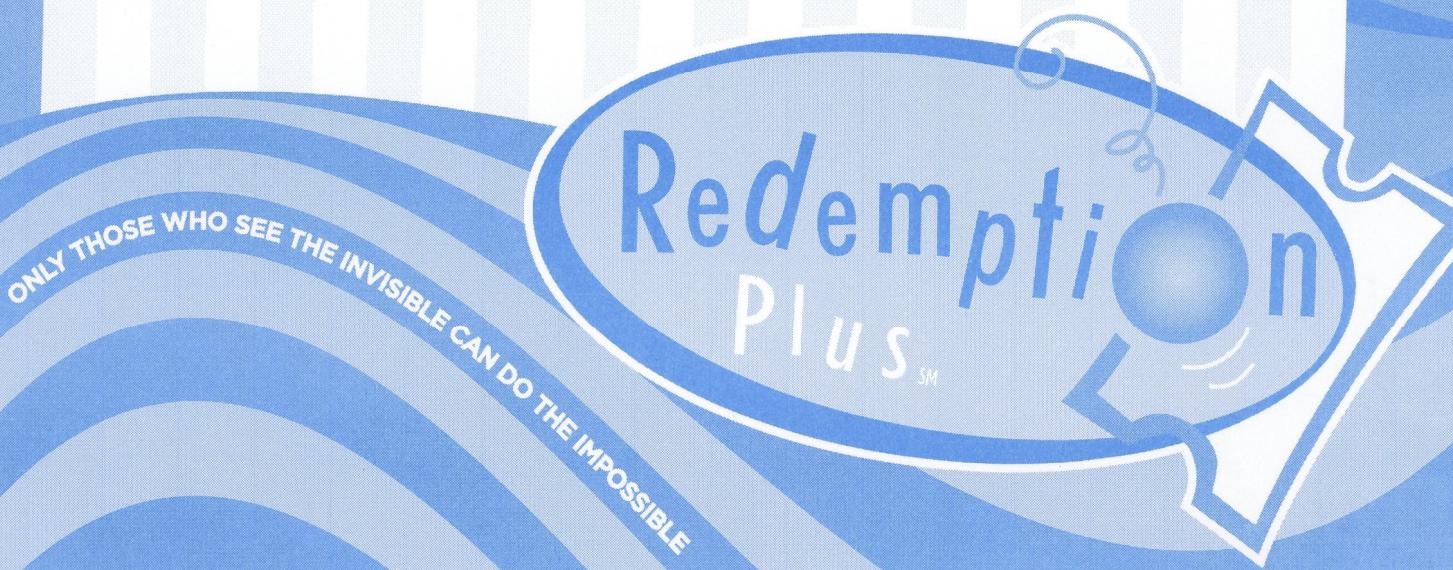


Redemption Plus Employee Handbook

Revised 5/13/11



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Introduction

Acknowledgement of Handbook

The Employee Handbook (sometimes called a Personnel Policy Manual, and referred to as the "Manual") is a compilation of personnel policies, practices and procedures currently in effect at Redemption Plus, an equal opportunity employer.

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

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

Personnel Policies are applied at the discretion of Redemption Plus. Redemption Plus reserves the right to change, withdraw, apply or amend any of our policies or benefits, including those covered in this Manual, at any time. Redemption Plus may notify you of such changes via email, posting on the Company's intranet, portal or website, or via a printed memo, notice, amendment to or reprinting of this Manual. However, Redemption Plus, in its discretion may make such changes at any time, with or without notice and without a written revision of this Manual.

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

Signature

Date

Please print your full name

**Please print, sign and date this notice and return it to Human Resources. You may also retain a second copy for your records if you like.

***The most current Employee Handbook version can be found at: G:\Administration\HR\Employee Handbook Revised MM-DD-YYYY or on the Redemption Plus Insider

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Introduction

Purpose

This Manual is designed to acquaint you with Redemption Plus, an Equal Opportunity Employer, familiarize you with Company policies as they pertain to you as an employee; provide general guidelines on work rules, disciplinary procedures and other issues related to your employment; and to help answer many of the questions that may arise in connection with your employment.

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

You are responsible for reading, understanding and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is conducive to both personal and professional growth and one that empowers you to become an active and positive member of our team.

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Vision Statement

North American's premier* source for redemption and incentive merchandise.

*premier = highest margins & intense loyalty. (39% margin & 50 NPS)

Mission Statement

Helping our customers become more profitable and successful

Values Statement

Our values of integrity, service, fun, responsibility, flexibility, and work/life balance drive our actions.



Employment Policies

Equal Employment Opportunity

We provide equal employment opportunity to all individuals. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation and other employment related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law; and
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

We believe in and practice equal opportunity. The VP of Finance and Administration serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our Company in meeting its objectives.

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Employment Policies

I-9 Immigration Reform

Redemption Plus complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States.

All employees are asked on their first day of employment to provide original documents verifying their right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, Redemption Plus must terminate his/her employment.

