



HUMAN RESOURCES

Date

Name

Address

Address

RE: **PROMOTION**

Dear

It is with great pleasure that we offer you a promotion to

We are all looking forward to working with you in this new capacity and feel confident that your prior experience and knowledge of the organization will add great value to both the work and mission of the Company. What follows summarizes the terms of your promotion:

1. Position:
2. Reporting:
3. Salary:
4. Additional Compensation:
5. Status:
6. Insurance
8. Retirement:
9. Vacation:
10. Holidays:
11. Performance Review: .
11. Commencement:

12. Miscellaneous: .

Congratulations and please do not hesitate to contact me at 508.520.2711 ext.1239 if the above information gives rise to any questions. Please acknowledge the terms set forth in this Letter of Promotion and sign where indicated and return the enclosed copy to me keeping a copy for your records.

Sincerely,

Richard J. Lunetta,
SVP, Global Human Resources

Acknowledged:

Name

Date



WORK FROM HOME Non-Exempt Employees

This section provides detailed information for all employees who are working for or on behalf of OnProcess Technology from their place of residence or a designated location other than Company facilities (hereafter called "remote location"). This section is in addition to current Company rules, policies and procedures and is not intended to supersede any policy or procedure described in the Employee Handbook. Working at home is considered a privilege. OnProcess Technology reserves the right to revoke this privilege or bring the employee back to the office to perform their work. Thus, only the OnProcess Technology employees who consistently meet the Eligibility Qualifications enunciated below may participate in the Work from Home Program.

Requirements

1. All agent and non-exempt personnel are to be assigned a specific Center of Excellence location, i.e. Ashland, Belfast Sofia, etc.
2. All local individuals will work from their assigned Center of Excellence unless prior approval is granted by their immediate supervisor. Individuals hired specifically for remote positions will be exempted from this requirement.
3. For all long term work from home assignments, every individual must have a work from home assignment letter, drafted by Human Resources and the supervisor describing the terms relative to their work from home assignment.
4. The initial term for all work from home assignments is 180 days. At the conclusion of each 180 day term, a formal review of the circumstances surrounding the at home status will be done to determine if a continuance is warranted, including any future periodic review of status.
5. Employee shall not move any equipment provided by OnProcess Technology without the authorization of his/her supervisor.
6. The employee shall utilize all equipment and applications for business purposes only.
7. OnProcess reserves the right to audit the Employee's computer without prior notice.
8. Employee must meet the minimum Quality Monitoring score for the previous quarter.
- 9.
10. Employee must meet acceptable performance standards as set forth

by OnProcess Technology. OnProcess Technology reserves the right to set these standards on a program or individual basis.

11. All local employees (currently employed physically at a Center of Excellence) applying for home user status must be free of any OPT policy violations within the past 6 months as outlined in the Employee Handbook.
12. Employee is required to retain internet history as well as IM history if applicable.
13. Employee is required to furnish internet at a minimum speed of 25MPS (download) and 5 MPS (upload), to be used exclusively for the business purpose only. Internet connectivity must be specific for the remote user's home and not shared with other units in a multi-family complex. OnProcess Technology reserves the right to update these requirements with or without advance notice.

Work Space

A designated work area must be established and maintained within the residence or other remote location. This designated work area must be conducive to Company business and must not be located in places such as the kitchen or other common areas. It is recommended that the workspace be near the home user's internet gateway as the equipment furnished by the company is not compatible with WIFI and will require an Ethernet connection. The work area must be safe, secure and quiet and well lit, and must be designed and used in a way that protects the Company's confidential information. Furthermore home users must consent to having their workspace monitored and potentially recorded during business hours and for business purposes.

Any Home User moving to another state must notify his/her manager of the relocation prior to the move. OnProcess Technology reserves the right to continue/end work from home privileges at the new Home User location. Failure to notify OnProcess Technology of the relocation will result in loss of Home User privileges.

OnProcess Technology reserves the right to terminate home user privileges for individuals or groups at its sole discretion, with or without advanced notice, which would require individuals or groups to resume their regularly scheduled shifts from their assigned center of excellence. Failure to report to the assigned center of excellence will be considered a voluntary resignation.

