR ANY NON-BUSINESS PURPOSE, INCLUDING BUT NOT LIMITED TO, PERSONAL COMMUNICATION OR SOLICITATION, SOCIAL MEDIA, JOB SEARCHES, PURCHASING PERSONAL GOODS OR SERVICES, GAMBLING AND DOWNLOADING FILES FOR PERSONAL USE OR SEARCH FOR EMPLOYMENT IS STRICTLY PROHIBITED.

Our corporation's policies against sexual and other type of harassment apply fully to internet usage. Under no circumstances are employees permitted to

use the company's technology resources to access, download, or contribute to internet sites that contain inappropriate content. Such inappropriate content includes anything gross, indecent, sexually-oriented or sexually explicit images, ethnic slurs, racial epithets, or anything which could be construed as harassment or disparaging to others; or any platforms for gambling and anything promoting the use or purchase of illegal drugs.

Employees also may not use the company's technology resources to sign "guest books" or post information on any Web sites, including posting messages to internet news groups or discussion groups. These actions will generate junk e-mail and may expose the company to liability or unwanted attention. The company strongly encourages employees who wish to access the internet for non-work-related activities to obtain their own personal e-mail and internet accounts for use at home. Violations of these policies are not permitted and may result in disciplinary action, up to and including discharge. Consistent with applicable federal and state law, the time you spend on the internet may be tracked through activity logs for business purposes. All abnormal usage will be investigated thoroughly.

### **Confidentiality**

Some of the information to which the company has access is confidential. Employees should avoid sending confidential information over the internet, except when absolutely necessary. Employees also should verify electronic mail addresses before transmitting messages.

### **Monitoring**

The company monitors both the amount of time spent using on-line services and the sites visited by individual employees. The company reserves the right to limit such access by any means available to it, including revoking access.

## **BLOGGING/SOCIAL MEDIA/ PERSONAL BRANDING**

We recognize that employees may engage in "blogging" while off duty. "Blogging," for purposes of this policy, means posting information on one's own, or on someone else's, blog, Web log, journal or diary on the Internet. "Blogging" also includes any other form of

posting information on the Internet, such as postings on a personal Web site, social networking web site, on a bulletin board, or in a chat room.

As an employee of Anomaly Squared, Inc., the Company encourages you to write online or speak to expand your personal brand. By expanding your own brand, we feel that this reinforces the Company's overall branding as well.

If you are developing a Website, using Social Media forums or writing a blog that will mention our Company and/or our current and potential products, employees, partners, customers and competitors, the Company requires that you identify yourself as an employee of the Company and that the views expressed on the blog, forums or Website are yours alone and do not represent the views of the Company.

Unless specifically given permission by the partners of Anomaly Squared, Inc., employees are not authorized to speak on behalf of the Company or to represent that you do as some readers may view you as a de facto spokesperson for the Company.

If an employee is developing a website, using forums or writing a blog that will mention the Company and/or current and potential products, employees, partners, customers and competitors, as a courtesy to the Company, please advise Senior Management or Human Resources at 888-331-1103 that you are writing the above. A Company Representative may choose to visit these social media sites from time to time to understand your point of view. Employees who engage in blogging should be mindful that their postings, even if done off premises and while off duty, could have an adverse effect on the Company's legitimate business interests. For example, the information posted could be the Company's confidential business information. To reduce the likelihood that your personal blogging will have an adverse effect on the Company, we ask that you observe the following guidelines:

- Do not engage in blogging using any corporate, electronic resources,
- Do not use the business name of any Anomaly client,
- Do not use the name of any Anomaly employee other than yourself,



teamwork makes

the dream work

Your blogging is subject to all of the policies in this Handbook, including but not limited to:

- Unlawful Harassment, Code of Conduct, Standards of Conduct, and Use of Electronic Resources,

- If your blogging includes any information related to the Company, please do the following:

Make it clear to your readers that the views expressed are yours alone and that they do not reflect the views of the Company, by stating, for example:

“The views expressed in this blog [or blog posting] are my own. They have not been reviewed or approved by Anomaly Squared, Inc.”