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1. Redemption Plus and its employees share a working relationship defined as employment-at-will. Simply stated, employment-at-will means that in the absence of a specific written agreement, you are free to resign at any time and Redemption Plus reserves the right to terminate your employment for any reason (which does not violate any applicable law) with or without prior notice. Office keys, access cards, company equipment and any company credit cards must be returned when employment is terminated for any reason.
2. Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:
 - Resignation: voluntary employment termination initiated by an employee.
 - Termination: involuntary employment termination initiated by Redemption Plus.
 - Layoff: involuntary employment termination initiated by Redemption Plus for non-disciplinary reasons.
 - Violation of Redemption Plus Values.
3. In the case of resignation, please provide written notification to your manager at least two weeks in advance of your anticipated departure date. Of course, as much notice as possible is appreciated. Failure to provide 2 week notice will result in forfeiture of any earned unused PTO time.
4. In the case of retirement, permanent reduction in the work force or resignation with proper notice, earned PTO time will be paid either in one lump sum or spread over multiple pay periods and will be figured on a pro-rated basis.
5. In the case of termination, PTO time used in excess of accrued time will be deducted from your final paycheck. Any earned and unused PTO time will be paid out, but may be spread over multiple pay periods or paid in one lump sum. This will be at the discretion of Redemption Plus.
6. Furthermore, any outstanding financial obligations owed to Redemption Plus will be deducted from your final check.
7. A health insurance extension of benefits under COBRA regulations is available and is offered via mail to eligible employees.
8. If you leave Redemption Plus in good standing, you may be considered for re-employment.

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Workplace Conduct

Disciplinary Action

Redemption Plus reserves the right to terminate an employee at any time for any lawful reason with or without prior disciplinary counseling or notice. This Handbook or any other Redemption Plus document is not intended to:

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

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

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

- Discourtesy to a customer, provider or the general public resulting in a complaint or loss of good will.
- Refusal or failure to follow directives from a supervisor, manager or officer.
- Breach of confidentiality of employer, employee, customer or provider information.
- Altering, damaging or destroying the Company's or coworker's property or records.
- Dishonesty.
- Providing false or misleading information to any Redemption Plus representative or on any Redemption Plus records including the employment application, benefit forms, time cards, expense reimbursement forms, etc.
- Fighting or engaging in disorderly conduct on Redemption Plus' or customer's premises.

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Workplace Conduct

Disciplinary Action

- Violation of employment policies including, but not limited to, confidentiality, security, solicitation, insider trading, conflict of interest and code of conduct.
- Conduct or performance issues of a serious nature.
- Failure of a drug or alcohol test.
- Violation of Redemption Plus Operating Principles.

Redemption Plus recognizes that personal issues can sometimes affect your performance. The Employee Assistance Program (EAP) is available to employees and their families to provide confidential help with a wide variety of personal problems, issues and concerns.

Use of EAP services, however, does not excuse you from complying with Company policies or procedures, or from achieving job requirements or expectations during or after receiving EAP assistance. Participation in the EAP will not prevent Redemption Plus from taking disciplinary action when warranted.

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We recognize alcohol and drug abuse as potential health, safety and security problems. As a condition of employment, all employees are expected to assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances.

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

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

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

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

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

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Workplace Conduct

Workplace Harassment

Redemption Plus' policy is to provide a work environment that is free from harassment. Therefore Redemption Plus will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance and other characteristics protected under state, federal or local law. Such conduct is prohibited in any form at the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to all Redemption Plus employees, clients, customers, guests, vendors and persons doing business with Redemption Plus.

Sexual harassment, one type of prohibited harassment, warrants special mention. Sexual harassment has been defined according to Redemption Plus guidelines as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- *Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;*
- *Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or*
- *Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.*

Examples of conduct prohibited include, but are not limited to:

- Unwelcome sexual flirtation, advances or propositions;
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability or sexual orientation;
- Explicit or degrading verbal comments about another individual or his/her appearance;
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer;
- Any sexually offensive or abusive physical conduct;
- The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures; and
- Displaying cartoons or telling jokes that relate to an individual's age, race, gender, color, religion, national origin, disability or sexual orientation.

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Workplace Conduct

Workplace Harassment

If you believe you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager, or the site Human Resources representative.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given Redemption Plus' obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by Redemption Plus to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including immediate termination.

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

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

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

Anyone with questions or complaints about workplace behaviors that fall under this policy may discuss them with a supervisor or a Human Resources representative. Redemption Plus will promptly and thoroughly investigate any reported occurrences or threats of violence.

Violations of this policy will result in disciplinary action, up to and including immediate termination. Where such actions involve non-employees, Redemption Plus will take action appropriate for the circumstances. Where appropriate and/or necessary, Redemption Plus will also take whatever legal actions are available and necessary to stop the conduct and protect Redemption Plus employees and property.

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The federal law known as the Family and Medical Leave Act (FMLA) only applies to employers with 50 or more employees. Currently Redemption Plus is exempt from the FMLA. However, in keeping with our vision, Redemption Plus has chosen to offer employees the opportunity to take leave under specified conditions.

Eligibility

To be eligible for leave, you must be employed for at least 12 months in a full-time capacity.

Amount of Leave Available

Eligible employees can qualify for up to 12 weeks of protected leave in a rolling 12-month period measured backward from the date an employee uses any federal leave for any reason, including the birth or placement of a child for adoption or foster care, employee illness or to care for a family member who has a serious health condition.

Types of Leave Available

Birth or Placement for Adoption or Foster Care: Family leave is available to eligible male and female employees for the birth of a child or for placement of a child with the employee for adoption or foster care. Leave must be completed within 12 months.

Serious Employee Health Condition: If, as an eligible employee, you experience a serious health condition as defined by federal law, you may take medical leave. A serious health condition generally occurs when you:

- Receive inpatient care in a hospital, hospice or nursing home;
- Suffer a period of disability accompanied by continuing outpatient treatment/care by a healthcare provider; or
- Have a history of a chronic condition that may cause episodes of disability.

Serious Health Condition of Immediate Family Member: You may take medical leave if, as an eligible employee, you need to care for your son, daughter, spouse or parent who experiences a serious health condition as defined by federal law.