Worker's Compensation

The Company's workers compensation insurance benefit remains in effect when an individual is working from a remote location. However, this benefit is only provided while the employee is doing their job during regular scheduled or overtime work hours and not when working on home duties, repairs, projects or anything unrelated to work for the Company. Also, this benefit only covers the area in the designated work space and does not cover space in any other area in the employee's home.

Rules of Work

All current Company rules, such as recording time worked, permission for overtime, requests for time off and so on, apply to work in remote locations. Your manager will inform you if different recording procedures are required for your particular program or assignment. In addition, while working in a remote location you must take reasonable steps to protect the Company's confidential information by preventing others from hearing or seeing this information. For example, if you expect to be away from your computer for an extended period of time you must shut your computer off or render the information on the computer inaccessible to others during your absence.

Equipment

You are not allowed to use your personal computer hardware or software for any reason or at any time. The Company will furnish all computer hardware and software and other equipment that you will need while working in a remote location. It is the responsibility of the employee to transport the equipment from the OPT or designated shipping facility to their home. This equipment is the responsibility of the home user to keep in excellent working condition as when you originally received it. Equipment will be inventoried by OnProcess and at the conclusion of the inventory the home user will be asked to sign the Home User Agreement. All home users acknowledge and understand that all computer hardware, software and other equipment supplied by the Company is and shall remain the property of OnProcess Technology at all times. The computer and other equipment shall only be used for Company work assignments, shall not be used for any other purposes and shall never be used by anyone else in the home or moved to other remote locations. You also acknowledge and understand that any information, including Company and customer data, contact information and the like, is and shall remain the sole and exclusive property of OnProcess Technology.

Local Home users are responsible to bring OPT issued equipment into the office, from time to time, for upgrades. Non-Local Home Users will be responsible for delivering their OPT issued equipment to a shipping facility to be returned to the OPT Center of Excellence for upgrades. Shipping costs

incurred will be the responsibility of OPT.

OnProcess Technology requires that all Home Users have an ISP provider prior to being allowed to work from home. The Home User is responsible for the cost of this connection and related costs to maintaining this service. OnProcess Technology will not pay for any internet upgrades under any circumstance. If Home User has been approved as having all the required technical requirements and there have been numerous technical issues regarding connectivity which cannot be resolved by the Company, OnProcess Technology reserves the right to revoke home user privileges.

If for any reason the company needs to replace or recover a part or whole of the company provided hardware (ex. to upgrade, troubleshoot, etc.) the home user is responsible to deliver the equipment to their assigned Center of Excellence or designated shipping center for packing and shipping to OnProcess Technology as directed.

If the employee experiences equipment failure that renders them unable to work or continue working their shift, OnProcess will pay the employee for the rest of their shift for that day. OnProcess will not pay the employee while the replacement equipment is in transit. Once the replacement has been received and the employee is ready to start the set-up then the employee can clock in

If it is deemed the fault of the employee is the reason the equipment will not operate, OnProcess will not pay for any downtime that is accrued while trying to replace the equipment

If an approved home user which has all technical requirements in place has ongoing technical connectivity issues which cannot be resolved by the company, OnProcess Technology reserves the right to revoke home user privileges. OnProcess may conduct tests and/or collect information about the quality and usage of the employee internet connection from time to time, with or without informing the home user. Should OnProcess determine that the employee's internet connection has insufficient bandwidth or stability, or that non work-related internet usage is preventing appropriate function, OnProcess reserves the right to require reasonable mitigation steps including but not limited to an upgrade in internet bandwidth or a dedicated internet line. These upgrades are to be done at the employee's expense and must be completed prior to the employee resuming their shift(s).

Work Schedule

A Home User working from a remote location must adhere to their assigned daily work schedule. Working from a remote location does not afford an employee the opportunity and/or the right to create their own schedule regarding lunch breaks or any other time away from their daily assignment. Child care must be arranged throughout the employee's designated shift. At no time will an employee be allowed to personally care for a child while working at their remote location. Failure to comply with this policy will jeopardize an employee's ability to work remotely and will subject the employee to disciplinary action up to and including termination.

