

# Employee Handbook

Welcome to the team!

**e.t.s.** Staffing  
Recruiting  
Consulting





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## WELCOME ABOARD!

I'd like to personally congratulate you on your new position, and welcome you to the team. We're so honored that you've chosen ETS to help you pursue your personal and professional goals.

It's an exciting time for ETS. As we continue to grow, we strive to remain as adaptable, motivated and responsive to our new employees as we are to our clients. Remember, we are here every step of the way.

As part of our team, you are our most important and greatest asset. We could not accomplish what we do every day without you!



Deborah Cleary  
President and CEO  
ETS, Inc.

## ETS Vision:

**"Build World Class Teams"**

## ETS Mission:

**"Aligning creative processes, technology and relationships to meet client needs."**

## DISCLAIMER

The contents of this handbook are presented as a matter of information only and are not intended to cover all policies, plans and procedures of ETS. This handbook is not intended to create, nor is it to be construed as, a contract between you and ETS, nor does it guarantee placement on assignment or that any placement on assignment will be of a definite duration. Employment with ETS is at-will, which means that employment can be terminated by you or ETS for any reason or no reason at any time. Your execution of the Acknowledgment of Receipt of the Employee Handbook constitutes acknowledgment, understanding and agreement to comply with the policies, plans and procedures contained herein. ETS reserves the right to add, terminate, or change any or all policies, plans or procedures of ETS, in whole or in part, at any time with or without notice. No one other than the CEO or the CFO of ETS may alter or modify any of the policies in this handbook. Any statements or promises made by a supervisor or manager may not be interpreted as a change in policy or constitute an agreement with an employee.

Unless otherwise stated in this handbook, the contents of this handbook are applicable to contract employees placed on assignment with a client by ETS and are referred to throughout this handbook as "employees." Any references to "employment" in this handbook and/or in other forms you receive from ETS refer to the periods of time when you perform actual work and earn wages during assignments and not to periods of time between assignments. If you elect to participate in a client interview, such time is not compensable.

Generally, employees are individuals who are eligible for temporary or contract work assignments to support or supplement a client's or ETS's workforce during time periods of, including but not limited to, employee absences, temporary skill shortages, seasonal workloads, and special long- and short-term assignments and projects.

The information contained in this Employee Handbook is proprietary to ETS. Nothing in this handbook is intended to violate or supersede applicable law. Should any policy or provision contradict applicable law, that law shall be applied.

This handbook was specifically designed to prepare you for your assignments. It provides contact information and examples of when you should contact ETS, some benefits information, and communicates many of ETS's policies and procedures.

## EQUAL EMPLOYMENT OPPORTUNITY

ETS is strongly committed to providing equal employment opportunities for all employees and all applicants for employment. Equal employment opportunity is a right and responsibility that affects every member of our organization.

ETS is committed to extending equal opportunities to all employees and qualified applicants for employment without regard to race, color, religion, creed, sex, sexual orientation/affectual preference, gender identity, national origin, handicap, ancestry, partnership status, pregnancy status, uniformed service, military and veteran status, arrest record, employment status, marital status, citizenship, age, genetic information, crime victim status, place of birth, HIV status or any other legally protected categories in accordance with applicable federal, state and local laws. The Company is committed to complying fully with the New York State Human Rights Act and Vermont Fair Employment Practices Act.

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, upgrading, transfer, demotion, layoff, recruitment, advertising or solicitation for employment, treatment during employment, selection for training and education, leaves of absence, compensation, benefit programs and termination.

## ASSIGNMENTS - WORKING WITH ETS

ETS has a team of talented recruiters that are here to help you find the right job for your skill sets and your career objectives. In order to do this, you are required to update your availability for work regularly. Once you have notified ETS of your availability, we will contact you if we have an assignment that matches your skills, experience and qualifications. We must have an email address and/or a working telephone number where we can reach you or leave a message.

