



Annexure – B

Typical Pre onboarding requirements & General release

Verification	Verification Details
Background check	Social security trace & address verification Criminal history search – Felony & misdemeanor (County & National) Denied trade screening via MK Denial list Employment verification (last 3 employers) Education verification Professional reference check
Drug test verification	Urine/Blood test
Proof of citizenship verification (performed by a third party agent, Exostar, prior to onboarding)	Documents required by Exostar are, proof of citizenship/ residency (US passport/ Green card/Naturalization certificate/birth certificate) AND a photo Id (driver's license)
Client Computer Access Permission	Client review of past experience history & demographic information prior to granting access to their IT systems

General Release:

I hereby authorize QuEST and/or its agents to make investigation of my background, references, past employment, education, criminal history record information, which may be in any State or local files, including those maintained by public or private organizations. I also consent to the company's verifying all the information in my application. I understand that any false answers, or statements, or misrepresentations by omission, made by me, on the application, or any related document, will be sufficient for my discharge should such falsifications be discovered after I'm employed.

If I'm assigned to a project that may mandate that I certify that I'm a US Citizen and do not hold citizenship of any other country, I will submit the necessary certifications.

Signature & Name: _____

Social Security Number (required to schedule background check): _____

Date of Birth (MM/DD/YYYY) - required to schedule background check: _____



Global Computer System User Agreement form

Owner: ISMS
Page 1 of 1
Rev: 00
1-Jun-2016

INS-FOR- 126

Computer System User Agreement

- I agree that if given access to QuEST's computer systems, or to clients of QuEST's computer systems, that I will limit such access and use solely to perform work within the scope of my job.
- I agree that all the data created or developed by me using QuEST's or clients of QuEST's computer systems is not my property. All such data is the property of QuEST or clients of QuEST.
- I agree that my use of QuEST electronic systems is subject to monitoring in accordance with QuEST policies and applicable laws.
- I agree that I will not install any software. Software installation is only to be done by authorized IT team members.
- I agree that under no circumstances shall a user give his or her passwords to anyone else.
- I agree to promptly report any observed or suspected cases of misuse of computer systems.
- Much of the data created or handled by QuEST is subject to export control laws of various countries. In addition, US law prohibits the export of certain technical data without a license issued by the US Department of Commerce or the US Department of State. Included in the definition of technical data is information related to the design, manufacture, assembly, operation, and repair of almost all US-origin products. Data deliberately or inadvertently made available to a non-US person or to a US person employed by a foreign company is considered an export under the law. Violations of US export control laws carry civil and criminal penalties for the company and for the employee involved. Other countries have similar regulations. I understand and accept this accountability.
- I agree that I will only transfer technical data, confidential information, or proprietary data using QuEST approved methods and only to QuEST approved destinations. I agree to not transmit technical data using email or attachments to email.
- I understand that any violations of this agreement may result in loss of access, disciplinary action, and termination of employment, legal action, and criminal penalties.

Vedabrat Etwaru

Employee Name (printed)

Employee Signature

Date

**QUEST GLOBAL SERVICES - N.A., INC.
AT WILL EMPLOYMENT, CONFIDENTIAL INFORMATION,
INVENTION ASSIGNMENT, NON-COMPETITION
AND ARBITRATION AGREEMENT**

In consideration of my employment by **QUEST GLOBAL SERVICES - N.A., INC.**, its subsidiaries, affiliates, parent company, successors or assigns (together the "Company"), the training that I have received and will receive in connection with my employment by the Company, and my receipt of the compensation now and hereafter paid to me by Company, as well as an express condition of my continued employment with the Company, I hereby agree to the following:

1. *At-Will Employment.*

A. *At-Will Employment.* I UNDERSTAND AND ACKNOWLEDGE THAT MY EMPLOYMENT WITH THE COMPANY IS FOR AN UNSPECIFIED DURATION AND CONSTITUTES "AT-WILL" EMPLOYMENT. I ALSO UNDERSTAND THAT ANY REPRESENTATION TO THE CONTRARY IS UNAUTHORIZED AND NOT VALID UNLESS OBTAINED IN WRITING AND SIGNED BY THE PRESIDENT OF THE COMPANY. I ACKNOWLEDGE THAT THIS EMPLOYMENT RELATIONSHIP MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT GOOD CAUSE OR FOR ANY OR NO CAUSE, AT THE OPTION EITHER OF THE COMPANY OR MYSELF, WITH OR WITHOUT NOTICE.

2. *Confidential Information.*

A. *Company Information.* I agree at all times during the term of my employment and thereafter, to hold in strictest confidence, and not to use, except for the benefit of the Company, or to disclose to any person, firm or corporation without written authorization of the Board of Directors of the Company, any Confidential Information of the Company, except under a non-disclosure agreement duly authorized and executed by the Company. I understand that "Confidential Information" means any non-public information that relates to the actual or anticipated business or research and development of the Company, technical data, trade secrets or know-how, including, but not limited to, research, product plans or other information regarding Company's products or services and markets therefor, customer and client lists and clients and customers (including, but not limited to, clients and customers of the Company on whom I called or with whom I became acquainted during the term of my employment), software, developments, inventions, processes, formulas, technology, designs, drawings, engineering, hardware configuration information, marketing, finances or other business information. I further understand that Confidential Information does not include any of the foregoing items which have become publicly known and made generally available through no wrongful act of mine or of others who were under confidentiality obligations as to the item or items involved or improvements or new versions thereof.

B. *Former Employer Information.* I agree that I will not, during my employment with the Company, improperly use or disclose any proprietary information or trade secrets of any former or concurrent employer or other person or entity and that I will not bring onto the premises of the Company any unpublished document or proprietary information belonging to any such employer, person or entity unless consented to in writing by such employer, person or entity.

C. *Third Party Information.* I recognize that the Company has received and in the future will receive from third parties their confidential or proprietary information subject to a duty on the Company's part to maintain the confidentiality of such information and to use it only for certain limited purposes. I agree to hold all such confidential or proprietary information in the strictest confidence and not to disclose it to any person, firm or corporation or to use it except as necessary in carrying out my work for the Company consistent with the Company's agreement with such third party.

3. *Inventions.*

A. *Inventions Retained and Licensed.* I have attached hereto,, as Exhibit A, a list describing all inventions, original works of authorship, developments, improvements, and trade secrets which were made by me prior to my employment with the Company (collectively referred to as "Prior Inventions"), which belong to me, which relate to the Company's proposed business, products or research and development, and which are not assigned to the Company hereunder; or, if no such list is attached, I represent that there are no such Prior Inventions. If in the course of my employment with the Company, I incorporate into a Company product, process or service a Prior Invention owned by me or in which I have an interest, I hereby grant to the Company a nonexclusive, royalty-free, fully paid-up, irrevocable, perpetual, worldwide license to make, have made, modify, use and sell such Prior Invention as part of or in connection with such product, process or service, and to practice any method related thereto.

B. *Assignment of Inventions.* I agree that I will promptly make full written disclose to the Company, will hold in trust for the sole right and benefit of the Company, and hereby assign to the Company, or its designee, all my right, title, and interest in and to any and all inventions, original works of authorship, developments, concepts, improvements, designs, discoveries, ideas, trademarks or trade secrets, whether or not patentable or registrable under copyright or similar laws, which I may solely or jointly conceive or develop or reduce to practice, or cause to be conceived or developed or reduced to practice during the period of time I am in employ of the Company and for the six (6) month period immediately following the termination of my employment from the Company (collectively referred to as "Inventions"), except as provided in Section 30 below . I further acknowledge that all original works of authorship which are made by me (solely or jointly with others) within the scope of and during the period of my employment with the Company and which are protectable by copyright are "works made for hire," as that term is defined in the United States Copyright Act. I understand and agree that the decision whether or not to commercialize or market any Invention developed by me solely or jointly with others is within the Company's sole discretion and for the Company's sole benefit and that no royalty will be due to me as a result of the Company's efforts to commercialize or market any such invention.

C. *Inventions Assigned to the United States.* I agree to assign to the United States government all my right, title, and interest in and to any and all Inventions whenever such full title is required to be in the United States by a contract between the Company and the United States or any of its agencies.

D. *Maintenance of Records.* I agree to keep and maintain adequate and current written records of all Inventions made by me (solely or jointly with others) during the term of my employment with the Company and for the six (6) month period immediately following the termination of my employment from the Company. The records will be in the form of notes, sketches, drawings, and any other format that may be specified by the Company. The records will be available to and remain the sole property of the Company

at all times.

E. *Patent and Copyright Registrations.* I agree to assist the Company, or its designee, at the Company's expense, in every proper way to secure the Company's rights in the Inventions and any copyrights, patents, mask work rights or other intellectual property rights relating thereto in any and all countries, including the disclosure to the Company of all pertinent information and data with respect thereto, the execution of all applications, specifications, oaths, assignments and all other instruments which the Company shall deem necessary in order to apply for and obtain such rights and in order to assign and convey to the Company, its successors, assigns, and nominees the sole and exclusive rights, title and interest in and to such Inventions, and any copyrights, patents, mask work rights or other intellectual property rights relating thereto. I further agree that my obligation to execute or cause to be executed, when it is in my power to do so, any such instrument or papers shall continue after the termination of this Agreement. If the Company is unable because of my mental or physical incapacity or for any other reason to secure my signature to apply for or to pursue any application for any United States or foreign patents or copyright registrations covering Inventions or original works of authorship assigned to the Company as above, then I hereby irrevocably designate and appoint the Company and its duly authorized officers and agents as my agent and attorney in fact, to act for and in my behalf and stead to execute and file any such applications and to do all other lawfully permitted acts to further the prosecution and issuance of letters patent or copyright registrations thereon with the same legal force and effect as if executed by me.

F. *Exception to Assignments.* I understand that the provisions of this Agreement requiring assignment of Inventions to the Company do not apply to any Invention that I have developed entirely on my own time without using the Company's equipment, supplies, facilities, trade secret information or Confidential Information (an "Other Invention") except for those Other Inventions that either (i) relate at the time of conception or reduction to practice of such Other Invention to the Company's business, or actual or demonstrably anticipated research or development of the Company or (ii) result from any work that I performed for the Company. I will advise the Company promptly in writing of any Invention that I believe constitutes an Other Invention and is not otherwise disclosed on Exhibit A. I agree that I will not incorporate, or permit to be incorporated, any Other Invention owned by me or in which I have an interest into a Company product, process or service without the Company's prior written consent. Notwithstanding the foregoing sentence, if, in the course of my employment with the Company, I incorporate into a Company product, process or service an Other Invention owned by me or in which I have an interest, I hereby grant to the Company a nonexclusive, royalty-free, fully paid-up, irrevocable, perpetual, transferable, sublicensable, worldwide license to reproduce, make derivative works of, distribute, perform, display, import, make, have made, modify, use, sell, offer to sell, and exploit in any other way such Other Invention as part of or in connection with such product, process or service, and to practice any method related thereto.

4. *Conflicting Employment.* I agree that, during the term of my employment with the Company, I will not engage in any other employment, occupation or consulting directly related to the business in which the Company is now involved or becomes involved during the term of my employment, nor will I engage in any other activities that conflict with my obligations to the Company.

5. *Notification of New Employer.* In the event that I leave the employ of the Company, I hereby grant consent to notification by the Company to my new employer about my rights and obligations under this Agreement.

6. *Restrictive Covenants.*

A. *Non-compete.* I acknowledge that the nature of the Company's business is such that if I were to become employed by, or substantially involved in, the business of a competitor, client or customer of the Company during the six (6) months following my resignation, or the termination by the Company, for good reason, of my employment with the Company, it would be very difficult for me not to rely on or use the Company's trade secrets and confidential information, my disclosure of which would be inevitable, and in clear violation of the provisions of this Agreement. Thus, to avoid the inevitable disclosure of the Company's trade secrets and confidential information, I agree and acknowledge that, during the six (6) month period following my resignation from employment with the Company, I will not directly or indirectly engage in (whether as an employee, consultant, agent, proprietor, principal, corporate officer, director, partner, stockholder or otherwise (except as a passive investment stockholder in a publicly owned corporation)), or have any ownership interest in (except as a passive investment stockholder in a publicly owned corporation) or participate in the financing, operation, management or control of, any person, firm, corporation or business that competes with the Company or is a client or customer of the Company and is located within a radius of fifty (50) miles from the principal office of the Company from which I render a majority of my services on behalf of the Company; provided, however, that the running of such time period shall be tolled during any period of time during which I am in violation the provisions of this paragraph.

Notwithstanding anything herein to the contrary, in certain circumstances the Company may, but shall not be obligated to, permit you to be employed by a client or customer of the Company (but in no event a any person, firm, corporation or business that competes with the Company) after a minimum period of service, as provided, from time to time, in any formal corporate policy generally applicable to all employees of the Company. Any such policy, and employment permitted pursuant thereto, shall in no way be deemed to release you from your obligations under this Section 7A, except with respect to the specifically permitted employment under such policy. In the event that the Company shall rescind or modify any such policy, then the provisions of this Section 7A shall again govern and control, and shall in no way be deemed amended or modified by any prior policy of the Company.

B. *Non-solicitation of Employees and Customers.* I agree that for a period of twelve (12) months immediately following the termination of my relationship with the Company for any reason, whether with or without cause, I shall not either directly or indirectly (i) solicit, induce, recruit or encourage any of the Company's employees to leave their employment, or take away such employees, or attempt to solicit, induce, recruit, encourage or take away employees of the Company, either for myself or for any other person or entity, or (ii) solicit, divert, take away or appropriate any business from any customer, client or supplier of the Company on behalf of myself or an entity competing with the business of the Company; provided, however, that the running of such time period shall be tolled during any period of time during which I am in violation the provisions of this paragraph.

C. *Understanding of Covenants.* I represent that I am (i) familiar with the foregoing covenants in Sections 7A and 7B above not to compete and not to solicit, and (ii) fully aware of my obligations

hereunder, including, without limitation, the reasonableness of the length of time, scope and geographic coverage of these covenants.

D. *Reasonable Restraint.* I acknowledge and agree that the foregoing covenants of non-compete and non-solicitation set forth in Sections 7A and 7B above impose a reasonable restraint on me in light of the activities and business of the Company, and are necessary in order to safeguard the legitimate business interests of the Company. The foregoing covenants of non-compete and non-solicitation set forth in Sections 7A and 7B above do not and will not cause me any hardship, economic or otherwise. I acknowledge and agree that the Company is relying on my representations and acknowledgements set forth in this Agreement, including, without limitation, those set forth in this Section 7D, in hiring me and continuing my employment.

E. *Severability; Reformation.* The covenants in this Section 7 are severable and separate, and the unenforceability of any specific covenant shall not affect the provisions of any other covenant. Moreover, in the event any court of competent jurisdiction shall determine that the scope, time or territorial restrictions set forth herein are unreasonable, then it is the intention of the parties that such restrictions be enforced to the fullest extent that the court deems reasonable, and this Agreement shall thereby be reformed.

F. *Cumulative Remedies.* Each of the Company's remedies set forth in this Section 7, as well as those set forth in Section 1B, shall not be exclusive, but rather shall be considered cumulative with any other legal or equitable remedy now or hereafter available to the Company under this Agreement or pursuant to applicable law.

7. *Conflict of Interest Guidelines.* I agree to diligently adhere to the Conflict of Interest Guidelines attached as Exhibit B hereto.

8. *Representations.* I agree to execute any proper oath or verify any proper document required to carry out the terms of this Agreement. I represent that my performance of all the terms of this Agreement will not breach any agreement to keep in confidence proprietary information acquired by me in confidence or in trust prior to my employment by the Company. I hereby represent and warrant that I have not entered into, and I will not enter into, any oral or written agreement in conflict herewith.

9. *Arbitration and Equitable Relief.*

A. *Arbitration.* In consideration of my employment with the company, its promise to arbitrate all employment-related disputes and my receipt of the compensation, pay raises and other benefits paid to me by the company, at present and in the future, I agree that any and all controversies, claims, or disputes with anyone (including the company and any employee, officer, director, shareholder or benefit plan of the company in their capacity as such or otherwise) arising out of, relating to, or resulting from my employment with the company or the termination of my employment with the company, including but not limited to any breach of this agreement, shall be subject to binding arbitration to be held in the state and county of the principal office of the company pursuant to that state's law, as the same may be relocated, from time to time; it being acknowledged that the principal office of the company is currently located in the state of Connecticut. Disputes which I agree to arbitrate, and thereby agree to waive any right to a trial by jury, include but are not limited to any statutory claims under state or federal law, including, but not limited to, claims under title vii of the civil rights act of 1964, the Americans with disabilities act of 1990, the age discrimination in employment act of 1967, the older workers benefit protection act, claims of harassment,

discrimination or wrongful termination and any statutory claims. I further understand that this agreement to arbitrate also applies to any disputes that the company may have with me.

B. *Procedure.* I agree that any arbitration will be administered by the American arbitration association ("AAA") in accordance with the AAA's national rules for the resolution of employment disputes and that the neutral arbitrator(s) will be selected in a manner consistent with its national rules for the resolution of employment disputes. I also agree that the arbitrator shall have the power to award any remedies, including attorneys' fees and costs, available under applicable law. I understand the company will pay for any administrative or hearing fees charged by the arbitrator or AAA except that I shall pay the first \$200.00 of any filing fees associated with any arbitration initiate. The federal arbitration act shall govern the interpretation and enforcement of this section 12.

C. *Remedy.* Except as provided by law and this agreement, arbitration shall be the sole, exclusive and final remedy for any dispute between the company and me. Accordingly, except as provided for by law and this agreement, neither the company nor I will be permitted to pursue court action regarding claims that are subject to arbitration. Notwithstanding, the arbitrator will not have the authority to disregard or refuse to enforce any lawful company policy, and the arbitrator shall not order or require the company to adopt a policy not otherwise required by law which the company has not adopted.