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Time Away From Work

Maternity and Family Leave

Notifying the Company of the Need for Family or Medical Leave

The need to take non-emergency leave should be requested from Human Resources at least 30 days, or as soon as practicable, in advance. In an emergency, you (or your representative if you're incapacitated) should give verbal notice as soon as possible. Failure to provide adequate notice may, in the case of foreseeable leave, result in a delay or denial of the leave. It is your responsibility to notify your manager and Human Resources of FMLA absences. You must provide sufficient information regarding the reason for an absence for the Company to know that protection may exist under this policy.

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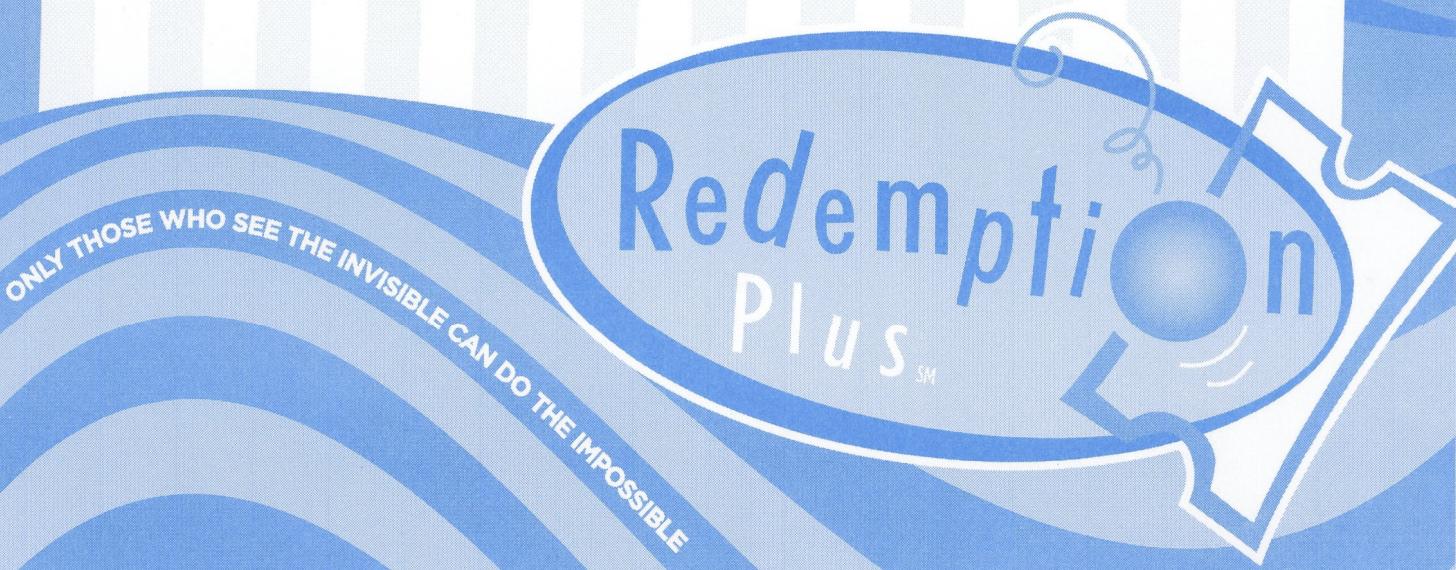
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Time Away From Work

Funeral Leave

We have taken into consideration the personal needs that arise from the death of an immediate family member. You will be allowed leave for up to three days with full pay until and including the day of the funeral. Funeral leave pay will not be granted to employees attending a funeral during periods when, for other reasons, they are not at work, such as vacation, holidays and illness.

Immediate family is understood to include father, mother, spouse, child, sister, brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparents or any relative who lives with the employee.



Time Away From Work

Jury Duty

While it is the duty of every citizen to serve on a jury when called, Redemption Plus recognizes that this often means the loss of income. Redemption Plus pays your full regular wages for days when you are unable to report to work because of jury service.

The above statement applies provided that you:

- Show your supervisor your summons to serve on a jury prior to the time that you are scheduled to serve.
- Furnish your supervisor with evidence of having served on a jury for the time claimed.

Jury absence will be noted on your time sheet or time card. Time spent on jury duty will not be counted as hours worked for the purpose of computing overtime pay.

This benefit cannot be applied to any court appearance other than jury duty unless such appearance is related to your employment.

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Time Away From Work

Sick Pay Policy

If you are unable to report to work because of illness or for any other reason, please call your supervisor as soon as possible before the time you are expected at work. Explain the reason for the absence and tell him/her when you expect to return to work. If you are unable to return to work on the expected day, call your supervisor as soon as possible to inform him/her of the status of your return. If your supervisor is unavailable, contact Human Resources.

While you are out, please be sure and update Outlook (inviting the appropriate people) and your office voicemail to notify customers and co-workers of your absence.

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Time Away From Work

Paid Time Off

One of Redemption Plus' values is life/work balance. We believe that employees should have opportunity to enjoy time away from work to help balance their lives. For this reason, we provide a PTO program to all full-time employees.

PTO stands for paid time off to provide employees with the freedom to decide how to use their personal time off. Redemption Plus believes this program offers more liberal time off with pay than traditional vacation, sick and personal time packages. Employees can use their flexible days in a number of different ways, for example:

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

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

Eligibility for PTO:

All full-time employees working at least 32 hours per week are eligible to earn monthly PTO.

PTO Accrual:

Hourly Employees: Hourly employees will accrue PTO time after 90 days of employment.

Salaried Employees: Salaried employees will accrue PTO hours starting with their first full calendar month of employment.

Full-time employees will accrue 18 PTO days per year, at a rate of 1 ½ days per month. Beginning January 1, 2007, employees with five years of service will accrue 20 PTO days per year. With each year of service above five years and with a cap of 25 years, employees will earn one additional day per year. Accrued PTO is available for use immediately.