When you accept an assignment, you will be making a commitment that you will work for the duration of the assignment. When you accept an assignment with ETS, your recruiter will provide you with:

- The company's name and location
- Directions to the worksite
- Start date and time
- Work hours
- Check-in procedures, if required
- Supervisor's name
- Description of what you'll do on the job
- Dress code, including any required safety equipment
- Pay rate

Your ETS recruiter is your primary source of information about your assignment so please ask as many questions as you need. We want to make sure your assignment meets your expectations. When you accept an assignment, remember that we are counting on you to do your best.

**ETS is your employer!** Whether you're on a short or long term assignment with our client, you are still an ETS employee.

## ASSIGNMENTS - WORKING WITH ETS

### While on assignment:

- Arrive on time each day of your assignment.
- Introduce yourself to the person to whom you are to report.
- Be polite, cooperative and willing to help whenever you're asked.
- Follow ETS's and/or the client's dress and grooming policy. Your ETS recruiter will tell you what to expect, but when in doubt always dress more conservatively.
- Follow and comply with the rules, policies, procedures, and working conditions established by ETS's clients for their premises.
- Behave in a professional manner. This means that your personal conduct, including conversations in the workplace, must not violate ETS policies including, but not limited to, ETS's Anti-harassment policy contained in this handbook. You must also refrain from threatening action, conduct or language.
- Maintain confidentiality. Don't discuss your work with anyone other than your supervisor.
- If you don't know how to operate a piece of equipment, ask for help before attempting to use it.
- During working hours, avoid making personal calls, using personal cell phones/electronic equipment to send emails, or using other personal electronic communications, except in the case of an emergency.
- If your mobile telephone has the ability to take pictures, do not take pictures at the client job site. This is a violation of confidentiality.
- Notify your Recruiter immediately when you finish your assigned task. Ask if there's more work you can do.
- Don't walk off the job. If your job is not running smoothly, call ETS. We, not the client, are your employer and can help you with any job-related problem. Please keep in close contact with us.
- If you have any questions regarding your current assignments work hours, overtime, meal and/or rest periods, please contact your ETS recruiter.
- Follow the time submittal procedures provided to you by your ETS recruiter to ensure we have the information required to pay you.
- Do not be afraid to ask questions on the job about the tasks you are performing. If you are unsure of something, check with your supervisor.
- Do not approach the client about full-time employment. If you have an interest in a position; let your ETS recruiter know.

## ASSIGNMENTS - WORKING WITH ETS

### Contact Policy

It is ETS's policy that you provide your personal contact information (change of address, telephone number, email address or direct deposit), availability for work, and inform ETS of any changes/issues regarding your assignment at a client. Furthermore, throughout this Employee Handbook we have incorporated information and instances as to when you are required to contact your ETS Recruiter or HR.

Upon conclusion of each assignment, you must promptly contact ETS.

Employees should not contact ETS's clients directly, unless expressly directed to do so by an ETS Recruiter. Upon conclusion of your assignment, your ETS Recruiter will arrange for the return of any personal items that may remain at the client site and for the return of any client issued IDs, badges, etc. Direct any questions regarding the reasons for the assignment's completion to ETS, not the client.

### Attendance

Punctuality is of the utmost importance in maintaining a good relationship with ETS and the job to which you are reporting. When you accept an assignment with ETS you are making a commitment to be on time and to complete the assignment. Please notify your ETS recruiter at least one hour prior to your start time if you are sick or unable to report to work at your scheduled time. Failure to notify ETS of your inability to report on time, absence due to illness or inability to complete an assignment may result in ineligibility for future assignments and benefits. Three (3) no call/no shows on any one assignment may result in termination.

### Dress Guidelines

Appropriate dress and hygiene are important in promoting a positive company image. ETS expects you to be well-groomed and dressed in a manner appropriate to your assignment.