D. *Availability of injunctive relief.* In addition to any rights under the AAA's national rules for the resolution of employment disputes, I agree that any party may also petition the court for injunctive relief where either party alleges or claims a violation of the employment, confidential information, invention assignment agreement between me and the company or any other agreement regarding trade secrets, confidential information, noncompetition or non solicitation. I understand that any breach or threatened breach of such an agreement will cause irreparable injury and that money damages will not provide an adequate remedy therefor and both parties hereby consent to the issuance of an injunction. In the event either party seeks injunctive relief, the prevailing party shall be entitled to recover reasonable costs and Attorney's fees.

E. *Administrative relief.* I understand that this agreement does not prohibit me from pursuing an administrative claim with a local, state or federal administrative body such as the department of fair employment and housing, the equal employment opportunity commission or the workers' compensation board. This agreement does, however, preclude me from pursuing court action regarding any such claim.

G. *Voluntary Nature of Agreement.* I acknowledge and agree that I am executing this agreement voluntarily and without any duress or undue influence by the company or anyone else. I further acknowledge and agree that i have carefully read this agreement and that I have asked any questions needed for me to understand the terms, consequences and binding effect of this agreement and fully understand it, including that ***i am waiving my right to a jury trial.*** Finally, I agree that I have been provided an opportunity to seek the advice of an attorney of my choice before signing this agreement.

10. *Summary of disclosures & agreement to return company documents.* I agree that, at the time of leaving the employment of the Company, I will deliver to the Company (and will not keep in my possession, recreate or deliver to anyone else) any and all devices, records, data, notes, reports, proposals, lists, correspondence, specifications, drawings blueprints, sketches, materials, equipment, other documents or property, or reproductions of any aforementioned items developed by me pursuant to my employment with

the Company or otherwise belonging to the Company, its successors or assigns, including, without limitation, those records maintained pursuant to paragraph 3.

I further certify that I will comply with all the terms of the Company's Employment, Confidential Information, Invention Assignment, Non-Competition and Arbitration Agreement signed by me, including the reporting of any inventions and original works of authorship (as defined therein), conceived or made by me (solely or jointly with others) covered by that agreement.

I further agree, to avoid the inevitable disclosure of the Company's trade secrets and confidential information, that, during the six (6) month period following my termination of employment with the Company, I will not directly or indirectly engaging in (whether as an employee, consultant, agent, proprietor, principal, partner, stockholder, corporate officer, director or otherwise), nor having any ownership interested in or participating in the financing, operation, management or control of, any person, firm, corporation or business that competes with Company or is a customer of the Company.

I further agree that for twelve (12) months from this date, I will not solicit, induce, recruit or encourage any of the Company's employees to leave their employment.

11. *General Provisions.*

A. GOVERNING LAW; CONSENT TO PERSONAL JURISDICTION. THIS AGREEMENT WILL BE GOVERNED BY THE LAWS OF THE STATE AND COUNTY OF THE PRINCIPAL OFFICE OF THE COMPANY, WHEREVER LOCATED, FROM TIME TO TIME; IT BEING ACKNOWLEDGED THAT THE PRINCIPAL OFFICE OF THE COMPANY IS CURRENTLY LOCATED IN THE STATE OF CONNECTICUT. I HEREBY EXPRESSLY CONSENT TO THE PERSONAL JURISDICTION OF THE STATE AND FEDERAL COURTS LOCATED IN THE STATE AND COUNTY OF THE PRINCIPAL OFFICE OF THE COMPANY, WHEREVER LOCATED, FROM TIME TO TIME, FOR ANY LAWSUIT FILED AGAINST ME BY THE COMPANY ARISING FROM OR RELATING TO THIS AGREEMENT.

B. Entire Agreement. This Agreement sets forth the entire agreement and understanding between the Company and me relating to the subject matter herein and supersedes all prior discussions, representations or agreements between us including, but not limited to, the Employment Agreement, Confidentiality Agreement, Non-Competition Agreement and No-Conflict Disclosure Statement previously entered into between the Company and me (if applicable) as well as any representations made during my interview(s) or relocation negotiations, whether written or oral. No modification of or amendment to this Agreement, nor any waiver of any rights under this Agreement, will be effective unless in writing signed by an executive officer of the Company and me. Any subsequent change or changes in my duties, salary or compensation will not affect the validity or scope of this Agreement.

C. Severability. If one or more of the provisions in this Agreement are deemed void by law, then the remaining provisions will continue in full force and effect.

D. Successors and Assigns. This Agreement will be binding upon my heirs, executors,

administrators and other legal representatives and will be for the benefit of the Company, its successors, and its assigns.

E. *Conflicting Obligations.* I acknowledge that one or more customers or clients of the Company may require that I enter into an agreement for their benefit that contain provisions relating to the assignment of inventions, confidentiality, non-competition and non-solicitation, as well as other provisions. Nothing contained in any such agreement shall reduce or modify my obligations to the Company hereunder and nothing in this Agreement shall reduce or modify my obligations to any such customer or client under my agreement with them. I specifically acknowledge that the terms and provisions under such agreements with one or more customers or clients may differ from those provided for in this Agreement.

Date:

EMPLOYEE:

Signature of Employee Vedabrat Etwaru

Name of Employee (typed or printed)

COMPANY:

QUEST GLOBAL SERVICES - N.A., INC.

By: _____

Name: **Aldin Beslagic**

Title: Senior Manager - GRG

Name and Title of Signatory (typed or printed)

Exhibit A

**LIST OF PRIOR INVENTIONS
AND ORIGINAL WORKS OF AUTHORSHIP**

Title		Date		Identifying Description	Number	or	Brief	

___ No inventions or improvements

___ Additional Sheets Attached

Date:

Signature

Vedabrat Etwaru
Name of Employee (typed or printed)

Exhibit B

QUEST GLOBAL SERVICES - N.A., INC.

CONFLICT OF INTEREST GUIDELINES

It is the policy of **QUEST GLOBAL SERVICES - N.A., INC.** to conduct its affairs in strict compliance with the letter and spirit of the law and to adhere to the highest principles of business ethics. Accordingly, all officers, employees and independent contractors must avoid activities which are in conflict, or give the appearance of being in conflict, with these principles and with the interests of the Company. The following are potentially compromising situations which must be avoided. Any exceptions must be reported to the President and written approval for continuation must be obtained.

1. Revealing confidential information to outsiders or misusing confidential information. Unauthorized divulging of information is a violation of this policy whether or not for personal gain and whether or not harm to the Company is intended. (The Employment, Confidential Information, Invention Assignment and Arbitration Agreement elaborates on this principle and is a binding agreement.)
2. Accepting or offering substantial gifts, excessive entertainment, favors or payments which may be deemed to constitute undue influence or otherwise be improper or embarrassing to the Company.
3. Participating in civic or professional organizations that might involve divulging confidential information of the Company.
4. Initiating or approving personnel actions affecting reward or punishment of employees or applicants where there is a family relationship or is or appears to be a personal or social involvement.
5. Initiating or approving any form of personal or social harassment of employees.
6. Investing or holding outside directorship in suppliers, customers, or competing companies, including financial speculations, where such investment or directorship might influence in any manner a decision or course of action of the Company.
7. Borrowing from or lending to employees, customers or suppliers.
8. Acquiring real estate of interest to the Company.
9. Improperly using or disclosing to the Company any proprietary information or trade secrets of any former or concurrent employer or other person or entity with whom obligations of confidentiality exist.

10. Unlawfully discussing prices, costs, customers, sales or markets with competing companies or their employees.

11. Making any unlawful agreement with distributors with respect to prices.

12. Improperly using or authorizing the use of any inventions which are the subject of patent claims of any other person or entity.

13. Engaging in any conduct which is not in the best interest of the Company.

Each officer, employee and independent contractor must take every necessary action to ensure compliance with these guidelines and to bring problem areas to the attention of higher management for review. Violations of this conflict of interest policy may result in discharge without warning.

Date:

Signature

Vedabrat Etwaru

Name of Employee (typed or printed)

ATTACHMENT D-2

Supplier Associate Agreement

Agreement Concerning: Intellectual Property & Proprietary Information General Business Activity Restrictions Safety and Security Computer Based Information Systems

As a condition of my assignment by QUEST Global, herein after "Supplier Company" to perform services for the benefit of United Technologies Corporation and its subsidiaries and affiliates (hereinafter individually called the "UTC Company" and collectively the "UTC Companies") and in consideration of the remuneration and other benefits received by me for performing services for the benefit of the UTC Companies, I agree as follows:

A. Intellectual Property & Proprietary Information

Note: As used herein, "Proprietary Information" is data and/or information that: (1) is the property of, or entrusted to, a party; (2) is not generally known by others; (3) provides the possessing party with an advantage; and (4) is subject to restrictions regarding disclosure and/or use.

1. I will not disclose to the UTC Companies or use in my assignments with the UTC Companies any Proprietary Information of anybody else, including any Proprietary Information of any company for which I previously worked.

2. I will not use, distribute, publish or otherwise disclose to Supplier Company or anyone other than the UTC Companies, any technical or business or Proprietary Information owned by, developed by (including information developed for the benefit of or at the expense of the UTC Companies under any agreement between Supplier Company and the UTC Companies or any other agreement), or assigned or entrusted to the UTC Companies (collectively "UTC Information", unless such information is specifically and lawfully known (without a restriction on disclosure) outside of the UTC Companies. Nothing herein shall prevent me from complying with lawful legal process.

3. I will leave with the UTC Companies all copies of all written and electronic documents and other materials containing any information about my assignment or UTC Information on the termination of my assignment.

4. Unless the law provides differently, I agree that all UTC Information, all inventions, all works of authorship (including but not limited to illustrations, writings, mask works, derivative works, compilations, videos, software and computer programs

created or conceived by me, either alone or with others, while assigned to the UTC Company together with all patents, trademarks, copyrights, mask works or other intellectual property rights that may be obtained thereon), belong to such UTC Company. Until proven otherwise, any invention, work of authorship, and UTC Information created or conceived by me related to my assignment or the existing or contemplated business or research of UTC, shall be presumed to have been created or conceived during my assignment with a UTC Company if within one (1) year after termination of such assignment, it is disclosed to others, or it is completed, or it has a patent application filed thereon.

5. I will promptly tell the UTC Companies all UTC Information, inventions, works of authorship, and information which I create or conceive alone or with others during my assignment with such UTC Company. I will, and hereby do, irrevocably assign to the UTC Company to which I am or will be assigned, or to others as directed by the UTC Companies, all of my right, title and interest in such Proprietary Information, inventions, works of authorship, information, and all intellectual property rights therein. I will sign any papers and do any acts which the UTC Company may consider necessary to secure to it any and all rights relating to such inventions and works of authorship, and all other intellectual property rights therein, including all patents and copyrights, (and renewals thereof) in any country or region of the world. Except to the extent otherwise expressly prohibited by law, I hereby irrevocably waive all my "moral rights", all my rights under the Visual Artists Rights Act, all my rights of privacy and publicity, and the like, that I may have at common law, or under any State or Federal acts or the national law of any country, in any and all materials including intellectual property which belong to the UTC Company under paragraph 4.

6. I agree that all of my ideas and inventions that are outside the scope of my assignment with the UTC Company and which I disclose to the UTC Company to which I am or will be assigned, are disclosed on a non-confidential basis, and I agree that the UTC Company shall have an irrevocable free right to use my ideas and inventions in any way whatsoever, except for such valid patent rights as I have obtained or shall hereafter obtain in the inventions described on the attachments I have stapled to this Agreement, but only if such patent rights are based on applications for patent filed prior to or within three months after the date of my initial assignment with the UTC Company.

7. I will not knowingly use in performing my assignments with any of the UTC Companies any invention or improvement, whether or not patented, that I claim to be owned by me alone or with others without the prior written permission of the UTC Companies to do so. I give to the UTC Companies an irrevocable free right to use in any way whatsoever any such invention or improvement that I do use in performing my assignment with the UTC Companies under this Agreement. I will not knowingly use in performing my assignments or incorporate into any design created, any patented invention not owned by a UTC Company without the prior written permission of the UTC Companies. Further, I will not use in performing my assignment with the UTC Companies any works of authorship (including illustrations, writings, mask works, compilations, software and computer programs) that I claim to be owned by me or

know, or should know, to be owned by others without the prior written permission of the UTC Companies to do so. I hereby grant to the UTC Companies an irrevocable free right to reproduce, distribute, display, produce derivative works, or to use in any way said works of authorship

B. General Business Activity Restrictions:

I agree that I:

1. will not conduct any non-UTC-related business activities at the facility of any UTC Company or any customer of the UTC Companies;
2. will not conduct or participate in any of Supplier's personnel training at the facility of any UTC Company, except for on-the-job training;
3. will not attempt to participate in any of the UTC Companies' benefit plans except as conferred on me as a result of my previous employment by UTC, if any;
4. will not (except for incidental and infrequent personal communications) send or receive non-UTC Companies mail, including electronic mail, through the UTC Companies' mail systems;
5. will not sell, advertise or market any products or distribute printed, written graphic or electronic materials on the UTC Companies' premises without the UTC Companies' written permission;
6. will not remove information, assets, supplies or other property, including property owned by third parties but provided to Supplier personnel by the UTC Companies ("UTC Assets"), from facilities the UTC Companies without authorization of the UTC Companies;
7. will use UTC Assets only for purposes of this Agreement and reimburse UTC for any unauthorized use;
8. will only connect with, interact with or use programs, tools or routines that the UTC Companies agree are needed to do my work;
9. will not share or disclose user identifiers, passwords, cipher keys or any telephone numbers; and
10. will not copy, disclose or leave UTC Assets unsecured or unattended.

C. Safety and Security (applicable to individuals who work at a UTC Company site)

I agree that I:

1. will not bring weapons of any kind onto the UTC Companies' premises;

2. will not manufacture, sell, distribute, possess, use or be under the influence of controlled substances (for nonmedical reasons) or alcoholic beverages while on the UTC Companies' premises;

3. will not have in my possession hazardous materials of any kind on the UTC Companies' premises without the UTC Companies authorization;

4. acknowledge that all persons, property, and vehicles entering or leaving the UTC Companies premises are subject to search;

5. will remain in authorized areas only (limited to the work locations, cafeterias, rest rooms and, in the event of a medical emergency, the UTC Companies' medical facilities);

6. will promptly notify the UTC Companies of any accident or security incidents, including injury to persons or property or harassment and provide the UTC Companies with a copy of any accident or incident report involving the above; and

7. will comply with applicable rules, including safety and security rules, of any UTC Company to which I am assigned.

D. Computer Based Information Systems

I agree to limit my access to computer-based information systems, databases, and/or files containing data and/or information related to subject areas approved by the UTC Companies, and shall not access, nor attempt to access, computer-based information systems, databases, and/or files containing data and/or information that are not related to such identified subject areas. I agree that I will not use, analyze, copy (including printed copies), download, merge, modify, reverse compile, or reverse engineer any software, data and/or information residing in, or associated with, any of the UTC Companies computer-based information systems. I agree to only use accessed data and/or information for the sole purpose of performing my assignments with the UTC Companies. I understand that the UTC Companies have the right to access and review any documents created or transferred on UTC Company facilities including email.

E. Miscellaneous

1. I represent that I am under no obligation to any other person or company whereby conflicts of interest are or may be created by me in providing service to the UTC Companies.

2. I hereby agree that I will, during the course of my assignment with the UTC Companies, abide by Code of Ethics of United Technologies Corporation, and the UTC Companies policies for the conduct of its business which include compliance with all laws, regulations and other governmental requirements.

3. This Agreement shall become effective as of the beginning of my initial assignment with any of the UTC Companies and remain in effect for the term of that initial assignment and for the term(s) of each and every subsequent assignment that I may have with any of the UTC Companies.

4. Because damages to the UTC Companies may be difficult to determine if I breach this Agreement, I agree that in the event I breach or appear to breach or threaten to breach this Agreement that, without limiting any other rights and remedies of the UTC Companies, an injunction may be sought against me.

I sign this Agreement for the benefit of the UTC Companies in two copies, one copy for the UTC Companies and one copy for me for my own records, on this _____ day of _____ month of 20__

Signature _____

Print Name Vedabrat Etwaru

City _____

State _____ ZIP _____

Attachment E - Supplier Employee Agreement

Agreement Concerning: Intellectual Property & Proprietary Information General Business Activity Restrictions Safety and Security Computer Based Information Systems

As a condition of my assignment by Quality Engineering and Software Technologies LLC., hereinafter "Supplier Company" to perform services for the benefit of United Technologies Corporation and its subsidiaries and affiliates (hereinafter individually called the "UTC Company" and collectively the "UTC Companies") and in consideration of the remuneration and other benefits received by me for performing services for the benefit of the UTC Companies, I agree as follows:

A. Intellectual Property & Proprietary Information

Note: As used herein, "proprietary information" is data and/or information that: (1) is the property of, or entrusted to, a party; (2) is not generally known by others; (3) provides the possessing party with an advantage; and (4) is subject to restrictions regarding disclosure and/or use.

1. I will not disclose to the UTC Companies or use in my assignments with the UTC Companies any proprietary information of anybody else, including any proprietary information of any company for which I previously worked.

2. I will not use, distribute, publish or otherwise disclose to Supplier Company or anyone other than the UTC Companies, any technical or business or proprietary information owned by, developed by (including information developed for the benefit of or at the expense of the UTC Companies under any agreement between Supplier Company and the UTC Companies or any other agreement), or assigned or entrusted to the UTC Companies (collectively "UTC Information", unless such information is specifically and lawfully known (without a restriction on disclosure) outside of the UTC Companies. Nothing herein shall prevent me from complying with lawful legal process.

3 I will leave with the UTC Companies all copies of all written and electronic documents and other materials containing any information about my assignment or UTC Information on the termination of my assignment.