The new accrual rates will be used from January 1, 2007 forward, but PTO reserves will not be adjusted for tenure prior to this policy taking effect.

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Maximum PTO Accrual:

A maximum of 11 PTO days can be carried over to the next calendar year. Therefore, Redemption Plus would like to remind employees to use their PTO time before reaching their maximum accrual, so additional PTO accrual time is not lost.

Use and Management of PTO:

Redemption Plus encourages employees to use PTO responsibly and to schedule time off in advance for vacations or personal leave whenever possible. Time off request will be evaluated and subject to approval depending on staffing needs. Redemption Plus understands there may be occasions, such as a sudden illness, when you may not be able to give sufficient advance notice. In those situations, inform your supervisor and HR as soon as possible.

PTO time also includes time off for unexpected emergencies or illnesses, but is not to be used to cover time missed from work due to tardiness, except in the case of inclement weather. PTO time may only be taken in full or half-day increments only.

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Procedure for requesting PTO

Paid Time Off

A PTO request must be sent through Outlook in order to be considered for approval. The procedure for requesting PTO is as follows:

- In Outlook, create a meeting invitation with your first name last initial and PTO (or $\frac{1}{2}$ PTO in the subject line. Adding a location is optional.
 - (ex. Staci J. – PTO or Staci J. – $\frac{1}{2}$ Day PTO)
- Next, select the amount of time requested via start and end time or select All Day Event. You also have the option to create a recurring event if you will be gone for several days.
- **IMPORTANT:** Remove all reminders and select time as FREE.
- Invite your Immediate Supervisor, Staci Jepsen and Kathy Stities to the event and send the invitation.
- After sending the invitation, go to the meeting request on your calendar and right click to bring up options. From the pop up box, select “Show Time As” and change your time to Out of Office. This will show those looking at your calendar that you are out of the office, but those you invited will still have the request on their calendars set as free time.

Tracking PTO time requested

Paid Time Off

All PTO time taken will be logged on your PTO grid. If for any reason you do not take the time off requested or need to make changes, please update or cancel the meeting request in Outlook which will inform the appropriate people and your PTO grid will be updated accordingly.

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General Usage

Redemption Plus is committed to the safety of its corporate information assets. This commitment must extend from every individual involved and provides protection of company information and investments in computer hardware, software and Information Technology consulting charges.

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

Internet Usage

Internet usage is provided to Redemption Plus employees to conduct work-related business. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect a user's performance of employment-related activities. Limit your access to only secure and appropriate websites. Downloading music, videos and other potentially harmful units is prohibited. Downloading images is allowed if from a reliable source and necessary for employment-related activities.

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E-mail Usage

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

- All e-mail on the Redemption Plus information systems, including personal e-mail is the property of Redemption Plus. As such, all e-mail can and may be periodically monitored.
- Outgoing and incoming e-mail of an offensive, pornographic or otherwise inappropriate nature is prohibited. Violations may result in disciplinary action, up to and including termination of employment.
- Because of the large amount of junk and potentially harmful e-mails being sent out, please limit the number of e-mails that are forwarded to other individuals within the company even though you may deem them as being safe.
- It is recommended to obtain an additional e-mail address for personal use to cut down on spam.

Desktop Services

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

- If you require particular software to assist you with your job responsibilities, approval must be given by your immediate supervisor and the Information Technology Manager. Once approved, it is required that the software be installed by the company network administrator.
- Text messenger services are not part of a healthy information systems environment and should not be downloaded or used.
- Accessibility to your computer is required on a monthly basis to provide necessary updates and additional features. This can be scheduled at a time that does not impede your work activities.

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Document Storage

Redemption Plus allows the storage of documents and files related to your work activities, these should be saved to your user folder on the U: drive and not to the C: drive of your computer system. This is to ensure that the data is being backed up and less likely to be lost in the event of a hard drive failure. Limit the storage of documents and files for personal usage. Use your U: drive user folder for storage of documents that only you need to access, any documents needing to be accessed by other individuals within the company should be stored in the appropriate company accessible folder.



With the rise of Facebook, Twitter, and YouTube, virtually everyone is participating in some form of social media. And, regardless of the activity, the line between your personal identity and your professional identity is blurring, especially when you post something in the public domain.

We want to encourage employees to engage in social media and join the conversation. This social media policy provides guidelines on what's in bounds, what's out of bounds, and who to escalate things to.

It is required that all employees (regardless of role) read and follow these requirements when posting online about Redemption Plus or anything related to your work environment. It is important that you keep in mind that you are representing the Company in any commentary about Redemption Plus, whether you post in a public online venue or a private forum. This includes engaging in discussions about your work, any inside information you have access to, our customers, and our partners.

Rules for Posting Online

Don't share Company or financial secrets – While we are very open and transparent in what we share internally, it is not okay to share Company information outside of Redemption Plus. You CANNOT discuss any material that is not already in the public domain. Moreover, there are certain types of information you cannot comment or post about under any circumstance. This type of information includes, but is not limited to:

- Revenue numbers
- Expense management or hiring
- Industry rumors
- Deals in the pipeline
- Unannounced customers
- Pricing

The consequences for making an inappropriate public disclosure are severe, whether intentional or accidental. You will be subject to disciplinary action, up to and including termination of your employment or engagement. If you have any questions about the appropriateness of a contribution, review it first with your manager.

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Be honest and transparent – At Redemption Plus we believe in transparency and openness. This means that you do not contribute anonymously or under a pseudonym unless it's your community nickname. You must disclose that you work for Redemption Plus. If you choose to mention the Company on sites like Twitter or Blogger, your bio must show your role and affiliation with Redemption Plus. You are representing the company even though you are not serving as an official voice of the Company.