- Do not defame or otherwise discredit the products or services of the Company, their partners, affiliates, employees, customers, vendors, or competitors,
- Do not use the Company’s logo, trademark, or proprietary graphics or photographs of the Company’s premises or products,
- You also should consider the following if your blogging includes any information related to the Company:
  - The Company has spent substantial time and resources building its reputation and good will. These are valuable and important corporate assets. Before you make any posting in a blog that identifies yourself as an employee of the Company, or that identifies the Company please consider whether you are damaging the Company’s reputation,
  - If you are uncertain, you should consult Management before making the posting,
  - You are more likely to resolve complaints about work by speaking directly with your coworkers or Management than you are by posting complaints in a blog or online,
  - If you, nonetheless, decide to post complaints or criticism, avoid doing so in a way that is defamatory or damaging to the Company or any of the Company’s employees or be prepared to face the possible consequences,
  - Honor the privacy rights of our current employees by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality,
  - Employees cannot sell any product or service that would compete with any of the Company’s products or services without permission in writing from the President or Executive Vice President, including but not limited to training, books, products and freelance writing,

- All media contact about the Company, current and potential products, employees, partners, customers and competitors should be referred for coordination and guidance to the President.

These policies apply even if your blogging is anonymous or under a pseudonym. If you do engage in such blogging, you should be aware that in appropriate circumstances we will take steps to determine your identity. All employees should recognize that they are legally liable for anything they write or present online. The Company can and will discipline employees for any commentary, content or images that are defamatory, pornographic, proprietary, harassing, libel, or that can create a hostile work environment.

We may request in our sole and absolute discretion that you temporarily confine your blogging to matters unrelated to the Company if we determine this is necessary or advisable to ensure compliance with securities regulations or other laws.

If you need clarification of any aspect of this policy, contact Management. Failure to comply with this policy may lead to discipline up to and including termination and if appropriate, we will pursue all available legal remedies.

## COMPUTER SOFTWARE USE/LICENSING

The corporation purchases or licenses the use of various computer software programs. Neither the corporation nor any of the corporation's employees have the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a federal offense, punishable by up to a \$250,000 fine and up to five years in jail.

The corporation does not condone the illegal duplication of software. You must use the software in accordance with the license agreement. This policy applies not only to individual desktop computers and laptops but to local area networks as well.

Employees learning of any misuse of software or related documentation within the corporation shall notify a member of management. Employees who reproduce, acquire or use unauthorized copies of computer software will be subject to discipline, up to and including discharge.

### License Restrictions

All software in use on the company's technology resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the company's computers, by any means of transmission, unless authorized in writing in advance by the President or Executive Vice President.

Authorization for loading software onto the company's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

## PROTECTING CORPORATE INFORMATION

Protecting our corporation's information is the responsibility of every employee, and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss the corporation's confidential business with anyone who does not work for us. You may be required to sign a non-compete and/or a nondisclosure agreement as a condition of your employment, in accordance with state and federal law. All telephone calls regarding a current or former employee's position/compensation with our corporation must be forwarded to the Payroll Administrator or Human Resources. No employee is permitted to disclose financial information related to client or employee compensation rates other than an authorized representative selected by the President or Executive Vice President. Failure to safe guard private financial information may result in immediate disciplinary action up to and including termination. The corporation's address shall not be used for the receipt of personal mail.

## CARE OF EQUIPMENT

You are expected to demonstrate proper care when using the corporation's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to your supervisor at once. Do not move any equipment for any reason. If there is an issue with equipment, report it to your supervisor and management will take necessary action to correct the problem. Employees are subject to disciplinary action up to and including termination for broken equipment and the cost of replacing the equipment.

## ELECTRONIC MAIL MONITORING

We recognize your need to be able to communicate efficiently with fellow employees and clients. Therefore, we have installed an internal electronic mail (e-mail) system to facilitate the transmittal of business-related information within the corporation and with our clients.

The e-mail system is intended for business use only. The use of the corporation's e-mail system to solicit fellow employees, search for employment, or distribute non job-related information to fellow employees is strictly prohibited and may be subject to immediate dismissal.

Our Company's policies against sexual and other types of harassment apply fully to the e-mail system. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, employees are also prohibited from the display or transmission of sexually-explicit images, messages, ethnic slurs, racial epithets or anything which could be construed as harassment or disparaging to others.



Employees shall not use unauthorized codes or passwords to gain access to others' files. All e-mail passwords must be made available to the corporation at all times. Please notify Management or Human Resources at 888-331-1103 if you need to change your password. Violation of this policy may result in disciplinary action, up to and including discharge.

For business purposes, management reserves the right to enter, search and/or monitor the private corporate e-mail system and the files/transmission of any employee without advance notice and consistent with applicable state and federal laws.

## ACCOUNT ACCESS

All accounts used by an employee are required to be listed with management including the website or program, the user ID and the password.

Employees gaining access to Anomaly accounts after termination will be subject to criminal prosecution and financial damages.