4. Unless the law provides differently, I agree that all UTC Information, all inventions, all works of authorship (including but not limited to illustrations, writings, mask works, derivative works, compilations, videos, software and computer programs created or conceived by me, either alone or with others, while assigned to the UTC

Company together with all patents, trademarks, copyrights, maskworks or other intellectual property rights that may be obtained thereon), belong to such UTC Company. Until proven otherwise, any invention, work of authorship, and UTC Information created or conceived by me related to my assignment or the existing or contemplated business or research of UTC, shall be presumed to have been created or conceived during my assignment with a UTC Company if within one (1) year after termination of such assignment, it is disclosed to others, or it is completed, or it has a patent application filed thereon.

5. I will promptly tell the UTC Companies all UTC Information, inventions, works of authorship, and information which I create or conceive alone or with others during my assignment with such UTC Company. I will, and hereby do, irrevocably assign to the UTC Company to which I am or will be assigned, or to others as directed by the UTC Companies, all of my right, title and interest in such proprietary information, inventions, works of authorship, information, and all intellectual property rights therein. I will sign any papers and do any acts which the UTC Company may consider necessary to secure to it any and all rights relating to such inventions and works of authorship, and all other intellectual property rights therein, including all patents and copyrights, (and renewals thereof) in any country or region of the world. Except to the extent otherwise expressly prohibited by law, I hereby irrevocably waive all my "moral rights", all my rights under the Visual Artists Rights Act, all my rights of privacy and publicity, and the like, that I may have at common law, or under any State or Federal acts or the national law of any country, in any and all materials including intellectual property which belong to the UTC Company under paragraph 4.

6. I agree that all of my ideas and inventions that are outside the scope of my assignment with the UTC Company and which I disclose to the UTC Company to which I am or will be assigned, are disclosed on a nonconfidential basis, and I agree that the UTC Company shall have an irrevocable free right to use my ideas and inventions in any way whatsoever, except for such valid patent rights as I have obtained or shall hereafter obtain in the inventions described on the attachments I have stapled to this Agreement, but only if such patent rights are based on applications for patent filed prior to or within three months after the date of my initial assignment with the UTC Company.

7. I will not knowingly use in performing my assignments with any of the UTC Companies any invention or improvement, whether or not patented, that I claim to be owned by me alone or with others without the prior written permission of the UTC Companies to do so. I give to the UTC Companies an irrevocable free right to use in any way whatsoever any such invention or improvement that I do use in performing my assignment with the UTC Companies under this Agreement. I will not knowingly use in performing my assignments or incorporate into any design created, any patented invention not owned by a UTC Company without the prior written permission of the UTC Companies. Further, I will not use in performing my assignment with the UTC Companies any works of authorship (including illustrations, writings, mask works, compilations, software and computer programs) that I claim to be owned by me or know, or should know, to be owned by others without the prior written permission of the

UTC Companies to do so. I hereby grant to the UTC Companies an irrevocable free right to reproduce, distribute, display, produce derivative works, or to use in any way said works of authorship

B. General Business Activity Restrictions:

I agree that I:

1. will not attempt to participate in any of the UTC Companies' benefit plans except as conferred on me as a result of my previous employment by UTC, if any;
2. will not (except for incidental and infrequent personal communications) send or receive non-UTC Companies mail, including electronic mail, through the UTC Companies' mail systems;
3. will not sell, advertise or market any products or distribute printed, written graphic or electronic materials on the UTC Companies' premises without the UTC Companies' written permission;
4. will only connect with, interact with or use programs, tools or routines that the UTC Companies agree are needed to do my work;
5. will not share or disclose user identifiers, passwords, cipher keys or any telephone numbers; and
6. will not copy, disclose or leave UTC Companies proprietary information unsecured or unattended.

C. Safety and Security (applicable to individuals who work at a UTC Company site)

I agree that I:

1. will not bring weapons of any kind onto the UTC Companies' premises;
2. will not manufacture, sell, distribute, possess, use or be under the influence of controlled substances (for nonmedical reasons) or alcoholic beverages while on the UTC' Companies' premises;
3. will not have in my possession hazardous materials of any kind on the UTC Companies' premises without the UTC Companies authorization;
4. acknowledge that all persons, property, and vehicles entering or leaving the UTC Companies premises are subject to search;

5. will remain in authorized areas only (limited to the work locations, cafeterias, rest rooms and, in the event of a medical emergency, the UTC Companies' medical facilities);
6. will promptly notify the UTC Companies of any accident or security incidents, including injury to persons or property or harassment and provide the UTC Companies with a copy of any accident or incident report involving the above; and
7. will comply with applicable rules, including safety and security rules, of any UTC Company to which I am assigned.

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I agree to limit my access to computer-based information systems, databases, and/or files containing data and/or information related to subject areas approved by the UTC Companies, and shall not access, nor attempt to access, computer-based information systems, databases, and/or files containing data and/or information that are not related to such identified subject areas. I agree that I will not use, analyze, copy (including printed copies), download, merge, modify, reverse compile, or reverse engineer any software, data and/or information residing in, or associated with, any of the UTC Companies computer-based information systems. I agree to only use accessed data and/or information for the sole purpose of performing my assignments with the UTC Companies. I understand that the UTC Companies have the right to access and review any documents created or transferred on UTC Company facilities including email.

E. Miscellaneous

1. I represent that I am under no obligation to any other person or company whereby conflicts of interest are or may be created by me in providing service to the UTC Companies.
2. I hereby agree that I will, during the course of my assignment with the UTC Companies, abide by Code of Ethics of United Technologies Corporation, and the UTC Companies policies for the conduct of its business which include compliance with all laws, regulations and other governmental requirements.
3. This Agreement shall become effective as of the beginning of my initial assignment with any of the UTC Companies and remain in effect for the term of that initial assignment and for the term(s) of each and every subsequent assignment that I may have with any of the UTC Companies.
4. Because damages to the UTC Companies may be difficult to determine if I breach this Agreement, I agree that in the event I breach or appear to breach or threaten to breach this Agreement that, without limiting any other rights and remedies of the UTC Companies, an injunction may be sought against me.

I sign this Agreement for the benefit of the UTC Companies in two copies, one copy for the UTC Companies and one copy for me for my own records, on this _____ day of _____ month of 20____.

Signature_____

Print Name_____ Vedabrat Etwaru

City_____

State_____ ZIP_____



Overview of QuEST Benefits

S.No	Title	Page No
1	QuEST Benefits Packages	2
2	Medical Insurance Summary	2
3	Dental Insurance Summary	2
4	Vision Benefits Summary	3
5	Flexible Spending Accounts (FSA)	3
6	Basic Life and Accidental Life & Dismemberment (AD&D) Insurance Plan	3
7	Short Term Disability Insurance	3
8	Long Term Disability Insurance	4
9	401k Plan	4
10	Employee Assistance Program	4
11	Medical Plan Benefits	5
12	Dental Plan Benefits	6
13	Vision Plan Benefits	7
14	Cost Sheet 2018	8
15	Time Off Entitlements	9
17	2018 Holiday Calendar & Vacation Buy Plan	13



QuEST offers a competitive benefits package that includes:

Insurance Benefits	Financial Savings & Work Life Balance	Employee Advocacy & Development
Medical, Dental & Vision	401(k) Retirement Plan	Employee Assistance Program (EAP)
Flexible Spending Account		
Other Insurance: Life, AD&D, Disability, Legal, & LTD	Vacation	Tuition Reimbursement
	Bereavement Leave	

Administration of all benefits is managed through our benefits partners, CM Smith & Benefit Strategies.

Tuition Reimbursement benefit is managed & administered by QuEST HR (LEAD) function

Insurance Benefit Plan Summary:

Medical Insurance

- Four plans are offered through Aetna and all provide the ability to choose care in and out of network. The plans are open access, not gated, i.e employees do not require referrals from their Primary care physician.
- The cost of plans varies by the type of plan chosen, Band in the organization and tier of medical coverage. Please refer the rate sheet for cost details.
- Eligibility starts on the first of the month following 30 days of hire.
- Dependent age limit is 26.
- Medical insurance is provided by Aetna. <https://www.aetna.com/>

Dental Insurance

- Two plans are offered through Aetna – The first is a low cost, DMO plan. The second is a higher cost PPO plan. Please refer rate sheet for information on costs.
- It is important to check with your dentist to determine which plan may be available for you for services in network.



- Eligibility starts on the first the month following 30 days of hire.
- Dependent age limit is 26.
- Dental insurance is provided by Aetna. <https://www.aetna.com/>

Vision Benefits

- Comprehensive vision program that covers in and out of network physician access; Annual exam that is 100% paid; new frame and lenses.
- Employee is responsible for full premiums and the insurance provider is VSP.
- Eligibility starts on the first of the month following 30 days of hire.
- Dependent age limit is 26.
- Vision insurance is provided by VSP. <https://www.vsp.com/>

Flexible Spending Accounts (FSA)

- Pretax saving up to IRS defined limits to take care of Health & Dependent care expenses.
- Up to \$5000 dependent care expenses – Children & tax dependent seniors.
- Up to \$ 2650 health care expenses – deductible, co pays dental vision etc.
- FSA is provided by Benefit Strategies. <https://www.benstrat.com/>

Basic Life and Accidental Life & Dismemberment (AD&D) Insurance Plan

- Premiums are fully paid by QuEST.
- \$100,000 Group Term Life and AD&D.
- \$200,000 in the event of an accidental death.
- All eligible employees are automatically enrolled.
- This is plan is provided by The Hartford <https://www.thehartford.com/employee-benefits/group-life-insurance>

Short term Disability insurance

- Premiums are fully paid by QuEST.
- Income replacement for non-work related injury/illness. 60% of pre-disability earnings; Not to exceed \$2,000/week.
- Benefits start on 6th calendar day for a disability due to disease and 1st calendar day due to injury.



- Maximum period of coverage is 26 weeks
- This plan is provided by The Hartford <https://www.thehartford.com/employee-benefits/voluntary/group-short-term-disability-insurance>

Long term Disability insurance

- Premiums are fully paid by QuEST.
- Income replacement for non-work related injury/ illness. 50% of pre-disability earnings; not to exceed \$5,000/month.
- Coverage begins after 180 days, after Short Term Disability expires.
- All eligible employees are automatically enrolled.
- Period: up to Social Security Retirement Age.
- This plan is provided by The Hartford <https://www.thehartford.com/employee-benefits/voluntary/group-long-term-disability-insurance>

401k Plan

- Pretax retirement plan managed by ADP Retirement Service.
- Company match: set at 50% of the first 5% of compensation deferred into the plan.
- Eligibility starts 1st of the month following 30 days of employment and at least 21 years of age.
- 3 years vesting period.
- Eligible employee MUST communicate enrollment electronically via MyKplan.com OR call (866) 695-7526.
- This plan is provided by ADP Retirement services. <https://www.mykplan.adp.com/>
- Contribution limits for year 2018- Pre-tax: 1% of Salary to 90% of Salary, up to IRS maximum limits. Roth 401(K): 1% of Salary, up to IRS maximum limits. Catch-up contribution: If you're over 50 years of age, you may also make a catch-up contribution in excess of Internal Revenue Code or plan limits.

Employee Assistance Program

- Available 24 hours a day, 7 days a week.
- Service is available for employees and their family members.
- 6 sessions are free; all calls are confidential



- All eligible employees are automatically enrolled.

Summary of Medical Plan Benefits

Category	Choice POS II 1000-80	Choice POS II 300-90	Choice POS II HDHP/HSA 3000-90	Choice POS II HDHP/HSA 5000-80
Calendar Year Deductible (Individual/Family)	\$1,000/\$3,000	\$300/\$900	\$3,000/\$6,000	\$5,000/\$10,000
Member Coinsurance	20%	10%	10%	20%
Out-of-Pocket Maximum (includes copays, deductible, coinsurance)	\$4,750 / \$12,000	\$2,500 / \$7,500	\$5,000 / \$10,000	\$6,550 / \$13,100
Routine Preventive Care	100% covered (no cost share)	100% covered (no cost share)	100% covered (no cost share)	100% covered (no cost share)
Primary Care Office Visit	\$30 copay	\$20 copay	10% after ded.	20% after ded.
Specialist Office Visit	\$50 copay	\$40 copay	10% after ded.	20% after ded.
Inpatient Hospital	20% after ded.	20% after ded.	10% after ded.	20% after ded.
Outpatient Hospital	20% after ded.	10% after ded.	10% after ded.	20% after ded.
Emergency Room	\$150 Copay	\$150 Copay	10% after ded.	20% after ded.
Rx retail (31 day supply)	\$10 generic / \$30 formulary brand / \$45 non-formulary brand			
Rx mail order (90 day supply)	\$20 generic / \$60 formulary brand / \$90 non-formulary brand			

Dental plans Benefits

Carrier	Aetna - Dual Option		
Plan Design*	DMO	PPO	
Office Visit Copay	None	N/A	
Deductible:	None	IN	OUT
		\$50– Self OR \$150- Family	
Applies to Basic & Major only: Y/N	N/A	Yes	
		IN	OUT
A. Preventive Services	Fee Schedule	100%	100%
Check-ups & Cleanings			
B. Basic Services	Fee Schedule	100%	80%
Surgeries & Fillings			
C. Major Services	Fee Schedule	60%	50%
Crowns, Bridges & Dentures			
Annual Benefit	Unlimited	\$1,750	
Orthodontia Services	\$2400 copay	50%	
Orthodontia Maximum		\$1,500	
Endo, Perio, Anesthesia are covered as:	N/A	Basic	
Waiting Periods:	None	None	
U&C / R&C:	N/A	N/A	80th
Student/Dependent Age	26		
Participation Requirement:	60%		



Vision Insurance plan

Carrier	VSP	
Benefit	In-Network	Out of Network
Exam	1 every 12 months	
Frame	1 every 12 months	
Contact Lens Fitting	1 every 12 months	
Lenses	1 every 12 months	
Contact Lenses	1 every 12 months	
Routine Eye Exam MD	\$0 Copay	\$45 Reimbursement
Routine Eye Exam OD	\$0 Copay	\$45 Reimbursement
Frames	\$150 Retail Allowance	\$70 Reimbursement
Contact Lenses Fitting (Standard)	\$0 Copay	Not Covered
Contact Lenses Fitting (Specialty)	\$0 Copay	Not Covered
Standard Lenses		
Single Vision	\$0 Copay	\$30 Reimbursement
Bifocal	\$0 Copay	\$50 Reimbursement
Lens Options		Not covered
Scratch Resistant Coating	Member Pays \$17	
Standard Polycarbonate Adults	Member Pays \$31 Single \$35 multifocal	
Standard Polycarbonate Kids	Covered in Full	
Standard Anti-Reflective Coating	Member Pays \$41	
Contact Lenses		
Conventional	\$120 retail allowance	\$75 Reimbursement
Disposable	\$120 retail allowance	\$75 Reimbursement
LASIK	15-20% off retail or 5% off a promotional offer	Not Covered

**Cost Sheet 2018****Benefit Group** 1 - GROUP 1 (BANDS 1 -5 Employees)**Waiting Period** 1st of month following 30 days**Benefit Group** 2 - GROUP 2 (Internal QuEST Transfers)**Waiting Period** 1st of month following the transfer**Benefits Cost Per Month**

Plan Offering	Plan Year	EE Only	EE+SP/EE+1	EE+CH(REN)	EE+FAM
AETNA NATIONAL MC POS 300-90	2018	\$ 191.30	\$ 411.29	\$ 373.03	\$ 593.02
AETNA NATIONAL MC POS 1000-80	2018	\$ 149.87	\$ 322.23	\$ 292.26	\$ 464.63
AETNA NATIONAL HDHP 3000-90	2018	\$ 124.58	\$ 267.88	\$ 242.95	\$ 386.25
AETNA NATIONAL HDHP 5000-80	2018	\$ 74.76	\$ 160.72	\$ 145.78	\$ 231.75
Aetna low plan (DMO)	2018	\$ 8.12	\$ 15.94	\$ 21.02	\$ 28.83
Aetna High plan (PPO)	2018	\$ 13.57	\$ 27.50	\$ 36.06	\$ 49.99
VSP Vision	2018	\$ 6.97	\$ 13.26	\$ 14.20	\$ 22.68



Time off Entitlements for Band 1 Non Exempt (Hourly)

Employees in all States excluding the State of CA, WA, VT & AZ

Month of Hire	Vacation In hours	Sick in hours	Bereavement in hours
January	40.00	0.00	0.00
February	36.67	0.00	0.00
March	33.33	0.00	0.00
April	30.00	0.00	0.00
May	26.67	0.00	0.00
June	23.33	0.00	0.00
July	20.00	0.00	0.00
August	16.67	0.00	0.00
September	13.33	0.00	0.00
October	10.00	0.00	0.00
November	6.67	0.00	0.00
December	3.33	0.00	0.00



Time Off Entitlements for Band 1, 2, 3 Exempt (Salaried) & Band 2 Non Exempt (Hourly) employees in all States excluding the State of CA, WA, AZ & VT

Month of Hire	Vacation In Hours	Sick in hours	Bereavement in Hours
January	80.00	40.00	24.00
February	73.33	36.67	24.00
March	66.67	33.33	24.00
April	60.00	30.00	24.00
May	53.33	26.67	24.00
June	46.67	23.33	24.00
July	40.00	20.00	24.00
August	33.33	16.67	24.00
September	26.67	13.33	24.00
October	20.00	10.00	24.00
November	13.33	6.67	24.00
December	6.67	3.33	24.00

Time off allocations for employees in California & Vermont

FT Regular Band 1 Non Exempt Hourly Employees (in CA & VT)				
Month of Hire	Vacation In hours	Sick in hours (Ratably earned)	Sick in hours (Frontloaded)	Bereavement in hours
January	16.00	0.00	24.00	0.00
February	12.67	0.00	24.00	0.00
March	9.33	0.00	24.00	0.00
April	6.00	0.00	24.00	0.00
May	2.67	0.00	24.00	0.00
June	0.00	0.00	24.00	0.00
July	0.00	0.00	24.00	0.00
August	0.00	0.00	24.00	0.00
September	0.00	0.00	24.00	0.00
October	0.00	0.00	24.00	0.00
November	0.00	0.00	24.00	0.00
December	0.00	0.00	24.00	0.00

FT Regular Band 1,2,3 Exempt Salaried & Band 2 Non Exempt Hourly Employees (in CA & VT)				
Month of Hire	Vacation In hours	Sick in hours (Ratably earned)	Sick in hours (Frontloaded)	Bereavement in hours
January	80.00	16.00	24.00	24.00
February	73.33	12.67	24.00	24.00
March	66.67	9.33	24.00	24.00
April	60.00	6.00	24.00	24.00
May	53.33	2.67	24.00	24.00
June	46.67	0.00	24.00	24.00
July	40.00	0.00	24.00	24.00
August	33.33	0.00	24.00	24.00
September	26.67	0.00	24.00	24.00
October	16.00	0.00	24.00	24.00
November	2.67	0.00	24.00	24.00
December	0.00	0.00	24.00	24.00

Part time employees and full time employees in temporary positions, whose work location is based out of California or Vermont, are eligible for 24 hours of sick time. This time is not prorated from the date of hire and may be used for the employee's or a family member's preventive care & other reasons specified by the legislation in these states.