Be respectful – Always respect your audience. Do not use ethnic or racial slurs, personal insults, or obscenity in your community participation. No personal attacks – in general only comment on companies or products. Do not disparage our employees, customers, partners or prospects.

Don't register social media channels without prior consent – You may not use company naming, branding or logos in setting up social media properties without prior approval from the Marketing team. Once new channels are created they can quickly take on a life of their own on the Internet. Migration after the fact can be painful. It is also important that we protect the Redemption Plus brand. If customers can't tell the difference between official and unofficial channels, we lose trust and damage our brand.

Tips for Posting Online

Conversations are a two way street – The goal is to become part of the community conversation. This can be through blogging, commenting, contributing ideas, voting on content, posting/responding to questions, or tweeting, including re-tweets. When you start contributing, remember to share the “link love” - when you see something interesting and relevant, link to it. This will do the community a service and will also generate links back to the community.

Know your audience – Your audience is the center of the focus, not you. Understand what they care about, why they are reading what you are writing, and what their interests are. The more you know about your audience, the better you can connect with them.

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Be interesting – There is no point in contributing if the community doesn't find it interesting and useful. The upside is that if you are contributing about industry best practices, feature details, or future enhancements and you know what you are talking about, these are very interesting topics to the community. Being interesting also comes from bringing your personality to the forefront. Contributors that use their own voice and let their self-expression shine through are the best contributors.

Remember that quality matters – The devil is in the details so use your spell-checker and check your work. If you are a first time contributor, ask someone who is seasoned to review your post and provide feedback. If you find you've made a mistake, be up front about it and correct it quickly and transparently by leaving a note about what was changed.

Think before you post – Before you post anything, whether it is to a personal account or an official channel, think about how it will be perceived. With the real-time web there is no undo button, so imagine what you are about to post plastered on a billboard. Imagine your boss driving by it in the morning and ask yourself would he or she be okay with it? Also, recognize that you are legally responsible for any content you post and you may be subject to liability if your posts are found defamatory, harassing, or in violation of any other applicable law.

Additional Information and Key Contacts

If you have any questions about what's acceptable or not, please contact your manager or the Marketing team. Also, if you notice any violations of this policy or any postings that could be damaging to Redemption Plus, you need to report them to the Marketing team. They will help steer you in the right direction or escalate the issue to the appropriate individuals.

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General Practices

Attendance Policy

1. Redemption Plus expects every employee to maintain regular and punctual attendance. This means being in the office, ready to work, at the start of business each day. Absenteeism and tardiness place a burden on other employees and on Redemption Plus.
2. When you are unable to work due to illness or an accident, please promptly notify your supervisor. In the event your immediate supervisor is unavailable, you must speak with HR or another manager. Leaving a message with another staff member or on voicemail does not constitute an accepted notification of absence. If you do not report for work and Redemption Plus is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.
3. If you become ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.
4. You will be compensated for authorized absences according to the provisions described in this Manual. Authorized absences beyond the time allowed under that policy are authorized without compensation.
5. In the event of inclement weather, we remain open for business during regularly scheduled working hours. You are expected to report for work in inclement weather if it is at all possible to do so safely. In the event we close due to inclement weather, someone in your work group will contact you. Please keep your work group and manager informed on how to reach you on such occasions.

Should undue tardiness or absenteeism become apparent, disciplinary action up to and including discharge may be required.

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General Practices

At Redemption Plus, people come first. It is the policy of Redemption Plus to provide a safe, non-threatening and healthy work environment for all employees. With the exception of service animals for individuals with disabilities, having dogs in the workplace is a conditional privilege, not a right. Having dogs in the workplace requires complete responsibility on the part of the dog owners. Dog owners are expected to recognize that not all employees or visitors like dogs in the office, and in some cases people with allergies cannot tolerate being in close proximity to animals.

To be respectful of all workers at Redemption Plus while attempting to allow Redemption Plus employee dog owners the ability to bring dogs to work, the following guidelines apply.

People Come First

- Dog owners need to check with those that work around them prior to bringing their dog to work.
- Employees with allergic reactions to dogs or who are uncomfortable being around dogs may go to HR to determine the best resolution to the situation or they may ask the owner to refrain from bringing the dog to the workplace if the presence of the dog makes it difficult for the allergic employee to work. If asked, please keep your dog at home.
- Any behavior that interferes with another employee's ability to work will be cause for a dog to be taken home.
- Any aggressive behavior, such as growling, barking, chasing, or biting, is unacceptable and the dog will have to be taken home on the first complaint.

Essential Criteria for Dogs in the Workplace

- Your dog must be "office-broken" well-behaved and non-aggressive. That means:
 - House broken, even in times of excitement.
 - Friendly to fellow workers, strangers and other dogs in the building.
 - Not protective of your work space: does not growl, whine, bark or threaten people as they come into or pass your work space.
 - Excessive barking is prohibited at all times.

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- Dogs need be kept clean and well groomed. Regular baths are required for dogs that come to the office.
- Dogs will follow the 2 strike rule.
 - Dogs are allowed 2 “indoor accidents.” After the 2nd incident is reported, the dog will not be allowed to return until fully trained.
- There is a zero tolerance policy for biting. If your dog bites someone, you will be asked to take them home and they won’t be allowed to return.

Respect for Others

- Dogs must stay with their owner or designated watcher at all times. If the employee has a meeting away from the office, the dog should be kept safely secured (e.g. leashed, office door closed) in the employee’s office. If your dog barks while you are out of your office you should refrain from bringing your dog to work.
- Dogs are not allowed in the lobby, bathrooms, kitchen, or in meetings or conference rooms (unless agreed upon by meeting participants).
- Dogs must potty away from the building. If a pet potties near the building or in a walking path to/from the building, the owner will be responsible for cleaning up after the dog. All solid waste must be discarded in a dumpster outside the building. Redemption Plus will provide pet waste bags for easy clean up.