All OnProcess Technology Home Users are eligible to request up to 8 hours a month of flex time. This flex time can be taken in increments or in one full 8 hour shift. Due to business requirements approval for such changes will be at the discretion of the supervisor. OnProcess Technology cannot guarantee schedule changes and reserves the right to deny such requests. Subject to prior management approval, all time must be rescheduled and made up within the same work week. An employee may not use flex time on the same day twice in a month, unless prior approval from management. Same-day flex requests are require additional approval.

Remote IT support is offered for all Home Users for addressing technical issues arising with the company provided hardware and software that precludes the Home User from performing their program responsibilities. It may be necessary for a Home User to provide assistance to IT personnel in order for them to support the user, including but not limited to coordinating with IT over phone and performing steps instructed by IT, providing remote access of the system to IT during regular business hours for system upgrades and troubleshooting.

Local Home Users are required to train in the office during normal business hours until program training is completed. Training can last up to 90 days. Once trained, local Home Users may be required to work their shifts from the OnProcess Technology site until management deems the local Home Users ready to work from home. Local Home Users may be required to come into and work from the office as program and training needs demand or management deems necessary. If you live (please see chart below) you will be required to come in as follows:

0 to 60 miles away: once every two weeks

61 to 120 miles away: once a month

Over 120 Miles away: once each quarter

A plane ride away meeting will take place via TrueConf

Travel time is on one's own expense the company does not reimburse for travel to and from the office.

If OnProcess Technology experiences system outages or equipment failures that are deemed out of the Home Users control and for which the Home User cannot fulfill work responsibilities and resolution cannot be found OnProcess Technology will pay Home Users for the remainder of that shift. If outage is due to Home Users system that is supported by OnProcess Technology then efforts will be made to resolve the problem. If issue cannot be resolved, via remote access, the Home User will be expected to bring the equipment into the office during regular business hours for repair. Once the equipment is returned to working order the Home User is expected to pick it up from the office, during regular business hours, and return it to its remote location.

If a Home User experiences an outage longer than (2) two hours to his/her own ISP provider. That prevents them from working they may be required to come in and work from the OnProcess office location until the issue has been resolved. If the Home User is not able to perform the program responsibilities due to this equipment system outage from their home, the Home User will not be paid for all of their scheduled shifts.

Benefits and Compensation

All employee benefits such as vacation, sick and holiday time remain the same as if the Home User were working in a Company-operated facility. Compensation for working on observed Company holidays also remains the same as onsite compensation rates. Home Users will be held to OnProcess Technology quality and program production standards. If a Home User is deemed as having issues in either quality, production, or is found to be in violation of the rules and regulations set forth in the OnProcess Technology Handbook; they will be instructed to work from a company operated facility until such time that they meet expectations as determined by the Operations Manager.

Information Security

Upon hire the Home User agreed to abide by the Company's confidentiality policies. These policies and the agreement to abide by them apply to all employees assigned to remote location. Specifically the Home User will keep all documents and other work related materials secure and in a locked location and will take all necessary steps to prevent others from accessing this information on the Company's computer and other equipment. Violating or threatening to violate this provision of the Company's rules and policies shall result in immediate termination.

Termination

In addition to the other sections of this Employee Handbook concerning termination, each employee working for OnProcess Technology at a remote location understands and agrees that: upon termination of their employment he/she will immediately return all computer hardware, software, Company data, Company files, telecommunication and other office equipment supplied by the Company at OnProcess Technology's expense. The obligation to return the equipment, software and data upon termination is unconditional. The Home User is responsible to deliver the equipment to their assigned Center of Excellence or designated shipping center for packing and shipping to OnProcess Technology as directed.

If for any reason the employee decides to voluntarily end their employment with the company prior to completing 180 days of employment, it will be the employee's responsibility to bear reasonable costs of returning the equipment to the company. Equipment must be personally delivered to the OPT center of excellence, or packed by FedEx or UPS employees at an appropriate shipping center in appropriate packaging and shipped ground, insured, signature required. This voluntary status is inclusive of job abandonment and failure to adhere to the schedule as hired.



I have read and understand the OnProcess Technology Work from Home Policy found herein and acknowledge my obligation to adhere to its standards.

Name (print)

Date

Signature