Time off allocations for Employees in Washington & Arizona

FT Regular Band 1 Non Exempt Hourly Employees (in AZ; WA)				
Month of Hire	Vacation In Hours	Sick in Hours	Sick in Hours (Frontloaded)	Bereavement in Hours
January	0.00	0.00	40.00	0.00
February	0.00	0.00	40.00	0.00
March	0.00	0.00	40.00	0.00
April	0.00	0.00	40.00	0.00
May	0.00	0.00	40.00	0.00
June	0.00	0.00	40.00	0.00
July	0.00	0.00	40.00	0.00
August	0.00	0.00	40.00	0.00
September	0.00	0.00	40.00	0.00
October	0.00	0.00	40.00	0.00
November	0.00	0.00	40.00	0.00
December	0.00	0.00	40.00	0.00

FT Regular Band 1,2,3 Exempt Salaried & Band 2 Non Exempt Hourly Employees (in AZ; WA)				
Month of Hire	Vacation In Hours	Sick in Hours (Ratably earned)	Sick in Hours (Frontloaded)	Bereavement in Hours
January	80.00	0.00	40	24.00
February	73.33	0.00	40	24.00
March	66.67	0.00	40	24.00
April	60.00	0.00	40	24.00
May	53.33	0.00	40	24.00
June	46.67	0.00	40	24.00
July	40.00	0.00	40	24.00
August	33.33	0.00	40	24.00
September	26.67	0.00	40	24.00
October	16.00	0.00	40	24.00
November	2.67	0.00	40	24.00
December	0.00	0.00	40	24.00

Part time employees and full time employees in temporary positions, whose work location is based out of Washington or Arizona, are eligible for 40 hours of sick time. This time is not prorated from the date of hire and may be used for the employee's or a family member's preventive care & other reasons specified by the legislation in these states.

2018 Holiday calendar

Eligible employees get 10 paid holidays in a calendar year. It is difficult for QuEST to align all holidays with the holiday schedule of all its customers, therefore, each DU has been provided flexibility to align their holidays with the unique days when their particular customer is closed and thus there may not be billable work available. Please refer to the Holiday Assignments for your DU. Please use non availability (non billable) code "Company Holiday" in IPMS to charge time

Date	Day	Holiday	DU 2101 – 2108; 2110	DU2109	O&G (HAL, GE, BHI)	Enables / Sales / Employees of India IDU, Consulting IDU
January 1, 2018	Monday	New Year's Day	Y	Y	Y	Y
February 19, 2018	Monday	President's Day	N	N	Y	N
March 30, 2018	Friday	Spring Holiday / Good Friday	Y	N	Y	Y
May 28, 2018	Monday	Memorial Day	Y	Y	Y	Y
July 4, 2018	Wednesday	Independence Day	Y	Y	Y	Y
September 3, 2018	Monday	Labor Day	Y	Y	Y	Y
November 22, 2018	Thursday	Thanksgiving Day	Y	Y	Y	Y
November 23, 2018	Friday	Day After Thanksgiving	Y	Y	Y	Y
December 24, 2018	Monday	Christmas Eve	Y	Y	Y	Y
December 25, 2018	Tuesday	Christmas Day	Y	Y	Y	Y
December 26, 2018	Wednesday	Day After Christmas	Y	Y	N	Y
December 31, 2018	Monday	New Year's Eve	N	Y	N	N

If a customer requests or it is otherwise necessary for an employee to perform billable work on a customer holiday or shutdown/furlough day, the employee must first seek permission from their supervisor. If the



permission is granted, the supervisor will designate another day in the calendar year to use the company holiday.

If there aren't enough customer holidays or shutdown/furlough days on which to use the company holidays, the employee may use his/her company holidays on any religious or government recognized holiday before the end of the calendar year. If an employee has exhausted their available company holiday balance, and the customer has a holiday or furlough day, then the employee may discuss the following options with the supervisor:

- Work other billable hours. This is always the preferred option if possible; 2) Work 4x10 hour shifts that week if possible; 3) Use Vacation time; 4) Take the day off without pay

Vacation Buy Plan

Company allows employees to purchase vacation on a pretax payroll deduction basis, employee may purchase minimum 8 hours & maximum 40 hours of vacation time. Enrollment is not open to employees who became eligible on or after September 1ST in their first year of hiring.

Pre-Screening Notice and Certification Request for the Work Opportunity Credit

OMB No. 1545-1500

► Information about Form 8850 and its separate instructions is at www.irs.gov/form8850.

Job applicant: Fill in the lines below and check any boxes that apply. Complete only this side.

Your name Vedabrat Etwaru Social security number ► _____

Street address where you live _____

City or town, state, and ZIP code _____

County _____ Telephone number _____

If you are under age 40, enter your date of birth (month, day, year) _____

- 1 ☐ Check here if you received a conditional certification from the state workforce agency (SWA) or a participating local agency for the work opportunity credit.
- 2 ☐ Check here if **any** of the following statements apply to you.
 - I am a member of a family that has received assistance from Temporary Assistance for Needy Families (TANF) for any 9 months during the past 18 months.
 - I am a veteran and a member of a family that received Supplemental Nutrition Assistance Program (SNAP) benefits (food stamps) for at least a 3-month period during the past 15 months.
 - I was referred here by a rehabilitation agency approved by the state, an employment network under the Ticket to Work program, or the Department of Veterans Affairs.
 - I am at least age 18 but **not** age 40 or older and I am a member of a family that:
 - a. Received SNAP benefits (food stamps) for the past 6 months; **or**
 - b. Received SNAP benefits (food stamps) for at least 3 of the past 5 months, **but** is no longer eligible to receive them.
 - During the past year, I was convicted of a felony or released from prison for a felony.
 - I received supplemental security income (SSI) benefits for any month ending during the past 60 days.
 - I am a veteran and I was unemployed for a period or periods totaling at least 4 weeks but less than 6 months during the past year.
- 3 ☐ Check here if you are a veteran and you were unemployed for a period or periods totaling at least 6 months during the past year.
- 4 ☐ Check here if you are a veteran entitled to compensation for a service-connected disability and you were discharged or released from active duty in the U.S. Armed Forces during the past year.
- 5 ☐ Check here if you are a veteran entitled to compensation for a service-connected disability and you were unemployed for a period or periods totaling at least 6 months during the past year.
- 6 ☐ Check here if you are a member of a family that:
 - Received TANF payments for at least the past 18 months; **or**
 - Received TANF payments for any 18 months beginning after August 5, 1997, **and** the earliest 18-month period beginning after August 5, 1997, ended during the past 2 years; **or**
 - Stopped being eligible for TANF payments during the past 2 years because federal or state law limited the maximum time those payments could be made.
- 7 ☐ Check here if you are in a period of unemployment that is at least 27 consecutive weeks and for all or part of that period you received unemployment compensation.

Signature—All Applicants Must Sign

Under penalties of perjury, I declare that I gave the above information to the employer on or before the day I was offered a job, and it is, to the best of my knowledge, true, correct, and complete.

Job applicant's signature ► _____

Date _____

For Employer’s Use Only

Employer’s name _____ Telephone no. _____ EIN ► _____

Street address _____

City or town, state, and ZIP code _____

Person to contact, if different from above _____ Telephone no. _____

Street address _____

City or town, state, and ZIP code _____

If, based on the individual’s age and home address, he or she is a member of group 4 or 6 (as described under *Members of Targeted Groups* in the separate instructions), enter that group number (4 or 6) ► _____

Date applicant:

Gave
information

Was
offered job

Was
hired

Started
job

Under penalties of perjury, I declare that the applicant provided the information on this form on or before the day a job was offered to the applicant and that the information I have furnished is, to the best of my knowledge, true, correct, and complete. Based on the information the job applicant furnished on page 1, I believe the individual is a member of a targeted group. I hereby request a certification that the individual is a member of a targeted group.

Employer’s signature ► _____

Title _____

Date _____

Privacy Act and
Paperwork Reduction
Act Notice

Section references are to the Internal Revenue Code.

Section 51(d)(13) permits a prospective employer to request the applicant to complete this form and give it to the prospective employer. The information will be used by the employer to complete the employer’s federal tax return. Completion of this form is voluntary and may assist members of targeted groups in securing employment. Routine uses of this form include giving it to the state workforce agency (SWA), which will contact appropriate sources to confirm that the applicant is a member of a targeted group. This form may also be given to the Internal Revenue Service for administration of the Internal Revenue laws, to the Department of Justice for civil and

criminal litigation, to the Department of Labor for oversight of the certifications performed by the SWA, and to cities, states, and the District of Columbia for use in administering their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by section 6103.

The time needed to complete and file this form will vary depending on individual circumstances. The estimated average time is:

Recordkeeping . . . 6 hr., 27 min.

Learning about the law or the form 24 min.

Preparing and sending this form to the SWA 31 min.

If you have comments concerning the accuracy of these time estimates or suggestions for making this form simpler, we would be happy to hear from you. You can send us comments from www.irs.gov/formspubs. Click on “More Information” and then on “Give us feedback.” Or you can send your comments to:

Internal Revenue Service
Tax Forms and Publications
1111 Constitution Ave. NW, IR-6526
Washington, DC 20224

Do not send this form to this address. Instead, see *When and Where To File* in the separate instructions.

COLLECTION OF DATA FOR FEDERAL EEO-1 REPORT

NOTICE

The following information relating to race/ethnic origin, sex, and job category is collected in order to demonstrate compliance with Federal and State agency regulations. The information is in no way used in the evaluation of the employee. Completion of this form is entirely voluntary, and all information will remain confidential and will not affect the employee's application for employment. In addition, this form will not become a part of the personnel record of the employee, if the employee is hired.

Employee to complete the following:

NAME: Vedabrat Etwaru

SEX:

- ☐ Male
☐ Female

RACE:

- ☐ **(W) White:** also includes, by definition, persons having origin in North Africa, Europe, or the Middle East.
- ☐ **(B) Black or African American:** all persons having origins in any of the black racial groups of Africa
- ☐ **(S) Hispanic or Latino:** all persons of Cuban, Mexican, Puerto Rican, Cuban, South or Central American, or other Spanish culture or origin regardless of race.
- ☐ **Asian:** a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent.
- ☐ **(P) Native Hawaiian or Other Pacific Islanders:** a person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- ☐ **American Indian or Alaskan Native:** a person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- ☐ **(T) Two or More Races:** all persons who identify with more than one of the above five races.
- ☐ **I prefer to not provide this information**

Government contractors must take affirmative action to employ and advance certain qualified individuals subject to the Rehabilitation Act of 1973 and the Vietnam Era Veterans Readjustment Act of 1974. Completion of the following information is voluntary, and will assist us in proper placement and reasonable accommodation. If you wish to be identified as qualifying for such placement or accommodation, please check where applicable:

- ☐ Individual with a Disability
- ☐ Vietnam Era Veteran
- ☐ Disabled Veteran
- ☐ Active Reservist _____ (Navy, Army, Air Force, Marine Corps, U.S. Coast Guard)
- ☐ I prefer to not provide this information



I. INTRODUCTION

Welcome to QuEST

QuEST is committed to delivering quality products and providing unparalleled customer service. We believe that the quality of our staff is critical to our growth and success. Through the efforts of our employees, QuEST has developed and maintained an excellent reputation within our profession. To ensure this continued success, we feel it is important that all employees understand our policies and procedures. This Employee Handbook will familiarize you with the various aspects of working at QuEST. We encourage you to consider it a valuable resource for understanding the Company.

If you have any questions, please do not hesitate to ask them of either your supervisor or any management employee of QuEST.

Purpose of this Handbook

This Employee Handbook has been prepared to familiarize employees with the general policies and procedures of QuEST. Because we operate in a dynamic industry, some policies and benefit programs currently in effect may be revised, suspended, or eliminated by QuEST in its discretion in response to business needs or changing legal requirements. QuEST may also add new policies and benefits to this Handbook from time to time. Any such modifications, unless otherwise specified, shall immediately apply to existing as well as future employees. Notwithstanding the foregoing, no employee, individual or agent may change the Company's at-will employment policy. The employment at-will policy may only be changed with respect to an employee if QuEST enters into a formal written agreement with the employee that expressly changes the at-will employment relationship and that it duly executed by the employee and the Sr. VP – Human Resources of QuEST. QuEST does not recognize any contract of employment unless the employee and the Sr. VP – Human Resources of QuEST have signed a formal written agreement.

This Handbook provides some information concerning QuEST benefits. Please note that QuEST benefit plans are defined in legal documents such as insurance contracts and official plan texts. This means that if a question ever arises about the nature and extent of plan benefits or if there is conflicting language, the formal language of the plan documents govern over the informal wording of this Handbook. Plan documents are available for inspection. Also, the policies set forth in this Handbook are intended to comply with all applicable federal, state, and local laws. To the extent applicable laws require greater employee benefits, those laws will be followed. If any of the policies in this Handbook conflict with federal, state, or local laws, QuEST will follow those laws, not the Handbook.

We encourage employees to tell us about any suggestions or ideas that they feel would benefit the Company. We are always looking for ways to improve methods, procedures and working conditions, reduce cost or errors, and benefit QuEST and its employees.

This Handbook is intended to serve as a practical guide to QuEST's personnel policies and practices. However, it is not intended to cover all topics or circumstances. QuEST reserves the right to respond to specific situations in an appropriate manner under the circumstances and to make exceptions or



North America –Quality Management System

Owner: Meghna B Gangwani
Page 2 of 43
Rev: 6
12-01-2017

L3-MA-HRO-130- Employee Handbook

vary from any of the rules, policies or benefits contained in this Handbook in its sole and absolute discretion.

Nothing in this Handbook or in any other Company document is intended or should be construed to create an express or implied contract of employment, an agreement for employment for any specified period of time, or a guarantee of benefits or working conditions between any employee and QuEST. Further, any other past or present policy, representation, procedure or practice (whether written or oral) or the offer or acceptance of employment is not to be construed as a contract of employment, or a promise by QuEST of continued employment or a guarantee of working conditions, unless specifically identified in a written and approved employment agreement that has been executed by the employee and the Sr. VP – Human Resources at QuEST.

Employees should read, understand and comply with the provisions of the Handbook. Employees should contact their supervisor if they have any questions concerning the policies or benefits outlined in this Handbook.

All previous editions of this Handbook are superseded and replaced by this version. The policies in this Handbook supersede all existing policies and practices and may not be amended or added to without the express written approval of the Sr. Vice President – Human Resources of QuEST or his or her authorized designee.

II. GENERAL POLICIES

All QuEST Global Services NA – Inc., (“QuEST” or the “Company”) employees are expected to maintain high standards of integrity, honesty and fair dealing and to conduct themselves at all times so as to avoid actions which may adversely impact the interests or good standing of QuEST or any of its, parents, subsidiaries, affiliates or associated entities (“QuEST Group”).

Equal Employment Opportunity Statement

QuEST provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. QuEST complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

QuEST expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of QuEST employees to perform their expected job duties is absolutely not tolerated.



Employment At-Will

QuEST adheres to the principle of “employment at-will”, which means that either QuEST or the employee may terminate the employment relationship at any time and for any reason or no reason at all, with or without cause or notice. In addition, terms and conditions of employment with QuEST may be modified at the sole discretion of QuEST with or without cause and with or without notice.

No manager, supervisor, employee or other agent of QuEST has the authority to alter the employment at-will relationship or to make any agreement limiting the Company’s discretion to modify the terms and conditions of employment by, for example, making a commitment, express or implied, of guaranteed or continued employment to any employee. As stated above, the employment at-will policy may only be changed with respect to an employee if QuEST enters into a formal written agreement with the employee that expressly changes the at-will employment relationship and that it duly executed by the employee and the Sr. Vice President – Human Resources of the Company. QuEST does not recognize any contract of employment unless the employee and the Sr. Vice President – Human Resources of QuEST have signed a formal written agreement.

Accommodating Individuals With Disabilities

It is QuEST’s policy not to discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of such individual's disability or perceived disability so long as the individual has the knowledge and skills to perform the essential functions of the job effectively with or without reasonable accommodation. Consistent with this policy of nondiscrimination, QuEST will provide reasonable accommodations to a qualified individual with a disability, as defined by applicable law, who has made QuEST aware of his or her disability, provided that such accommodation does not constitute an undue hardship on QuEST.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should promptly contact the Human Resources Department. QuEST encourages individuals with disabilities to come forward and request reasonable accommodation.

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should promptly notify the Human Resources Department. All such inquiries or complaints will be treated as confidential to the extent practical under the circumstances. Employees may raise their good faith complaints of illegal discrimination without fear of reprisal.