Respect for Property

- Owners are financially responsible for any damage or cleaning to Redemption Plus facilities including damage from accidents, food and water stains on carpets, excessive pet hair and odor removal, chewing or scratching.
- Owners are responsible for cleaning up after their dogs on all Redemption Plus property.

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Do the Right Thing

- Dogs must be properly licensed and vaccinated.
- Proof of vaccinations is required and must be updated yearly. This information will be kept on file so please submit the necessary paperwork to Staci Jepsen.
- Do not bring a sick dog into the building.
- If your dog shows evidence of fleas, you will be asked to take your dog home until the problem is solved.

Enforcement and Complaint Process

The Redemption Plus Pet Committee is a group of employees (both dog owners and non-dog owners) that meets regularly to ensure that the dog-policy is followed. All issues about dogs at Redemption Plus should be brought to this group.

- Committee members are Scott Kane, Staci Jepsen, Kara Kokoruda and Rachelle Granger.

If you have concerns about a dog please take the following steps:

1. Approach the dog owner to see if you can solve the problem. Most people appreciate the privilege of bringing dogs to work and will make every effort to see that their co-workers are happy.
2. If this fails or is not possible, notify the committee in one of these ways:
 - Talk to or email one of the committee members or request to meet with the committee as a whole to discuss your issues.
 - Leave a note (anonymous or not) in a committee members mailbox in the supply room on the second floor.
3. All complaints received by the Pet Committee will be reviewed on a case by case basis. Members of the committee will meet with the dog owner and discuss the problem(s). If the problem(s) cannot be solved or if they continue, the Pet Committee will refer the complaint information to Human Resources for further action.

This policy is administered by the Redemption Plus Pet Committee.

Redemption Plus may amend this policy at any time without notice.

Put into effect: May 2011

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General Practices

Dress Code

Redemption Plus wants to provide a comfortable work atmosphere, while ensuring that we project a professional image of our company.

In general, Business Appropriate means dressing professionally, looking relaxed yet neat and pulled together. Business appropriate is not a license to be sloppy or dress inappropriately.

Employees should dress in a manner such that they would feel comfortable with their dress if upon arriving at work they found they had to meet a potential investor, banker or large customer.

Redemption Plus believes that our employees possess common sense and are capable of exercising sound judgment. We believe that the above brief description combined with your sound judgment should furnish you sufficient guidelines for appropriate dress.

Flip Flop Fridays

Dress Code

Summer is traditionally a season of more casual dress, so each Friday from Memorial Day until Labor Day Redemption Plus will be having Flip Flop Fridays. On these days “appropriate attire” will be expanded to include flip flops, and appropriate shorts and t-shirts.

OSHA does not permit the wearing of flip flops in a warehouse, so Warehouse employees cannot wear these, nor can office employees wearing flip flops enter the warehouse.

Flip Flop Fridays are a perk that employees may take advantage of if they so choose and if their job requirements permit. Nothing in this policy is meant to override our overall requirements that dress be “business appropriate” (no visible underwear or mid sections, shorts and t-shirts to be presentable and appropriate).

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General Practices

Employee Classifications

Employees are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

The definitions of the worker classification categories can be summarized as follows:

Exempt: Management, supervisory, professional, sales or administrative employees, whose positions meet FLSA standards, are exempt from overtime pay requirements.

Non-exempt: Employees whose positions do not meet the FLSA exemption standards are paid overtime. Employees classified as non-exempt generally work in non-supervisory, non-professional or non-administrative capacities. Overtime work, however, is prohibited without specific supervisor authorization.

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

Full-time: Employees who work a minimum of 32 hours per week are considered full-time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.

Redemption Plus supplements its regular work force with temporary or part-time employees to compensate for workload, employee absences or other situations. Management determines which positions are permanent part-time and which are considered temporary or seasonal.

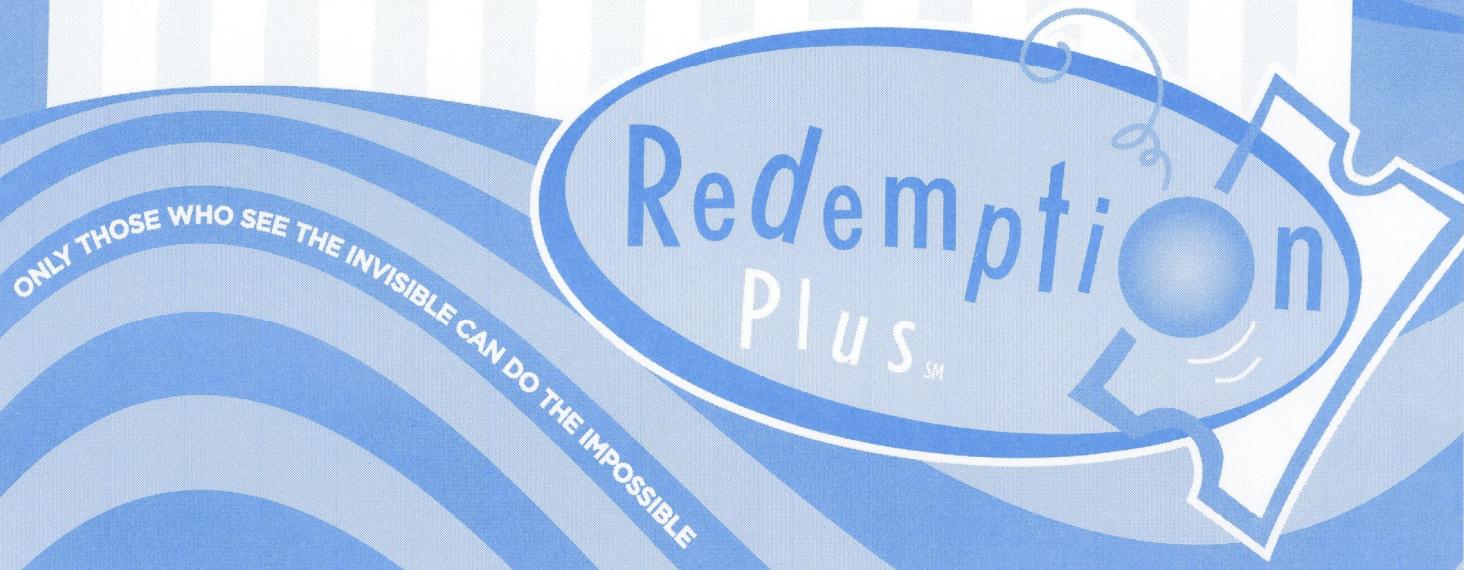
Part-time: Employees who work less than 32 hours per week are considered to be part-time. Employees who work 32 hours or less per week, or who work on a temporary project basis, will receive all legally mandated benefits (such as workers compensation and Social Security benefits), but are ineligible for other benefit programs.