Additionally, all user IDs and passwords for computers and any device owned by the Company must be listed with Management and access immediately provided upon request.

Any employee failing to provide immediate access to Company devices or accounts may be subject to disciplinary action up to and including termination as well as subject to criminal prosecution and financial damages.

## VOICE MAIL MONITORING

We recognize your need to be able to communicate efficiently with fellow employees and clients. Therefore, we have a voice mail system to facilitate the transmittal of business-related information within the corporation and with our clients.

The voice mail system is intended for business use only. The use of the corporation's voice mail system to solicit fellow employees, search for employment, or distribute non job-related information to fellow employees is strictly prohibited and may be subject to immediate dismissal.

Our corporation's policies against sexual and other types of harassment apply fully to the voice mail system. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, employees are also prohibited from the





transmission of sexually-explicit messages, ethnic slurs, racial epithets or anything which could be construed as harassment or disparaging to others.

All voice mail passwords must be made available to the corporation at all times. Please notify Management or the IT Department if you need to change your password. Violation of this policy may result in disciplinary action, up to and including discharge.

For business purposes, management reserves the right to enter, search and/or monitor the private corporate voice mail system and the voice mail of any employee without advance notice and consistent with applicable state and federal laws.

## CELLULAR TELEPHONES

Employees in certain positions are issued corporate cellular telephones so that they may maintain contact with clients and co-workers when they are out of the office on business.

CUSTOMER SERVICE REPRESENTATIVES OR GENERAL EMPLOYEES ARE NEVER PERMITTED TO POSSESS A CELLULAR TELEPHONE IN THE CALL CENTER. A CELLULAR TELEPHONE MAY ONLY BE USED IN A DESIGNATED BREAK AREA. THIS POLICY HELPS THE COMPANY SAFEGUARD CLIENT AND CONSUMER INFORMATION AND THE COMPANY CONSIDERS ANY VIOLATION TO BE AN EXTREME OFFENSE. ANY UNAUTHORIZED EMPLOYEE FOUND WITH A CELL PHONE IN THE CALL CENTER WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION.

Employees are encouraged to take appropriate safety precautions when using their cellular telephones. The use of handheld cellular telephones while driving is prohibited. Employees are expected to comply with applicable state laws regarding the use of cellular telephones.

Corporate cellular telephones are for business purposes. Although the occasional use of your corporate cellular telephone for personal calls may be necessary, incoming and outgoing personal calls must be kept to a minimum. Employees must reimburse the corporation in accordance with applicable state and federal wage and hour laws for any personal telephone calls made or received on a corporate cellular telephone.

The use of cellular telephones is not a work requirement for most employees. Employees who are not issued a corporate cellular telephone will not be reimbursed for the use of their personal cellular telephones and are expected to make business calls from the office.

Employees are expected to demonstrate proper care of their cellular telephones. If you lose, break or damage your corporate cellular telephone report it to your manager at once. All cellular telephones issued by the corporation must be returned upon leaving our corporation or upon transferring to a position that does not require a corporate cellular telephone.

## RECORDING DEVICES IN THE WORKPLACE

Employees are prohibited from having any form of recording or photography device in the workplace and from recording or photographing fellow employees in the workplace or during working time. Violations of this policy may result in immediate discipline (including the possibility of termination), immediate removal of the recording device and/or the employee from the workplace, and retention of the recording device for inspection by the corporation and/or legal authorities. Limited exceptions will apply where the employee in possession of the recording device has been provided advance written authorization to use the recording device by an authorized member of corporation management and the recording device is being used in an authorized manner to further corporation business.

Prohibited “recording devices” under this policy include but are not limited to cameras, camcorders, video devices, picture or video capable cellular telephones, cassette recorders, and digital voice or image recorders. Cellular telephones (including Smart Phones, I Phones), I Pads, PDAs, MP3 and DVD devices, portable computers, and other devices are covered if they are equipped with any device or technology that has the capability to record images or sounds. This prohibition applies irrespective of whether the recording capability is activated or not.

## AUDITS

The company may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on the company’s technology resources may be conducted without warning at any time.

NOTHING CONTAINED IN THIS HANDBOOK MAY BE CONSTRUED AS CONTRACT, EMPLOYMENT AGREEMENT OR CREATING A PROMISE OF FUTURE EMPLOYMENT OR BENEFITS WITH THE COMPANY. THIS HANDBOOK MAY BE CHANGED, MODIFIED, ALTERED, ELIMINATED OR DELETED WITH OR WITHOUT PRIOR NOTICE.

**Good luck!**



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