Immigration Law Compliance

QuEST is committed to employing only individuals who are authorized to work in the United States. QuEST does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with applicable law, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Employees with questions or those seeking more information on immigration



law issues are encouraged to contact Human Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Confidential Business Information

During the course of work, an employee may become aware of confidential information about QuEST's and/or its customers' businesses, including but not limited to trade secrets, information regarding finances, pricing, products and new product development, software and computer programs, research and development, marketing strategies, suppliers, customers and potential customers, and knowledge, skills and abilities of personnel.

Examples of confidential information include but are not limited to: idea, techniques, product specifications, intellectual property, marketing plans, business strategies, products, budgets, trade secrets, customer lists, supplier lists, data relating to existing, past, or future customers or employees of QuEST, personnel information, statistical data, financial data, profits, income, sales, technological innovations, credit files, computer software, strategic plans, methods of determination of prices, method of operation, and ideas developed by or for QuEST, or any other data or information relating to the business of QuEST or which gives QuEST a competitive advantage over others who do not know or have access to such information.

QuEST-assigned information, which may include organizational charts, department titles and staff charts, job titles, department budgets, company coding and recording systems, telephone directories, e-mail lists, company facility or location information and addresses, is considered to be proprietary QuEST information to be used for internal purposes only. QuEST maintains the right to communicate and distribute such company information as it deems necessary to conduct business operations.

If an employee becomes aware of a material breach in maintaining the confidentiality of his or her personal information, the employee should report the incident to a representative of the human resources department. The human resources department has the responsibility to investigate the incident and take corrective action.

Likewise, QuEST's philosophy is to safeguard personal employee information in its possession to ensure the confidentiality of the information. Disclosure of such information could harm the QuEST and its employees.

The success of QuEST depends to a substantial extent upon the maintenance of strict secrecy with respects to such confidential information. Such information would harm QuEST if known by our competitors or other non-Company employees. It is extremely important that all such information remain confidential, and particularly not be disclosed to competitors.

Accordingly, employees may not at any time during and after termination of employment use for any purpose or disclose any confidential information to any third person or party, except as specifically authorized in the course of employment and required for carrying out job duties. Under no circumstances shall confidential information be shared with, used for personal purposes, or shown to friends, family members or any third party either inside or outside of QuEST either during or after employment. Likewise, it is important not to leave confidential information anywhere that a non-employee could see it or would allow easy unauthorized access to such information.



QuEST expects each employee to treat all QuEST or customer information as confidential. Any information or conversations about projects, customers or fellow employees is to be kept confidential. Any inquiries regarding present or former employees shall be directed to the Human Resources Department. The best way to adhere to this guideline is for an employee to not disclose any information where the employee is unsure as to whether such information is confidential information. If an employee has any question regarding whether certain information is considered confidential, they should consult their supervisor. Violations of this policy may provide grounds for legal action against an employee and may result in disciplinary action up to and including termination.

Employees are required to sign an agreement reiterating these obligations.

Conflicts of Interest

QuEST expects its officers and employees at all levels to avoid any influence, interest or relationship that might conflict with the best interests of QuEST and/or the QuEST Group. Employees are expected to avoid activities, investments or associations that could interfere with the independent exercise of their judgment on behalf of QuEST. It is important to the reputation of QuEST and its employees that any action that contributes to even the appearance of impropriety be avoided. If determined that a conflict does exist, the employee may need to be disqualified from acting on behalf of QuEST as long as the circumstances continue to exist.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, possible conflicts could arise in the following areas:

- Accepting any type of fee or personal payment from individuals or organizations that transact business with the QuEST Group or are seeking to transact business with the QuEST Group;
- Directly or indirectly rendering services, including, without limitation, as an owner, director, officer, employee or contractor, to competitors, customers or suppliers;
- Taking advantage of any business or teaching opportunity that should be channeled through the QuEST Group;
- Benefiting personally from any purchases or sales by the QuEST;
- Using confidential information for personal gain;
- Either an employee or an employee's immediate family member having a material interest or investments in any QuEST customer, supplier or competitor that could, in any way, constitute a real or perceived conflict of interest or otherwise influence an employee's judgment or objectivity in carrying out his or her duties and responsibilities on behalf of QuEST;
- Conducting business on behalf of QuEST with members of their families or others with whom the employee has a significant relationship.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 6 of 43
Rev: 6
12-01-2017

- Directly or indirectly receiving substantial gifts and excessive entertainment from customers and others seeking to do business of any nature with the QuEST Group.

In order to protect the interests of both the employee and the QuEST, employees are expected to disclose immediately, or in advance if possible, any situation with which they are involved that could result in a real or perceived conflict of interest. An employee must consult his or her manager if he or she has any question.

Customer Relations

All QuEST employees are goodwill ambassadors of the company. Employees will have contact with customers and others doing business with QuEST, including, without limitation, in person, by phone or electronically. At all times, whether on or off site, employees are expected to be courteous and act with professionalism when in contact with customers or others doing business with QuEST.

Employment of Relatives

A relative of a current employee will be considered for employment on the same basis as any other applicant for employment. To avoid conflicts of interest, the appearance of favoritism or bias or an adverse impact on work performance, and to enhance supervision and morale, QuEST generally prohibits the employment of relatives that would result in the types of prohibited employment relationships identified below.

Prohibited Employment Relationships. The hiring of relatives is generally prohibited if the employment of such an individual would result in the creation of:

- A supervisor/subordinate relationship between a relative and an employee. If a direct supervisory or managerial relationship would be established, relatives of a currently employed worker cannot be considered as applicants for a position.
- Relatives working in the same department or on the same shift.
- Relatives will not be considered for positions in which either relative would have significant and direct influence over the salary, development, promotional opportunity, performance assessment, or general professional growth of the other.
- An actual conflict of interest or the appearance of a conflict of interest. Generally, this bars the hiring or employment of an employee's relatives in any position that has an auditing or control relationship to the employee's job.
- The potential for creating an adverse impact on work performance.

Managers and supervisors may not employ or place into employment their own relatives, or in any way influence or attempt to influence the employment or placement of their relatives.

Definition of Relatives. For the purposes of this policy, relatives include anyone connected by blood, marriage, or other legal action, or any close relationships, such as cohabitants and significant others.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani

Page 7 of 43

Rev: 6

12-01-2017

Examples include, but are not limited to, spouse, civil union partner, parents (including step parents), foster parents, in-laws, grandparents, aunt, uncle, siblings, grandchild, children, step children, foster children, a child for whom the employee has parenting responsibilities, or cousins.

Marriages or Relationships between Employees. Employees who marry or become relatives, as defined above, can continue in their current positions as long as a prohibited employment relationship is not created. If one of the prohibited situations does occur, QuEST will consult with the employees as to how to remedy the situation. QuEST will take whatever action it deems appropriate including, for example, asking or requiring one of the employees to transfer to a different position or separating from the Company.

Enforcement of Policy. All questions and issues relating to an employment-of-relatives situation or concern should be addressed to the Human Resources Department. Employees who become subject to this policy's provisions must inform their supervisor or the Human Resources Department immediately.

Discrimination and Harassment

QuEST is committed to maintaining a work environment that is free of harassment and discrimination of any kind and where all individuals are treated with respect and dignity regardless of their actual or perceived race, color, religion, alienage or national origin, ancestry, citizenship status, age, disability, genetic information, gender, marital status, veteran status, sexual orientation or sexual identity, or any other characteristic protected by applicable law. In keeping with this commitment, employees are hereby advised that QuEST will not tolerate harassment or discrimination of any employee by any person.

Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin,



North America –Quality Management System

Owner: Meghna B Gangwani
Page 8 of 43
Rev: 6
12-01-2017

L3-MA-HRO-130- Employee Handbook

age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Employees are required to report any incident of sexual or other unlawful harassment or discrimination immediately to their supervisor or to the Human Resources Department. QuEST will investigate all complaints of discrimination and/or harassment and will do so promptly, discreetly and with sensitivity. In the course of the investigation, however, it may be necessary for QuEST to disclose facts and the name of the complainant to alleged witnesses and to the alleged harasser, all of whom will be instructed to maintain confidentiality. Further, all parties involved in a complaint are entitled to respect, and any retaliation against an individual who is an alleged target of harassment, discrimination, or retaliation, has made a complaint, or has provided evidence in connection with a complaint, is in itself conduct which will not be tolerated. All findings in all investigations will be presented to management for consideration and, if appropriate, disciplinary action.

Individuals and Conduct Covered

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to QuEST (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Complaint Process

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their supervisor or to the Human Resources Department.

When possible, QuEST encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. QuEST recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

QuEST encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 9 of 43Rev: 6
12-01-2017

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

QuEST also recognizes that the question of whether a particular course of conduct constitutes discrimination or sexual harassment often requires a factual determination and that false accusation can have a serious effect on innocent persons. Therefore, if an investigation results in a finding that a person accused another of discrimination or sexual harassment maliciously or recklessly, or the complaining employee knowingly made false accusations, that employee will be subject to appropriate disciplinary action.

Addendum for Employees in States of Maine and Massachusetts: While employees are encouraged to report claims internally, if a party to a complaint does not agree with its resolution, that party may appeal to:

Maine:
U.S. Equal Employment
Opportunity Commission
JFK Federal Building, Suite 475
Boston, MA 02203
(617) 565-3200

Maine Human Rights Commission
51 State House Station
Augusta, ME 04333-0051
PHONE: 207-624-6050
TTY/TTD: 207-624-6064
FAX: 207-624-6063.

Massachusetts:
U.S. Equal Employment
Opportunity Commission
JFK Federal Building, Suite 475
Boston, MA 02203
(617) 565-3200

Massachusetts Commission Against Discrimination
Springfield Office:
436 Dwight Street, Suite 220
Springfield, MA 01103
(413) 739-3330

Boston Office:
One Ashburton Place, Room 601
Boston, MA 02108
(617) 727-3990

Using the Company's complaint process does not prohibit an employee from filing a complaint with these agencies.

Drug and Alcohol Policy



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 10 of 43
Rev: 6
12-01-2017

In compliance with the Drug-Free Workplace Act of 1988, QuEST has a longstanding commitment to providing a safe, quality-oriented and productive work environment consistent with the standards of the community in which we operate. Alcohol and drug abuse pose a threat to the health and safety of QuEST and its customers and to the security of our equipment and facilities. For these reasons, QuEST is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

Employee Assistance and Drug-Free Awareness

Illegal drug use and alcohol abuse have a number of adverse health and safety consequences. Where appropriate, QuEST will assist and support employees recovering from substance and alcohol dependencies who voluntarily seek help for such problems before becoming subject to discipline and/or termination. QuEST encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health and safety of any Company employee, including themselves. Employees are encouraged to utilize QuEST's Employee Assistance Program, the details of which can be found in the Benefits section.

Nevertheless, Employees must report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

Work Rules

1. Whenever working on QuEST or its customers' premises or are conducting Company related work off-site, employees are prohibited from:
 - a. Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia);
 - b. Being under the influence of alcohol or an illegal drug as defined in this policy; and
 - c. Possessing or consuming alcohol.
2. The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body system, while performing company business or while in a company facility, is prohibited.
3. QuEST prohibits any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce this if asked.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 11 of 43
Rev: 6
12-01-2017

4. Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Required Testing

Pre-employment:

Some QuEST customers require QuEST employees working for the customer to pass a drug test before beginning work. Refusal to submit to testing may result in disqualification from employment.

Reasonable suspicion and random sampling:

Where permitted or required by applicable law, QuEST or its customers may subject an employee to random testing or testing based upon reasonable suspicion of being under the influence. In such cases, QuEST employees are required to cooperate with such requests.

Consequences:

Applicants, who violate this policy, refuse to submit to a lawful drug test or who test positive will not be hired. Employees, who violate this policy, refuse to submit to a lawful drug test or who test positive will be terminated.

Confidentiality:

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need-to-know basis and may also be disclosed where relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

Crimes Involving Drugs

QuEST prohibits all employees, including, without limitation, employees performing work under government contracts, from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on QuEST premises.

QuEST does not desire to intrude into the private lives of its employees, but recognizes that employee's off-the-job involvement with drugs and alcohol may have an impact on the workplace. Therefore, QuEST reserves the right to take appropriate disciplinary action for illegal drug usage, sale or distribution while off company premises. All employees who are convicted of, plead guilty to, or are sentenced for a crime involving an illegal drug are required to report the conviction, plea or sentence to the Human Resources Department within five days. Failure to comply will result in automatic discharge. QuEST management will review the nature of the charges and the employee's past record with QuEST and determine if discharge or termination of employment is warranted.



Background Checks

QuEST requires all applicants who have been extended a conditional offer of employment to consent to a background check. Employment at QuEST is contingent upon the satisfactory results of such background checks. Background checks may also be required of current employees.

Depending on the position, background checks may include a variety searches, including, without limitation, social security validation, state and federal criminal check, education verification, prior employment verification, terror watch list check, motor vehicle history and personal and professional reference check.

Procedure

The selected candidate must complete the Pre-Employment Certification/Release form and return it to the onboarding_US@quest-global.com. The selected candidate is not to begin work prior to the hiring manager receiving approval from the Human Resources Department. The Human Resources Department will order the background check upon receipt of the signed release form, and an employment screening service will conduct the check. A designated Human Resources representative will review all results.

An applicant may be disqualified from employment based on the results of the criminal background check; however, a previous conviction generally will not automatically disqualify an applicant from consideration for employment with QuEST unless otherwise required by law or customer contract. The applicant may still be eligible for employment depending on a variety of factors, including, without limitation, the nature of the position, the nature of the conviction, and/or the time that has elapsed since the conviction. QuEST's policy is to assess each applicant and situation individually.

Background check information will be maintained in a file separate from employees' personnel files.

In addition to the above, an applicant will not be considered for employment and a current employee will be subject to disciplinary action if QuEST determines that the applicant or employee, in connection with their application for employment and/or QuEST's decision to employ or grant the applicant/employee access to sensitive or confidential information:

- Falsified or misrepresented a fact in any written or oral statement, document, or form, or concealing or omitting a material fact for the purpose of misleading QuEST; or
- Provided incomplete or unverifiable information to QuEST, or withheld material information from QuEST.

Reference Checks

Reference information requested of QuEST regarding a current or past employee may only be answered by the Human Resources Department and only with written authorization from the person concerned. Employees (including supervisors and managers) who are not in the Human Resources Department are not authorized to provide employment references on behalf of QuEST and must refrain from doing so



unless they have received specific approval from the Human Resources Department. All employee files are the property of QuEST.

III. STANDARDS OF CONDUCT

Workplace Conduct


QuEST endeavors to maintain a positive work environment. Accordingly, QuEST has certain basic, reasonable rules, which every employee is required to observe for the common good of all employees and the Company.

All employees should understand that appropriate disciplinary action (including termination) may be taken in cases of violation of rules.

The rules listed below apply to all employees and contractors of QuEST, and apply to all QuEST or customer work sites. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. Therefore, these rules serve as a guideline and examples of conduct that may result in disciplinary action up to and including termination of employment; they are not exclusive of any other action or behavior found to be inappropriate by QuEST.

An employee of QuEST shall not:

1. Alter his/her or anyone else's time card or punch the time cards of another employee;
2. Falsify any document report, communication or record including, without limitation, employment applications or resumes, personnel records, claims for benefits, and time records;
3. Possess, consume, or be under the influence of drugs or alcohol during work time or on company or customer premises (this includes mind altering prescription drugs);
4. Remove property of QuEST or its customers or each of their employees without proper authorization;
5. Engage in immoral, illegal, indecent, or criminal conduct or any other conduct that threatens the safety of other employees or is so reprehensible that others are uncomfortable working with that employee (this includes conduct that occurs off premises and/or during non-working time);
6. Use profane, abusive or threatening language;
7. Be insubordinate;
8. Possess firearms or other weapons at any work site;
9. Pass out literature, collect funds, hold raffles, gamble, sell or purchase lottery or raffle tickets at any work site without proper authorization;
10. Engage in unsatisfactory production, abnormal waste of supplies or materials or unsatisfactory job performance;
11. Misuse, destroy or damage property of QuEST, its customers or each other employees;
12. Violate or disregard safety rules;
13. Sleep or appear to be sleeping on the job;
14. Refuse or induce others to refuse a work assignment;
15. Fail to immediately report any injury, no matter how minor;
16. Threaten, coerce, intimidate or interfere with another employee;
17. Leave work during work hours without the express permission of his/her supervisor;

	<p>North America –Quality Management System</p> <hr/> <p>L3-MA-HRO-130- Employee Handbook</p>	<p>Owner: Meghna B Gangwani Page 14 of 43 Rev: 6 12-01-2017</p>
<ol style="list-style-type: none"> 18. Be absent or tardy from work without providing advance notice, except where circumstances of illness or accident make it impossible for the employee to notify QuEST in advance; 19. Be tardy, absent or unexcused without a satisfactory explanation, or being excessively absent or tardy; 20. Communicate, share, forward, provide or disclose confidential information or intellectual property of QuEST or its customer to any person who does not have a business need-to-know without proper authorization; 21. Remove any confidential information or intellectual property from a work site without proper authorization. 22. Refuse to comply with reasonable work-related requests or instructions from a supervisor or management official; 23. Abuse break and/or lunch periods; 24. Act in any way, which could be constructed as detrimental to the Company's business interests including, without limitation, violating any of the policies contained in this Handbook; 25. Repeatedly fail to accurately and promptly complete time cards; 26. Fight or engage in disorderly and or violent conducts, either by provoking or participating in it; 27. Create or contribute to unsanitary conditions or poor housekeeping; 28. Make careless mistakes including causing damage to materials and/or equipment; 29. Assist the entry of any non-employee to the premises without proper authorization; 30. Use the business phones for excessive personal calls or any long distance calls not charged to the employee's home number; 31. Engage in conduct not specifically covered by the above if it is harmful to QUEST, its customers, other employees or the operations of QuEST; 32. Obtaining employment on the basis of false or misleading information; 33. Distribution or receipt of any testing instrument without authorization; 34. Failing to follow procedures as needed for the specific statement of work/ job assignment; 35. Unsatisfactory performance; and 36. Sexual or other unlawful or unwelcome harassment or discrimination. 		
<p>Use of Communication and Computer Systems</p> <p>QuEST's communications and computer systems (including, without limitation, computers, computer files, telephones, fax machines, e-mail and voicemail) are intended for business purposes and may be used only during working time for business purposes. Limited, occasional and incidental use of these systems for personal purposes is acceptable only if done in a professional manner that does not interfere with business use, with an employee's job duties, that is done during non-working time, and that does not result in a fee or expense for the company. Acceptable use is based on common sense, common decency and civility consistent with the guidelines set forth in this policy and in other policies. QuEST reserves the right to decide in its sole discretion whether an individual's use is appropriate and whether it complies with the company's policies.</p> <p>These systems are the sole and exclusive property of QuEST and therefore users have no legitimate expectation of privacy in regard to their use of the systems. Without prior notice to users, QuEST may access these systems and obtain the communications within them, including, without limitation,</p>		



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 15 of 43
Rev: 6
12-01-2017

voicemail messages, e-mail messages and Internet history and usage. The reasons for which QuEST may obtain such access include, but are not limited to: investigating appropriate use of the systems; maintaining the system; preventing or investigating allegations of misconduct or system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

QuEST may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted. QuEST complies with retention compliance with laws governing the retention and destruction of records.