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Temporary: Temporary employees are those engaged to work either part-time or full-time on Redemption Plus' payroll, but have been hired with the understanding that their employment will be terminated no later than upon their completion of a specific assignment. This category includes interns and co-op students. Such employees may be either "exempt" or "non-exempt" but are not eligible for Redemption Plus benefits except as mandated by law.

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



General Practices

Employment of Relatives

Members of your immediate family will be considered for employment on the basis of their qualifications. Your immediate family may not be hired, however, if it would:

- Create a direct supervisor/subordinate relationship with a family member,
- Have the potential for creating an adverse impact on work performance, or
- Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when hiring, assigning or promoting an employee.

If a circumstance arises that results in a direct supervisory relationship between immediate family or close personal relatives (e.g., marriage, reduction-in-force, reorganization, priority placement), one of the relatives may be reassigned to an appropriate vacancy. During the period that a direct supervisory relationship exists between immediate family or close personal relatives, the supervisory relative will not be involved in any personnel action involving his/her relative. Typical first-level supervisory responsibilities will be referred to the next higher level in the supervisory chain.

For purposes of this policy, your immediate family includes: mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepchild, stepparent or grandparent. This policy also applies to close personal relatives such as uncle, aunt, first cousin, nephew, niece or half-sibling.

Questions should be directed to your supervisor.

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General Practices Business Expense Reimbursement

Purpose

Redemption Plus will reimburse employees for all necessary and reasonable travel expenses related to the normal conduct of business. To administer uniform guidelines for reimbursement of business related travel, meals and entertainment expenses, the following policies and procedures have been established. While this policy provides many answers and useful guidance, it cannot address every possible situation. It is the expectation of Redemption Plus that the following policies, combined with your common sense, sound judgment and understanding of our Operating Principles will provide you with the necessary guidance. If you still have any questions regarding the business nature and/or reimbursement of expenses, check with your supervisor before you commit to spending any funds. The most useful guide to cost-effective business travel is to spend money as if it were your own.

Auto Allowance/Mileage

Employees receive business mileage reimbursement based on actual miles driven for business purposes. Direct mileage is reimbursed at \$.485/mile and is paid upon submission of a signed and supervisor-approved Expense Report form. Redemption Plus prefers that employees rent an automobile if the rental expense is more cost effective than direct mileage reimbursement. See section on "Car Rentals" below.

The use of a personal automobile for business related travel is only authorized if the automobile is covered by a current insurance policy including coverage for bodily injury and property damage. Any damages, repair costs and/or maintenance costs incurred by an employee in the use of his/her privately owned vehicle in conjunction with Company business is the sole responsibility of the employee.

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General Practices Business Expense Reimbursement

Car Rentals

Redemption Plus has a preferred relationship with the Hertz car rental agency offering discounted rates and direct billing. Employees should use this agency whenever possible when making reservations for both in-town and out-of-town rentals. Redemption Plus suggests the use of mid-size vehicles unless a larger vehicle is necessary and justifiable for business purposes. Collision and liability insurance coverages should not be purchased when renting a car for domestic business purposes. The car rental needs to be made in both the name of Redemption Plus and the name of the employee to be covered by the Company's insurance. Holmes-Murphy, Redemption Plus' insurance carrier, should be contacted immediately at (913) 660-1216 in the event of an accident or if a rented vehicle is damaged for any reason.

Air Travel

Reservations for all domestic air travel can be made by the employee either online or directly with the airline. It is expected that employees make every effort to minimize the cost of air travel, including considering Saturday night stays or departures out of airports. All trips involving a Saturday night stay must be pre-approved by the employee's manager.

Lodging

The selection of overnight lodging should be guided by considerations of safety, quality and reasonableness of room rates. Again, the most useful guide to cost-effective accommodations is to spend money as if it were your own. When rooms are guaranteed for late arrival and the trip is cancelled or other lodging is secured, the reservation must be cancelled to avoid being billed for a "No Show." Hotels may require either a 24- or 48-hour cancellation notice to avoid these charges.

Business Meals

Employees will be reimbursed for reasonable and actual expenses for meals incurred while on business trips away from normal business hours. All original receipts must be included with the employee's travel and expense report. Any employee expense report received without the receipts will be returned to the employee.

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General Practices Business Expense Reimbursement

Business meals are reimbursable expenses for new employee orientations, training sessions, meals with prospective new hires and department or team lunch meetings where business is conducted. Lunches for department or team meetings should be reasonable both in terms of cost and frequency. Redemption Plus expects employees to use reasonable judgment when calculating tips for business meals.