The Company's policies prohibiting harassment, in their entirety, apply to the use of the Company's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on actual or perceived race, color, religion, alienage or national origin, ancestry, citizenship status, age, disability, genetic information, gender, marital status, veteran status, sexual orientation, or any other characteristic protected by applicable law.

Since the Company's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations. Further, since the Company's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

Employees shall not use the electronic communications systems so as to in any way breach the confidentiality or reveal any confidential or proprietary information of QuEST or its customers, consultants or others with whom it does business.

Employees shall follow cardinal rules to ensure confidentiality of information:

- Use complex passwords with unique characters that are periodically updated and are not shared
- Verify email recipients and avoid suspicious emails & links. Forward suspicious emails to Ambaji Rao, Sr. Manager Business Excellence, QuEST data security officer.
- Verify no technical data is in the body of email or attachments
- Remove unnecessary content in "Reply All" or Fwd" emails
- Lock computer screens when away
- Password protect sensitive files. Use a separate email cover to communicate password to the protected files.
- Do not entertain or process any requests to provide confidential business information or personnel information or perform electronic fund (EFT) that purport to be from company officials or known entities but are outside the company protocol. Such requests may only be processed by authorized departments or individuals.
- No employee may access or attempt to obtain access to another employee's computer systems without appropriate authorization.



Violators of this policy may be subject to disciplinary action up to and including discharge.

Computer Software

It is QuEST's policy to respect all computer software copyrights and to adhere to the terms of all software licenses to which QuEST is a party. Unauthorized duplication of software may subject users and/or QuEST to both civil and criminal penalties under the United States Copyright Act.

QuEST computers are Company property and must be kept both software legal and virus free. QuEST has installed all required software on your computer. Only software purchased by QuEST may be used on company owned machines. Users are not permitted to bring software from home and load it onto QuEST's computers. Unless authorized by management, QuEST-owned software cannot be taken home and loaded on a user's home computer.

In the event of information breach, the data stored on company smart phones and devices will be remotely "wiped". Employees may be required to surrender their devices for forensic inspections and cooperate in the event of breach investigation.

Additional Guidelines for Using Electronic Mail


Electronic Mail is primarily intended to be a facility to communicate regarding QuEST related business. Personal use of email is discouraged and should be limited. Any communication by e-mail should be drafted with the same care as a written document, and should not contain informal remarks that might be embarrassing to the Company, its customers, or its employees. When dealing with sensitive information, take appropriate measures to secure the e-mails and mark them as "Confidential."

The electronic communications systems, including without limitation the e-mail system, are property of QuEST. As such, e-mails composed on such systems, whether business or personal, remain the property of QuEST.

Social Media

The following guidelines apply to all Employees who participate in any form of personal social networking or Internet communication that may be accessed by the public ("Social Networking"). These Guidelines supplement the Company's Use of Communication and Computer Systems and Confidentiality Policies. Social Networking includes, without limitation, maintenance or contribution to personal websites, blogs, microblogs, photo sharing sites, video sharing sites, message boards, chat rooms, conversation web pages, wikis, and any other on-line social networking or social media or on-line community sites. Some examples of Social Networking sites are Facebook, MySpace, Tumblr, YouTube, Twitter, LinkedIn, Snapchat, Instagram, Pinterest and Flickr.

QuEST acknowledges that employees may engage in some form of personal Social Networking on their own time. However, there are circumstances where an employee references QuEST or identifies himself or herself as an employee of QuEST. In such circumstances, it may appear that the employee

	<p>North America –Quality Management System</p> <hr/> <p>L3-MA-HRO-130- Employee Handbook</p>	<p>Owner: Meghna B Gangwani Page 17 of 43 Rev: 6 12-01-2017</p>
<p>is speaking as a representative or spokesperson of QuEST. Due to this possibility, QuEST has developed these guidelines for employees to follow when referencing QuEST in any way including, without limitation, any of its affiliates, employees, ownership, directors, officers, guests, vendors and contractors when engaged in personal Social Networking.</p> <p>In addition, QuEST reminds employees that Internet postings are visible to third parties and therefore the content of any such postings can have an impact on the reputation of the employee and/or QuEST. It is impossible to identify each and every permitted or prohibited use of Social Networking and, therefore, QuEST reserves the right to evaluate each situation on a case-by-case basis. The following constitute some guidelines and examples on Social Networking:</p> <ul style="list-style-type: none"> • When using Social Networking or speaking with the media, whenever employees identify themselves as an employee of QuEST or reference QuEST in any way, employees should clearly indicate any views they express are their own and not necessarily those of the Company. Say “I” rather than “We” in any context where employee’s views might be construed as talking about QuEST. • Employees should remember that conversations between ‘friends’ on Facebook are not truly private and can still have the potential to cause damage. The comments may be copied or forwarded to others without permission. • Use our whistleblowing procedure to raise any issues of malpractice – this is the appropriate channel for raising issues in the first instance, not social media sites. • Employees are discouraged to use a company email to register on social media sites or make comments which could damage the reputation of the company, its products/services or its employees or comment on sensitive business-related topics such as potential site closures or acquisitions or the company’s financial performance. • Unless specifically authorized, employees are not permitted to speak on behalf of the Company, must avoid doing so, and must avoid giving the appearance that they are doing so. Employees must not use QuEST’s name in their personal Social Networking identity (e.g., user name or screen name) in order to avoid giving the appearance of speaking on behalf of the Company. • Employees must direct any inquiries from the media seeking the Company’s position on a particular issue to QuEST’s Marketing department via an email to marketing.group@quest-global.com. • Employees are prohibited from personal Social Networking on work time or during working hours and may not use the Company’s equipment or devices (e.g., cell phone, computers, smart phones or tablets) for such purposes unless such activity is specifically authorized by the management and is strictly limited to reasonable business-related use. • Employees may not use Social Networking to harass, discriminate, or make defamatory statements about QuEST or its affiliates, employees, ownership, directors, officers, guests, vendors and contractors. • Employees may not disclose any information that the employee is prohibited from disclosing under QuEST’s confidentiality policy and/or any other policy, law or agreement the employee has with the Company, such as a non-disclosure agreement. • Employees are obligated to be aware of and comply with any applicable provisions set forth in 		



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 18 of 43
Rev: 6
12-01-2017

QuEST'S Employee Handbook or any other applicable rule or guideline.

- Unless otherwise authorized, employees may not use QuEST'S intellectual property, logos, trademarks and copyrights in any way that is unlawful or that would infringe upon such intellectual property rights. Employees should respect the intellectual property of third parties.

You should comply with the following basic rules whenever you are using social media sites, whether using our equipment or your own equipment and whether you are doing so during or outside of working time.

Pursuant to Company policies, employees have no reasonable expectation of privacy regarding electronic communications in the workplace or when using workplace equipment or devices such as cell phones, computers, smart phones or tablets.

Employees are personally responsible for the content of any material published or posted as part of their Social Networking. Any employee whose Social Networking violates any portion of this policy is subject to discipline, up to and including termination. In such cases, QuEST may also require that the employee cease any conduct which violates this policy or remove the offensive posting.

Nothing herein shall be construed or interpreted to prevent and employee from engaging in protected and concerted activity under Section 7 of the National Labor Relations Act or under any other state or federal law.

Personal Visits and Telephone Calls

Disruptions during working time can lead to errors and delays. Therefore, we ask that except in the case of emergencies, personal telephone calls be kept to a minimum, and only be made or received before or after working time, or during lunch or break time.

For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas.

Mobile Phones

QuEST encourages the safe use of mobile phones by employees who use them for business-related reasons. Mobile phones should not be used to make or receive personal phone calls during working time. Company-provided mobile phones must be used only for business-related purposes and should only be used when a less costly alternative does not exist.

Employees are prohibited from using mobile phones while driving. Should an employee need to make a business call while driving, the employee should locate a lawfully designated area to park and make the call.

Employees may use hands-free cell phones to make business calls, but only in emergency situations. Such calls should be kept short and should the circumstances warrant (e.g., heavy traffic, bad weather), the employee should located a lawfully designated area to park to continue the call.



Solicitation and Distribution

QuEST prohibits all solicitations in working areas and during an employee's work time. Work time does not include meal times, break times or other specified periods during the workday when employees are not engaged in performing their work duties.

- Solicitations or distributions in working areas by anyone who is not an employee of QuEST is prohibited at all times.
- Employees may not solicit contributions or memberships, collect funds or pledges, distribute literature, circulate petitions or engage in related activities during work time, unless specifically authorized by management.

In some instances, the collection of money for presents, flowers, parties, donations, or for cases of particular hardship can be considered appropriate for employees. In these exceptional cases, such collections may be permitted with the approval of the department manager and the Human Resources Department. All such approved activities should be made during regularly scheduled rest and lunch periods as to not disrupt the work environment.

Use of Facilities, Equipment & Property, Including Intellectual Property

Equipment essential to accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

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

Improper, careless, negligent, destructive, or unsafe use or operation of equipment is prohibited. Employees also are prohibited from any unauthorized use of the Company's intellectual property, such as audio and video tapes, print materials and software. Further, QuEST is not responsible for any damage to employees' personal belongings unless the employee's Supervisor provided advance approval for the employee to bring the personal property to work.

Violations of this policy will result in discipline up to and including termination of employment.

Health and Safety

The health and safety of employees and others at work sites are of critical concern to QuEST. QuEST intends to comply with all health and safety laws applicable to our business. To this end, QuEST relies on employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 20 of 43

Rev: 6
12-01-2017

concealed danger present on the Company's premises or at a work site, or in a product, facility, piece of equipment, process or business practice for which QuEST is responsible should be brought to the attention of management immediately.

Periodically, QuEST may issue rules and guidelines governing workplace safety and health. QuEST may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident or illness must be reported to the employee's Supervisor as soon as possible, regardless of the severity of the injury or accident.

Office Ergonomics

QuEST supports practicing appropriate office Ergonomics. Employees are encouraged to review QuEST's Ergo Policy posted on QuEST NA Intranet. Any questions and/or concerns regarding ergonomics, please contact us at ergo_us@quest-global.com

Security

Maintaining the security in the workplace is every employee's responsibility. Employees should develop habits that insure security as a matter of course. For example:

- Employees should know the location of all alarms and fire extinguishers, and familiarize themselves with the proper procedure for using them, should the need arise.
- When leaving a worksite make sure that all entrances are properly locked and secured.
- Employees should not permit any outsider to enter a worksite unless the employee knows the person has a business-related reason for entering the premises. Employees should immediately notify their supervisor upon observing an unauthorized individual at a worksite.
- Off duty employees are also not permitted on worksites without the advance permission of their manager.



Workplace Searches

Desks, lockers and other storage devices provided for employees remain the sole property of QuEST. Accordingly, storage devices, as well as any articles found within them, may be inspected by any authorized management representative of QuEST at any time, either with or without prior notice.

QuEST likewise wishes to discourage theft or unauthorized possession of the property of employees, visitors, and customers. To facilitate enforcement of this policy, QuEST or its representative may inspect not only desks and lockers but also packages or other belongings of persons entering and/or leaving any worksite. If employees wish to avoid inspection of any articles or materials, employees should not bring such items onto worksites.

Protection of Personal Identity Information

QuEST recognizes its need to maintain the confidentiality of Personal Identity Information (PII) and understands that such information is unique to each individual. While the company collects personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements, it's policy is to protect and safeguard the confidential nature of personal, non-public information that it may obtain concerning its employees, customers, clients and other individuals. .

The PII may come from various types of individuals performing tasks on behalf of the company and includes employees, applicants, independent contractors and any PII maintained on its customer base.

Personal Identity Information (PII) includes Unique personal identification numbers or data, whether stored in electronic or paper format such as:

- Social Security Numbers (or their equivalent issued by governmental entities outside the United States).
- Taxpayer Identification Numbers (or their equivalent issued by governmental revenue entities outside the United States).
- Employer Identification Numbers (or their equivalent issued by government entities outside the United States).
- State or foreign drivers license numbers.
- Emergency contact information
- EEO information
- Date(s) of birth.
- Employment eligibility data,
- Benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials.

Personal employee information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. Personal employee information used in business system applications will be safeguarded under company proprietary electronic transmission and intranet policies and security systems. Participants in company benefit plans should be aware that personal information will be shared with plan providers as required for their claims handling or record keeping needs.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 22 of 43Rev: 6
12-01-2017

All Pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked, segregated areas and are not used by the company in the course of its business operations.

Although security cannot be guaranteed, QuEST will maintain physical, electronic, and procedural safeguards to minimize the risk of unauthorized access or disclosure of such information.

Company-assigned information, which may include organizational charts, department titles and staff charts, job titles, department budgets, company coding and recording systems, telephone directories, e-mail lists, company facility or location information and addresses, is considered by the company to be proprietary company information to be used for internal purposes only. The company maintains the right to communicate and distribute such company information as it deems necessary to conduct business operations.

If an employee becomes aware of a material breach in maintaining the confidentiality of his or her personal information, the employee should report the incident to the human resources department via an email to HR_US@quest-global.com. The human resources department has the responsibility to investigate the incident and take corrective action. Please be aware that a standard of reasonableness will apply in these circumstances. To the extent that applicable law does not state otherwise, examples of the release of personal employee information that will not be considered a breach include the following:


- Release of partial employee birth dates, i.e., day and month is not considered confidential and will be shared with department heads who elect to recognize employees on such dates.
- Personal telephone numbers or e-mail addresses may be distributed to department head in order to facilitate company work schedules or business operations.
- Employee identifier information used in salary or budget planning, review processes and for timekeeping purposes will be shared with department heads.
- Employee's company anniversary or service recognition information will be distributed to appropriate department heads periodically.
- Employee and dependent information may be distributed to insurance carriers; approved third party administrators and benefit brokers in accordance with open enrollment processes for periodic benefit plan changes or periodic benefits statement updates

Other safeguards:

Vendors: Vendors include all external providers of services to QuEST, such as Payroll & Benefit administration services. QuEST may share data with vendors who have a business need to have PII data. Where such inter-company sharing of data is required, the IT departments will review the data encryption and protection standards to safeguard all PII data that resides in the vendor databases.

Data Breaches/Notification: Databases that include PII may be breached inadvertently or through wrongful intrusion.

The Legal department will handle breach notifications(s) to all governmental agencies to whom such notice must be provided in accordance with time frames specified under these laws. Notices to

	<table border="1"> <tr> <td data-bbox="435 96 1182 174">North America –Quality Management System</td><td data-bbox="1182 96 1529 174">Owner: Meghna B Gangwani Page 23 of 43</td></tr> <tr> <td data-bbox="435 174 1182 237">L3-MA-HRO-130- Employee Handbook</td><td data-bbox="1182 174 1529 237">Rev: 6 12-01-2017</td></tr> </table>	North America –Quality Management System	Owner: Meghna B Gangwani Page 23 of 43	L3-MA-HRO-130- Employee Handbook	Rev: 6 12-01-2017
North America –Quality Management System	Owner: Meghna B Gangwani Page 23 of 43				
L3-MA-HRO-130- Employee Handbook	Rev: 6 12-01-2017				
<p>affected individuals will be communicated by Human Resources after consultation with the Legal department and within the time frame specified under the appropriate law(s).</p> <p><i>Data Access:</i> QuEST maintains multiple IT systems where PII data may reside. The Human Resources & IT departments have created internal controls for such systems to establish legitimate access for users of data, and access shall be limited to those approved by IT. The termination of an employee or independent contractor with access will immediately result in the termination of the user's access to all systems where the PII may reside.</p> <p><i>Confirmation of Confidentiality:</i> Employees are prohibited from accessing, using, disclosing, or revealing Personal Information for unauthorized purposes. Employees may only acquire and use Personal Information for legitimate business purposes and must safeguard the privacy of the information and take reasonable measures to ensure that Personal Information is protected from disclosure and misappropriation.</p> <p>Consistent with these policies, QuEST may impose disciplinary measures for actions not in compliance with this policy.</p>					



Employee Dress and Personal Appearance

QuEST employees contribute to the corporate culture and reputation in the way they present themselves. A professional appearance is essential to a favourable impression with customers and other employees.

Appropriate and professional business attire include socks or stockings and clothing that is in neat and clean condition. Basic guidelines for appropriate workplace dress do not include tight or short pants, tank tops, halter tops, low-cut blouses or sweaters, or any extreme style or fashion in dress, footwear, accessories, fragrances or hair.

It is important that each employee dress in a neat and professional manner appropriate to the individual's work situation in order to contribute to a positive reflection of the employee and the Company. If an employee will interact with customers, the employee must be suitably attired and groomed.

Jeans are acceptable on *Fridays only*, but should not be ripped, dirty, or wrinkled and should be paired with a business appropriate shirt. Business Casual dress is generally defined as:

Casual shirts: All shirts with collars, business casual crewneck or V-neck shirts, blouses, golf and polo shirts. Examples of inappropriate shirts include T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops.

Pants: Casual slacks and trousers without holes, frays, etc. Examples of inappropriate pants include shorts (except for walking-length shorts), yoga pants, camouflage and pants worn below the waist or hip line.

Footwear: Casual slip-on or tie shoes, dress sandals with heel straps and athletic shoes if approved by the department. Examples of inappropriate footwear include floppy sandals, flip-flops and construction or hunting boots.

Employees working at a customer site are expected to follow the dress code of the customer.

An employee unsure of what is appropriate should check with his or her manager or supervisor. If a supervisor or manager decides that an employee's dress or appearance is not appropriate as outlined in this policy, he or she may take corrective action and require the employee to leave the work area and make the necessary changes to comply with the policy.

QuEST permits employees to wear jewelry or to display tattoos at the workplace within the following guidelines. Factors that management will consider to determine whether jewelry or tattoos may pose a conflict with the employee's job or work environment include:

- Personal safety of self or others
- Offensiveness to coworkers, customers, vendors based on racial, sexual, religious, ethnic or other characteristics of a sensitive or legally protected nature.
- Customer complaints



North America –Quality Management System

Owner: Meghna B Gangwani
Page 25 of 43
Rev: 6
12-01-2017

L3-MA-HRO-130- Employee Handbook

If management determines an employee's jewelry or tattoos may present such a conflict, the employee will be encouraged to identify appropriate options, such as removal of excess or offensive jewelry, covering of tattoos, transfer to an alternative position, or other reasonable means to resolve the conflict.

Smoking

Our policy is to recognize and respect the rights of nonsmokers. Employees must obey all "No Smoking" signs at their work site. Smoking in any form, through the use of tobacco products or "vaping" with e-cigarettes, is prohibited during working time or in unauthorized areas. Employees may smoke or "vape" only in designated smoking areas, when employees are on break.

Operation of Vehicles

Employees authorized to drive Company-owned or leased vehicles or personal vehicles in conducting QuEST business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

A valid driver's license must be in the employee's possession while operating a vehicle off or on Company property or any worksite. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Company-owned or leased vehicles may be used only as authorized by management.

Separation of Employment

QuEST requests that employees provide their supervisor with at least two (2) weeks advanced notice of a decision to resign. This notice should be given in writing, in iEngage tool.

Upon separation or upon request by QuEST, all Company property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be immediately returned. Employees also must return any and all Company or customer confidential information without retaining any hard or electronic copies. To the extent permitted by law, employees will be required to repay QuEST (through payroll deduction, if permitted) for any lost or damaged Company property and any used but unaccrued vacation.

Nothing in this policy or anywhere else in this Handbook alters or should be construed to alter the Company's policy of employment at-will.

Exit Interview

Employees who separate from QuEST may be requested to participate in an exit interview with the Human Resources Department, if possible. The purpose of this interview is to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all Company property that may be in the your possession, and to provide the employee with an opportunity



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 26 of 43

Rev: 6
12-01-2017

to discuss job-related experiences.

The Human Resources Department will arrange for disposition of benefits (insurance, vacation, etc.) during an exit interview. At that time, the employee will be expected to sign a 'Termination Certificate'.

Progressive Discipline

Purpose

QuEST believes each employee should be treated and respected as an individual. Therefore, violation of the communicated performance standards or act of employee misconduct is approached in a case-by-case manner. Some infractions are more serious than others, and an employee's length of service, work record, and prior conduct are important factors in determining the proper disciplinary action. Therefore, depending on the individual circumstances, some incidents of misconduct may, at QuEST's sole discretion, result in immediate discharge from employment without prior warning or notice. It is our general practice, however, to use progressive disciplinary counseling procedures between the employee and their immediate supervisor in which the supervisor will explain the charges and allow the employee to explain his or her position.

Procedure

When possible and appropriate, the steps of progressive discipline will be as follows:

- | | |
|------------------|---|
| Verbal Warning: | A verbal warning advising the employee of the inappropriate conduct, which will be documented in the employee's personnel file. |
| Written Warning: | A written warning advising the employee of the inappropriate conduct, which will be documented in the employee's personnel file. |
| Suspension: | Suspension, with or without pay, with notice advising the employee of the inappropriate conduct, which will be documented in the employee's personnel file. Paid time off benefits may not be used during a suspension without pay. |
| Final Warning: | Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, Immediate Supervisor, in consultation with Center Manager and the Human Resources Department or designate, may place the employee on a performance improvement plan/ Final Warning. |
| Termination: | The employee's employment will be terminated. |



North America –Quality Management System

Owner: Meghna B Gangwani
Page 27 of 43

L3-MA-HRO-130- Employee Handbook

Rev: 6
12-01-2017

Generally, QuEST will try to exercise the progressive nature of this policy by first providing warnings, final written warning and/or suspension from the workplace before proceeding to termination. However, QuEST reserves the right to skip, advance or repeat any level of discipline that it deems appropriate in its sole and absolute discretion. This policy in no way alters the at-will employment policy; that is, the employee or QuEST may terminate the employment relationship at any time and for any reason, with or without cause or notice.

These warnings may only be issued by management with the consent of Human Resources. No manager has the authority to hire or fire any employee without the consent of Human Resources.

Employee Input

At any stage of the progressive discipline process, employees will have the opportunity to present information that may challenge information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee performance and/or conduct issues while allowing for an equitable solution.

Documentation

The employee will be provided copies of all documented progressive discipline. The employee will be asked to sign copies of this documentation confirming their receipt of these documents.

Please refer to policy # HUM – PRO 352 for detailed description of the steps & the templates used at each stage of discipline.

Workplace Violence

In an attempt to maintain a workplace free of violence, QuEST has adopted a zero tolerance policy toward workplace violence. All acts or threats of violence are strictly prohibited and will be taken seriously. A threat or act of violence shall include, but not be limited to, any act or gesture intended to harass or intimidate another person; abusive language or actions; threats or insinuations of “getting even”; dangerous pranks or practical jokes; aggressive horseplay or gestures; fighting; possession of weapons in the workplace; any act or gesture likely to damage Company property or any act or gesture likely to leave another person injured or fearing injury. QuEST shall determine whether any particular act constitutes threatening or violent behavior.

All employees are responsible for helping to maintain a violence free workplace. QuEST expects each employee to govern him/herself accordingly. An employee who experiences an act or threat of violence should report the incident to their supervisor or to any member of management with whom the employee feels comfortable. Each act or threat of violence will be investigated, and appropriate action will be taken. Any violation of this policy will result in disciplinary action, up to and including termination of employment and/or prosecution.



Grievance Procedure

QuEST maintains an open door to all employees for discussion of any business-related concern. The purpose of this policy is to promote understanding and resolution of problems that are encountered by employees in the daily performance of their duties.

Any employee having a problem regarding any condition of employment, should present their problem initially to their immediate supervisor. The supervisor will promptly review and discuss the issue with the employee will then be advised of the resultant answer.

If the problem remains unsettled, the employee may present their grievance to the department manager. At that time, the employee may be asked to restate the issue and will be encouraged to talk things through, including any ideas of solution the employee may have.

Should the problem remain unresolved at this point or if the immediate supervisor is the department manager, the employee should attempt to put the grievance into writing and submit it directly to the Human Resources Department for review. Employees can call the Human Resources Department or submit an email to grievance@quest-global.com, which is an email address to which only the Human Resources Department has access. Generally, a meeting will be arranged in an attempt to resolve the problem.

In order to ensure that harmony and job satisfaction be achieved and maintained for all employees, it is important that rules and regulations governing employee work conduct be understood and followed. Any questions on existing policies and procedures requiring answers or procedures requiring interpretations, or any questions that arise for which no policy exists, should be forwarded immediately to the Human Resources Department.



IV. TIME REPORTING POLICY & PAYROLL PROCEDURES

QuEST is in the business of delivering value to our clients. We generate revenue based on the value we provide by quantifying and charging our clients for our employees' time.

This policy applies to all full-time and part-time QuEST employees and independent contractors.

Failure to adhere to this policy, whether related to billable (customer) work or non-billable work, will adversely impact:

- Accuracy and timeliness of billings
- Monthly and quarterly closes
- Business performance assessments
- Applied ratio calculations
- Accuracy of future estimations
- Revenue recognition
- Can be demoralizing for individuals to not get recognition for their hard work
- Violates core values
- May have possible legal ramifications for QuESTas well as individuals

It is incumbent upon each employee to ensure that we are operating as efficiently and effectively as possible.

QuEST uses a web based time management program that can be accessed over the Internet: <https://ipms.quest-global.com/ipms/login.jsp>.

All time worked must be recorded upon completion; working time must never be recorded before it is worked. It is acceptable to record non-working time (such as vacation, PTO or Holiday) in advance, provided any necessary corrections are made promptly.

Recording work time for another employee or falsifying or tampering with any time record is prohibited and will subject the employee to discipline, up to and including immediate discharge.

Employees are required to record their daily work attendance and report any absence from work for reasons such as leaves of absence, sick leave or personal business.

GE Services

This policy is a "baseline" policy for all QuEST employees that is supplemented by the customer specific procedures such as the use of Kronos for daily inputs of time for employees assigned to GE projects.

Although all employees assigned to GE projects must follow GE mandated requirements for time tracking, employees are still required to complete QuEST's IPMS time sheets.



Contractor Time Tracking

Some independent contractors are also required to submit a time card each week. The QuEST leader who manages the contractor must assure that the contractor understands this requirement and how to comply. When a QuEST leader engages a contractor, detailed instructions will be provided to the contractor.

Submission of Time Cards

Timekeepers (employees or contractors) must personally submit all their own time cards for review and approval by their approving manager. If it is not possible for an employee or contractor to submit a time card, he or she must log a Help Desk ticket under IT page on the intranet.

Deadlines

All time cards must be submitted by the following deadlines. Deadlines shift one hour earlier in these time zones during US Daylight Saving Time for the previous week (ending Sunday).

Time Zone	Weekly Deadline
Eastern	Monday 2 p.m.
Central	Monday 12 p.m.
Pacific	Monday 11 a.m.

Notifications

IPMS will send email notifications to remind timekeepers to submit time cards each week. Timekeepers will also receive an email notification if they do not submit their time card by the above deadline.

Rejected Timecards

If a time card is rejected by the approving manager, it will be returned to the timekeeper for re-submission or submission of a new card for that time period. For each rejection, there will be a **24 hour deadline for the timekeeper to resubmit** the timecard to be considered timely. The 24 hours deadline begins upon return of the original time card.

Timekeepers must ensure their time is allocated **to the applicable project codes** when submitting **billable hours**.

Approving Managers

Approving managers are expected to **ensure that applicable project codes are created in IPMS** before timekeepers are asked to allocate time to that project. When not possible, approving managers must provide guidance to timekeepers to allocate their time under a non-billable project code and to move the hours to applicable project code when it is ready.

Approval Deadlines



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 31 of 43
Rev: 6
12-01-2017

All time cards need to be approved by the following deadlines. Deadlines shift one hour earlier in these time zones during US Daylight Saving Time for the previous week (ending Sunday).

Time Zone	Weekly Deadline
Eastern	Monday 2 p.m.
Central	Monday 1 p.m.
Pacific	Monday 11 a.m.

Time cards submitted or re-submitted after the submission deadline should be reviewed and approved as soon as possible, no later than **two (2) business days from the date of submission**. Approving managers must send an email to Payroll and notify QuEST about the number of hours approved after the deadline.

Notifications

Approving managers will receive email notifications to remind them to submit their timekeepers' time cards. Failure to approve time cards within three business days from the date of submission will be considered in violation of this policy.

Delegating Approval

If an approving manager will be on vacation or unable to approve time cards for any other reason, he or she must **delegate the role** for the period the approving manager will be unable to approve time cards.

After delegation, any time cards in the approving manager's queue and those that are submitted after the change will be available to the delegate for approval. Outstanding approvals will also revert back to the approving manager at the end of the delegation period.

If approval is delegated and the delegate does not approve the timecard within the allotted timeframe, **the violation will be counted against the original approving manager.**

Time Card Penalties and Waivers

Violations for submissions and approvals are **tracked and counted separately** for purposes of discipline under this policy.

Late Submission and Approval Passes

Adequate "passes" have been built into this policy to account for the occasional circumstance which may result in late or missing time card submissions or approvals. For violations, **timekeepers and approving managers will each be allowed five passes before** disciplinary action is taken.

- Violations are counted and penalties assessed on an annual basis. **Violations do not carry over** to subsequent years.
- Penalties for late submission and approval are **counted separately**.



North America –Quality Management System

Owner: Meghna B Gangwani
Page 32 of 43

L3-MA-HRO-130- Employee Handbook

Rev: 6
12-01-2017

- Compliance will be considered as an **input to performance appraisals** and is an expectation of employment.
- Continued noncompliance will result in disciplinary action up to and including **termination**.

It is crucial for timekeepers and approving managers to comply with the deadlines described in this policy. Failure to do so could result in an employee not being paid for all hours worked. In such cases, QuEST will attempt to run a special payroll, but this may not always be possible. Fees and costs associated with running special payrolls will be charged to the approving manager's cost center.

Waivers

Violations of this policy resulting from any unplanned IPMS shutdown on Monday mornings will not be subject to discipline.

Reporting Violations

Employees who become aware of or suspect any violations of this policy are may use any of the following avenues to report the violation(s):

- PayrollAdvice@quest-global.com
- HR_US@quest-global.com
- IDU/DU Leaders

Each of these individuals/teams are equipped to help you determine if a violation has indeed occurred and what steps will be taken to resolve the situation.

This policy will be strictly enforced. Reported incidents of violation will be investigated and, where warranted, prompt disciplinary action taken.

Punctuality and Attendance

Employees are hired to perform important functions at QuEST. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, employee attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow employees. QuEST expects excellent attendance from each employee. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

QuEST recognizes, however, that there are times when absences and tardiness cannot be avoided. In such cases, employees are expected to call their supervisor as early as possible, but no later than the start of the work day. If the supervisor is not available, the employee must contact the manager of the group and/or the Human Resources Department. The employee must speak with somebody from management to ensure QuEST is aware the employee is not coming to work or will be late. Management will be responsible of notifying the customer.

Asking another employee, friend or relative to give this notice, sending a text and/or e-mail is improper and constitutes grounds for disciplinary action. Employees are expected to call each day of absence, stating the nature of the absence and its expected duration.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 33 of 43

Rev: 6
12-01-2017

Unreported absences of three consecutive work days generally will be considered a voluntary resignation of your employment with the Company.

Overtime

Like most successful companies, QuEST experiences periods of extremely high activity. During these busy periods, additional work may be required. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1½) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law. Non-work hours, such as jury duty, PTO, vacation, sick, or holiday do not count as hours worked for over time.

Non-exempt employees may work overtime only with prior management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins on Monday and ends on Sunday.

Exempt employees do not receive overtime pay. Subject to conditions, some NA OBU employees may be eligible for overtime under Straight time over time policy.

Questions regarding overtime should be directed a supervisor, manager and/or the Payroll Department at: payroll_us@quest-global.com.

Travel Time for Non-Exempt Employees

All non-exempt employees (see definition below) will be paid for authorized travel time related to QuEST business. Employees will not be paid for travel time for ordinary commuting times. QuEST will pay employees travel time in accordance with applicable law. Any questions should be directed to the Human Resources Department.

Employee Classifications

For purposes of this manual, all employees fall within one or more of the classifications below.

Full-Time Employees - Employees who are regularly scheduled to work at least 32 hours.

Part-Time Employees - Employees who are regularly scheduled to work fewer than 32 hours per week.

Temporary Employees - Employees engaged to work full-time or part-time on the Company's payroll with the understanding that their employment will be terminated upon completion of a specific assignment. Note that a temporary employee may be offered and may accept a new temporary assignment with the Company, in which case the employee will remain a temporary employee until the completion of the subsequent temporary assignment.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 34 of 43
Rev: 6
12-01-2017

Exempt or Non-Exempt - In addition to the above classifications, employees are categorized as either “exempt” or “non-exempt” for purposes of federal and state wage and hour laws. Exempt employees perform executive, professional, administrative or other exempt duties and are paid on a salary basis. Exempt employees are not eligible for overtime pay under applicable law. Non-exempt employees are eligible for overtime pay under applicable law. Employees will be informed of their classifications upon hire and informed of any subsequent changes to such classifications.

QuEST Hewitt Band (HB) – Each employee at QuEST is assigned to a Hewitt Band, depending upon your role at QuEST. Information on your role and your Hewitt Band can be found in our QuEST Global intranet: <https://intranet.quest-global.com> → HR Web → EPMS → Employee Performance Management System → Click on “My Role Profile”.

Employment Records

At hire, employees provide QuEST with personal information, such as contact information and emergency contacts. This information is contained in employees’ personnel files.

Employee must keep their personnel files up to date by updating their personal information on the ADP self-service website (www.workforcenow.com). Employees must also inform the Human Resources Department of any specialized training or skills acquired, as well as any changes to required visas. Unreported changes of such personal information may affect your withholding tax and benefit coverage. Further, an “out of date” emergency contact or an inability to reach contact an employee in a crisis could result in unnecessary risk.

Working Hours and Schedule

Core Working Hours

QuEST’s core business hours in North America are from 9 am – 4 pm. Subject to business needs and supervisor approval, starting and ending times may be flexible outside of the core hours; however full time employees are expected to work 8 hours per day (exclusive of lunch). Lunch is expected to be 30 minutes. Non-exempt employees are not permitted to perform any work during lunch in order to leave early or arrive late.

QuEST understands that employees may, on occasion, need to be absent during core hours for personal reasons. These situations should be arranged with the employee’s supervisor in advance.

Your Specific Work Schedule

Employees will be assigned a work schedule, which may differ from the core hours. To accommodate the needs of our business, at some point an employee’s work schedule be modified either temporarily or permanently.