Submittal of Monthly Expense Report Forms

It is the employee's responsibility to prepare and submit an Expense Report to receive reimbursement for business-related expenses. Expense Reports should be submitted on at least a monthly basis to insure proper matching of expenses with the appropriate accounting period, as well as to provide timely information to analyze budget variances. Redemption Plus reserves the right to not reimburse business expenses not submitted in a timely manner.

For business-related meals and entertainment expenses to be deductible, IRS regulations require that the amount and date of expense, specific business purpose, name/title/company of people entertained and name/location of the establishment where the event took place and time of the business discussion (i.e., before, during or after the event) and entertainment be documented on the expense form.

All claimed expenses must have an original detailed receipt, with the exception of tips and tolls. All Monthly Expense Report forms must be signed by the employee and approved by their supervisor before being submitted to Accounts Payable for processing.

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Flexible Schedules

Standard working hours are from 8:00 am to 5:00 pm, Monday through Friday. A one-hour lunch period is to be taken at any hour, which is mutually agreeable between the employee and supervisor.

Flextime

Flextime is an option available to managers to improve departmental efficiency and morale. Flextime may not be appropriate for all departments or all positions. It is each manager's responsibility to manage the program so it will serve the business requirements of the department.

Basic Principles of Flextime

1. Officer/manager approval is necessary for any individual to participate in flextime.
2. The work commitments of the department must be met effectively and efficiently without compromising service to internal or external customers.
3. Each employee must recognize his or her responsibilities to the Company and coworkers.
4. Each employee utilizing flextime must work cooperatively to ensure no problems arise with regard to internal or external service.
5. Employees utilizing flextime should establish "standard" hours (i.e., 7am - 4pm everyday) and should not vary hours from day-to-day, week-to-week or month-to-month.

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Improper Payments and Gifts

We prohibit the solicitation, acceptance, offer or payment to any person or organization of any bribe, kickback or similar consideration of any kind, including money, services or goods or favors (other than goods or favors that are nominal in amount and not prohibited by any federal, state or local law). Do not accept or give gifts, gratuities, entertainment or favors of such value or significance that their receipt might reasonably be expected to interfere with the exercise of independent and objective judgment in making or participating in the business decisions of Redemption Plus or the party with whom Redemption Plus is dealing.

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Performance Evaluations

In an effort to create the greatest customer service experience for our customers, Redemption Plus is committed to empowering our employees with the confidence and ability to use their own judgment to satisfy every customer every time. Your positive effect on our Company and our customers will be one of the issues discussed when providing you with feedback, both formal and informal, about your performance on the job. Managers/Supervisors are responsible for on-going performance feedback.

Redemption Plus will conduct two (2) 360 Review Performance evaluations annually which will take place each June and December. An employee must be employed at Redemption Plus a full 90 days before being eligible to participate in the evaluation process. You will be asked to complete a self evaluation, an evaluation on your Supervisor and an evaluation on some of your peers. The results of your evaluation will be discussed your Supervisor after each review and will include, but is not limited to a review of your strengths, identification any areas needing improvement, goals and objectives that need to be achieved and a review of your Job Policy.

Specific performance problems may be addressed outside the performance evaluation cycle through either informal discussions or formal disciplinary action.



General Practices

Personnel Records

Employee personnel files may include the following: job application, job description, resume, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching and mentoring.

Personnel records are maintained on a current basis. Please notify us immediately of any change of name, address, telephone number, marital, dependent or tax status. Personnel records are kept highly confidential, and are not available to anyone outside of the Company unless you have authorized the release, release is to an authorized governmental agency or is required by law. To obtain access to your records, contact Human Resources.

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Business Phone Calls

A great majority of our business is conducted over the phone, making our telephone techniques extremely important. A friendly but businesslike telephone manner should always be projected. When you are away from your work area, make a habit of forwarding your phone to the appropriate extension. Update your greeting any time you will be out of the office so our customers have a reasonable expectation of when you will be returning their calls. Keep in mind that we expect all customer contacts, via phone or otherwise, to reflect our vision of world-class customer service.

Personal Phone Calls

We recognize that periodically, personal phone calls must be made or be received during business hours. Such calls should be held to a minimum so they do not interfere with the workflow.

Cell Phones in Meetings

Beginning November 1, 2009 cell phones will no longer be allowed in meetings. Those attending a meeting will be required to leave their cell phone at their desk or workstation. One and only exception to this rule would be if an employee is expecting a call due to an emergency or family illness. In this case, the phone must be kept on silent or vibrate throughout the meeting and the employee must excuse him/herself to take any calls received.

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General Practices

Tobacco-Free Environment

Redemption Plus has adopted a tobacco-free environment as of 1/1/2009. Tobacco use of any kind is not permitted at any time on Redemption Plus property. This includes work areas, company vehicles, parking lots, and or client areas.

Employees who use tobacco products must do so before arriving to work, at lunch (providing the employee is off premises), or after leaving for the day. Break times will not be adjusted and are not to be used to go off the premises to use tobacco products.



The work rules and standards of conduct for Redemption Plus are important, and the Company takes them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting Redemption Plus' business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including immediate termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to and including immediate termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of Company-owned, employee owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones or other Company-owned equipment
- Using Company equipment for purposes other than business (e.g., playing games on computers or personal Internet usage)
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Violation of the Redemption Plus Values (see page 5)

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General Practices

Standards of Conduct

As a Redemption Plus employee, you will be expected to conduct yourself in a professional manner at all times. You're a member of a family in which you will be absolutely empowered. You will be given big responsibility, but with that, the opportunity to do big things and impact big changes.