Employees will be provided meal and rest periods as required by law. Supervisors will provide further details. Non-exempt employees are not permitted to perform any work during lunch in order to leave



North America –Quality Management System

Owner: Meghna B Gangwani
Page 35 of 43
Rev: 6
12-01-2017

L3-MA-HRO-130- Employee Handbook

early or arrive late.

Business Hours for Onsite Employees:

QuEST employees working at customer facilities are responsible for learning and complying with the customer's practices and expectations for daily schedules.

Verification of Employment

Prospective employers, financial institutions and residential property managers routinely contact QuEST, for information on work history and salary. All such requests of this type should be referred to and handled by the human resource (HR) department. Human Resources department will respond to written requests for verification of employment on the form provided only when the request is accompanied by a former or current employee's signed authorization to release such information. HR department will complete and return written verification of employment form directly to the requesting party. Telephone requests for verification of employment by prospective employers, financial institutions and residential property managers will be limited to confirming information stated by the external party. Please email requests to HR_US@quest-global.com.

Safe Harbor Policy for Exempt Employees

It is QuEST's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that employees are paid properly and that no improper deductions are made, employees should review their pay stubs promptly to identify and report all errors.

If an employee is classified as an exempt salaried employee, he or she will receive a weekly salary which is intended to compensate the employee for all hours worked. While the salary may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that, unless otherwise permitted by law, will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, the salary is subject to certain reductions. For example, unless state law requires otherwise, the salary can be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences for sickness or disability.
- Full-day disciplinary suspensions for infractions, egregious in nature.
- Family and Medical Leave absences (either full- or partial-day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full work week in which you do not perform any work.

The salary may also be reduced for certain types of deductions such as employee share of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to the 401(k) plan.

In any work week in which an exempt employee performs any work, his or her salary will not be



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 36 of 43
Rev: 6
12-01-2017

reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absence due to employer's decisions to close a facility on a scheduled work day.
- Absence for jury duty, attendance as a witness, or military leave in any week in which the employee has performed any work.
- Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

Any employee who believes that he or she has been subject to any improper deductions should immediately report the matter to his or her supervisor the Human Resources Department.

Paychecks

Paychecks be paid bi-weekly for all time worked during the past pay period.

The payroll stub itemizes deductions made from gross earnings. By law, QuEST is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. The payroll stub will also distinguish between regular pay overtime pay.

If a regularly scheduled payday falls on a weekend or Company holiday, the payday will be moved to the preceding workday.

Any employee believes there is an error in his or her paycheck should immediately contact the Payroll Department at: payroll_us@quest-global.com so QuEST can resolve the matter as quickly as possible.

QuEST offers and recommends that employees enroll in automatic direct deposit. This allows QuEST to deposit earnings directly into employees' financial institutions. An employee may allocate his or her earnings to up to three (3) different bank accounts. Employees can access the direct deposit authorization form through the onboarding system and submit it directly to the Payroll Department at: payroll_us@quest-global.com or by enrolling directly through the ADP website.

Employees being paid for the first time or who are in the process of changing banks may receive a physical check. Physical checks will be mailed out through the United States Postal Service. For employees who do not select direct deposit, QuEST will mail paper checks directly to the employee's home via the U.S. Postal Service the day before the pay date.

Upon termination of employment, final paychecks will be issued as a paper check and will not be directly deposited into the employee's account.

Salary Advances

QuEST does not permit advances on paychecks or against non-accrued vacation or paid time off.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 37 of 43
Rev: 6
12-01-2017

V. EMPLOYEE PERFORMANCE APPRAISAL

It is the policy of QuEST to regularly advise employees as to how well they are performing their job responsibilities and to define expectations and goals. To accomplish this, all employees will receive an employee performance appraisal at least once during each year.

Supervisors should counsel with employees regarding their performance on a routine basis. The annual performance appraisal provides an opportunity for the supervisor and employee to discuss the job, the expectations each has for the other, how well the job is being accomplished, ways to improve the employee's performance and the organization's performance.

The performance appraisal must be discussed with the employee confidentially. The performance appraisal becomes a part of the employee's personnel record.

VI. BENEFITS

For more information regarding benefits programs, please refer to QuEST Summary Plan Descriptions, which were provided to employees upon hire, or contact the Human Resource department.

Medical, Dental and Vision Insurance

All employees who are regularly scheduled to work a minimum of 30 hours/ week, will be eligible for enrollment into medical; dental; vision plans, after they have been employed for 30/60 days, depending on the Band in which they are hired.

The eligibility

Employees who wish to enroll in QuEST's benefit plans are required to notify their elections to Human Resources department. Once made, elections are fixed for the remainder of the plan year. Changes in family status, as defined in the Plan document, allow employees to make midyear changes in coverage consistent with the family status change. Please contact the Human Resource department to determine if a family status change qualifies under the Plan document and IRS regulations.

At the end of each calendar year during open enrollment, employees may change medical and dental elections for the following calendar year.

Additionally, employees are allowed Special enrollment options when they experience, one of the following qualifying life events.

Having a baby, adopting a child, or placing a child for adoption: Enrollment begins on the day of the event.

- Enrollment window: 30 days after the event to notify HR and enroll into benefits.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 38 of 43
Rev: 6
12-01-2017

Getting married: Enrollment begins on the day of the event.

- Enrollment window: Up to 30 days after marriage. (Cannot enroll until after the marriage.)

Losing other health coverage, including losing a job-based plan, aging off a parent's coverage at 26, losing coverage through divorce, losing eligibility for Medicaid or CHIP, and similar events

- Coverage can take effect: Enrollment begins on the day of the event.

The Human Resource department is available to answer benefits plan questions and assist in enrollment as needed.

Group Life Insurance

QuEST offers regular full-time employees who have been employed for 30/60 days an employer-paid basic group term life policy along with an accidental death and dismemberment policy. Each policy generally pays a death benefit equal to the lesser of their "Life Salary" (as defined in the Plan document) or \$100,000.

Short-Term Disability Benefits

QuEST's short-term disability plan is a benefit that provides partial pay for employees who are unable to work due to illness, injury or disability not related to work, after an absence of more than seven consecutive calendar days. Benefits begin on the eighth day of disability and continue for related absences up to a maximum of 26 weeks. Employees will not be able to return to work without submitting to Human Resources a note from a physician or licensed health care professional authorizing the employee's return. Any time spent on short-term disability counts as part of the employee's FMLA leave.

Long – term Disability Benefits

Effective January 1, 2018, benefit eligible employees will receive Long term disability benefits. Coverage begins after 180 days of disability. The benefit period is upto social security normal retirement age.

401(k) Plan

QuEST offers a voluntary pretax salary reduction plan in which regular full-time and regular part-time employees (scheduled for and working a minimum of 20 hours per week), who are 21 years of age or older, may elect to participate beginning with the first payroll period administratively feasible after employment. Information regarding the Plan are circulated to all employees periodically throughout the year.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 39 of 43

Rev: 6
12-01-2017

Further details about the Plan may be obtained from the Human Resource department and the Plan document.

Workers' Compensation Benefits

QuEST is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their department supervisor.

Tuition Assistance

Please refer “Higher Education plan” document for information about this policy. Any questions or comments should be directed to the HR department.

Employee Assistance Program (EAP)

Through the employee assistance program (EAP), QuEST provides confidential access to professional counseling services. The EAP, available to all employees and their immediate family members, offers problem assessment, short-term counseling and referral to appropriate community and private services. This service is provided by The Hartford. Details of the plan are available under Tools & Reference section on ADP website.

The EAP is strictly confidential and is designed to safeguard an employee's privacy and rights. Contacts to and information given to the EAP counselor may be released to QuEST only if requested by the employee in writing. There is no cost for an employee to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.

Section 125 Flexible benefits Plans

QuEST offers Flexible benefits plans, which are permitted under Section 125 of the federal tax code. These plans enable employees to contribute to their costs for certain types of benefits through pretax deductions from their wages. Under Section 125, an employee's costs for specific benefits that he or she has selected can be deducted from the employee's salary without being subject to federal income, Social Security, and Medicare taxes or to state and local taxes.

The benefits that can be provided in a flexible benefits plan are considered qualified benefits.

Qualified benefits offered by QuEST include the following:

Premium conversion plan (Health; Prescription drugs; Dental & Vision) - Allows employees to contribute their portion of premiums for health insurance and other types of benefits through pretax payroll deduction

Life insurance and accidental death and dismemberment (AD&D) plans (employee, not spouse or dependent; with limitations).

Hospital indemnity, cancer coverage and other voluntary plans.

Health flexible spending accounts.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 40 of 43

Rev: 6
12-01-2017

Dependent care flexible spending accounts.
Health savings accounts.
Vacation buy plan

Once elected, pretax benefits are irrevocable for the duration of a plan year. Employees may change elections if they experience a qualified change in status. i.e a change in legal marital status, as through marriage or divorce; a change in the number of the employee's dependents, as through birth, adoption or death; a change in employment status—but only if it alters eligibility or contribution amounts; Satisfaction of, or failure to satisfy, requirements for being considered a dependent; a change in residence if it affects eligibility for a plan such as a health maintenance organization. Commencement or termination of adoption proceedings

Flexible Spending Account

QuEST offers an employee-funded flexible spending account (FSA) to regular full-time employees hired on or before January 1 of a calendar year. Plan participants may elect an annual amount of flexible dollars to pay for eligible health care expenses, including medical or dental insurance deductibles, copayments, and out-of-pocket costs for vision care and other types of care.

If eligible medical or dental expenses are less than the elected annual amount of flex dollars for that year, the balance will be forfeited.

VII. HOLIDAYS & TIME OFF BENEFITS

QuEST offers holiday & time off benefits to regular full time employees. Please refer the following documents to review these benefits:

Vacation and Other Time Off benefits	L3-PY-NA0-682
Paid Time Off Plan for Band 1 Non Exempt, Hourly employees	L2-PY-HR0-347
Personal Leave; FMLA & Military leave	L4-TM-BEO-011

SUMMARY

This Handbook is intended to provide information, in a general way, with that will help employees understand QuEST's policies, rules and benefits. Because of the flexibility required in a changing workplace, QuEST reserves the right to handle issues on an individual basis with respect to policies and procedures.

It is our sincere hope that all employment with QuEST will be successful and enjoyable for both the employee and the Company

Employee Handbook Acknowledgment and Receipt

I have received my copy of the Employee Handbook.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 41 of 43Rev: 6
12-01-2017

The employee handbook describes important information about QuEST, and I understand that I should consult my manager or Human Resources regarding any questions not answered in the handbook. I have entered into my employment relationship with QuEST voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or QuEST can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

I understand and agree that, other than the president of company, no manager, supervisor or representative of QuEST has any authority to enter into any agreement for employment other than at will; only the president of QuEST has the authority to make any such agreement and then only in writing signed by the president of QuEST.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with QuEST. By distributing this handbook, QuEST expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by QuEST, and QuEST reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the Sr. Vice President – Human Resources of QuEST has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at QuEST is employment at will, which may be terminated at the will of either QuEST or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by QuEST or myself.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

 Employee's Signature

Vedabrat Etwaru

 Employee's Name (Print)

 Date

APPENDIX A



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani
Page 42 of 43Rev: 6
12-01-2017**CONFIDENTIALITY AGREEMENT**

I hereby acknowledge that during the course of my employment with QuEST Global Services N.A, Inc. (“QuEST”), I will have access to and be responsible for the protection of certain proprietary and/or confidential information of QuEST (hereinafter, “Confidential Information”). Confidential Information includes, but is not limited to, ideas, techniques, product specifications, intellectual property, marketing plans, business strategies, products, budgets, trade secrets, customer lists, supplier lists, data relating to existing, past, or future customers or employees of QuEST, personnel information, statistical data, financial data, profits, income, sales, technological innovations, credit files, computer software, strategic plans, methods of determination of prices, method of operation, and ideas developed by or for QuEST, or any other data or information relating to the business of QuEST or which gives QuEST a competitive advantage over others who do not know or have access to such information.

I understand that Confidential Information is extremely sensitive information and improper use and/or disclosure of Confidential Information could be detrimental to QuEST. I agree that, during and after the termination of my employment with QuEST, I will not use for any purpose or disclose any Confidential Information to any third person or party, including my family members, except as specifically authorized in the course of my employment and required for carrying out my duties. I also agree to abide by any all rules, policies and procedures concerning confidentiality that QuEST may adopt from time to time. If I have any questions regarding whether any information is Confidential Information, I will ask my supervisor for instructions and will not disclose such information unless otherwise instructed by my supervisor.

I will not duplicate, copy, print or disseminate any Confidential Information except as necessary and proper in the course of my employment. On or before the termination of my employment for any reason and whenever requested by QuEST during my employment, I will return to QuEST any and all property of QuEST including, without limitation, and Confidential Information in my possession, without retaining any copies, and will thereafter not disclose or use for any purpose any such Confidential Information to any person or organization.

I also agree that any and all information that I develop, conceive or make, either alone or with others, within the scope of my employment or service, shall be the sole property of QuEST and QuEST shall be the sole owner of all patents and other rights in connection therewith, unless QuEST provides me a written release. I hereby assign and agree to assign to QuEST any rights I may have or may acquire in such information.

I have read and received a copy of this Confidentiality Agreement and hereby acknowledge my responsibility in safeguarding Confidential Information. I understand that any violation of this Confidentiality Agreement could result in disciplinary action up to and including termination of employment. I further understand and acknowledge that QuEST would suffer irreparable harm in the event of a breach by me of this Confidentiality Agreement and that QuEST would be entitled to an injunction restraining me from any breach or threatened breach of this Confidentiality Agreement. Nothing contained herein shall be construed to prohibit QuEST from pursuing any other remedies at law or at equity which it may have for any such breach or threatened breach for any provision of this Confidentiality Agreement, including the recovery of damages.



North America –Quality Management System

L3-MA-HRO-130- Employee Handbook

Owner: Meghna B Gangwani

Page 43 of 43

Rev: 6

12-01-2017

Signature: _____ Date: _____

Print Name: vedabrat Etwaru



Offer Letter Details

Q: What kinds of documents are typically attached in the offer email?

- *QuEST Offer of Employment*
- *QuEST Confidentiality & Non-Compete Agreement (Employee Agreement)*
- *Customer Documents*
- *Benefits*
- *Background Check Authorization Form*

Q: How much time do I have to respond to the offer letter?

- *Typically we give candidates 7 days to respond to the offer letter*

Q: How do I respond to the offer?

- Please fill and sign all the documents in docusign
(Make sure to put N/A in the empty / non applicable boxes)

Benefits

Q: How long until I am eligible for benefits? What is the cost?

- *Bands 1 & 2 on the first of the month following 60 days from the hire date; bands 3, 4, 5 = 1st of the month following 30 days from the start. We could send you the cost sheet it depends on the plan.*

Q: Who is Health benefits Provider? Dental?

- *AETNA & AETNA Dental*

Q: Do I get more vacation/time off with tenure?

- *Yes you do. Based on your band and tenure, you get incremental in vacation days. Please refer to the benefits documents.*

Payroll

Q: How often do you get paid?

- You get paid biweekly



Q: Does QuEST Global offer Direct Deposit?

- Yes we do. Once you start working with us, you will receive the direct deposit form that you will need to fill out.

Legal Document

Q: What is an employee agreement?

- *An employment agreement sets out the terms and conditions of your job. Under the law, your employer must provide you with a written employment agreement, no matter what kind of job you do. An employment agreement is agreed to by both the employer and the employee. An individual employment agreement is just between you and your employer and may be similar to any collective agreement in your workplace. A collective agreement is negotiated by a union representing employees who are members of the union.*
- *Your employment agreement is the most important document about your job. Make sure you sign it and keep a copy of it in a safe place.*

Employee Referrals

Q: I have couple friend with similar backgrounds seeking for work. Who can I email the resume to?

- Email the resume to TAT_NA@QuEST-Global.com

1st Day of Work

Q: What time do I need to show up for work?

- *The Hiring Manager /Admin will send you the details for your first day*

Q: What do I need to wear?

- *Our dress code is business casual*



Pre-Onboarding Checklist

To help you get started in your new role as a QuEST Global employee, we have created this pre-onboarding checklist. The checklist includes all required forms that must be completed and returned prior to your first day of employment, as well as helpful links and information about QuEST Global.

If you have any questions, or need further assistance, please do not hesitate to contact HR Services.

Follow the steps below to begin the pre-onboarding process:

Step 1 - Sign and Return Your QuEST Global Offer Letter via DocuSign

If you haven't done so already, be sure to sign and complete the paperwork in DocuSign

Note: QuEST Global's offer is contingent upon successfully passing a pre-employment background check and a drug screen (see Step 2 below).

Step 2 - Initiate the Background Check/Drug Screening/I9 Verification Process

Once you have accepted QuEST Global's job offer, you must successfully complete and pass a pre-employment **background check** and a **drug screen** (only if specified). It is critical that you follow the outlined steps in the **email send to you by HR Team** to efficiently and accurately complete your screenings.

Email From HR with Subject: Welcome to QuEST - Document Verification for Onboarding

You will have 3 days to complete Both Part 1 and Part 2.



Part 1: Update your details in the **QuEST Onboarding portal** and submit. Please use the login which will be provided to you in the email.

The following documents will need to be uploaded in the onboarding portal.

- Proof of Identity (Passport or ID)
- Proof of Employment Authorization

Part 2: **I-9** verification

QuEST uses an electronic system from ADP for I-9 verification.

IMPORTANT: Forms to bring with you on Day 1 Orientation:

- **I-9 & Instructions** (Bring necessary identification documents to orientation)
 - On the day of joining, please submit the original documents you have mentioned in the I-9 form submission to the HR representative (if you join a QuEST location that has an onsite HR representative) or the hiring manager at your location, for verification.
 - If you are working from a customer location, you can send the scanned copy of the documents to onboarding_US@quest-global.com, if you have not submitted the same in the QuEST Onboarding portal.