Any employee who does not meet the dress and hygiene requirements may be sent home to change. Employees will not be paid for this time. Employees who do not adhere to these rules may be subject to disciplinary action, up to and including termination.

This policy is not intended to interfere with any employee's disability or religious beliefs or other rights. If for any reason you require an accommodation, contact HR.

### Open Door Policy

ETS strongly encourages and supports open communication among employees and ETS recruiters, management and HR. Employees should feel free to make suggestions, ask questions, raise issues and air concerns to their ETS recruiter.

## ASSIGNMENTS - WORKING WITH ETS

### Performance Expectations

Employees are expected to meet ETS's standards of work performance, to perform his or her job competently, to maintain satisfactory interpersonal relations with clients and co-workers, and to conduct themselves appropriately in the workplace. Failure to meet these standards, in the judgment of ETS Management, may result in disciplinary action, up to and including immediate termination of employment.

Although ETS attempts to work with employees to correct inappropriate behavior, exceptions or deviations from this procedure may occur whenever ETS deems that circumstances warrant it. ETS specifically reserves the right to take whatever disciplinary action it deems in its sole discretion to be appropriate, including immediate discharge. It should be remembered that employment with ETS is at-will. **Accordingly, either the employee or ETS can terminate the employment relationship at any time, with or without notice or cause.**

An exit interview may be conducted by ETS with the departing employee. The exit interview may be conducted to clarify the reason for the employee's separation, and to make any necessary arrangements pending the separation from employment.

As noted above, disciplinary concerns arise where performance falls below expected standards. Additionally, such concerns arise where behavior violates the law or company rules and policies. By way of example and not limitation, the following conduct is strictly prohibited and will result in disciplinary action up to and including immediate discharge:

- Violating any policy in this handbook or any other applicable work rule or policy.
- Engaging in fraud, falsifying records, making maliciously false statements to supervisory personnel or a manager, or being dishonest with or discourteous to co-workers, clients, vendors, and suppliers.
- Illegal gambling on the property of ETS or its client.
- Use or illegal possession of weapons or firearms on the property of ETS or its client.
- Violation or disregard of workplace safety rules or practices.
- Engaging in criminal behavior that makes the employee unfit for his/her position.
- Unauthorized work elsewhere while on a leave of absence or unexcused failure to return to work at the end of an authorized leave of absence.
- Engaging in threatening, intimidating, or coercive conduct, or using profane, obscene or abusive language toward, other ETS employees, clients, suppliers, or vendors.
- Engaging in disorderly conduct (including fighting, horseplay, and other types of physical altercations) while on the property of ETS or its client or while engaging in ETS or client business.
- Engaging in obscene conduct or viewing/displaying indecent materials, literature or pictures on the property of ETS or its client or while using the resources of ETS or its client.
- Sleeping, giving the appearance of sleeping, or loafing during working hours.

## ASSIGNMENTS - WORKING WITH ETS

### Performance Expectations Continued

- Insubordination, which includes, but is not limited to, the following conduct: (a) refusal or failure to obey work orders or perform a job assignment given by your manager or manager; (b) public displays of disrespectful behavior on the property of ETS or its client, or toward a manager; (c) threatening, intimidating, coercing, or interfering with supervision; (d) abusive language to any supervisor, co-worker or manager; or (e) openly making or publishing false, vicious, or malicious statements concerning supervisors or Managers.
- Stealing, misappropriating, misusing, removing, defacing, abusing, vandalizing or otherwise destroying or impairing the usability of ETS property, your co-workers, ETS's clients or suppliers.
- Carrying on your own or another business enterprise during working hours, or otherwise allowing your own or another business enterprise to interfere with the performance of your duties as an ETS employee as well as unauthorized use of property belonging to ETS, your co-workers, ETS's clients, or suppliers for the purpose of carrying on your own business or another enterprise.
- Providing any person with unauthorized access to ETS property, your co-workers or ETS's clients or suppliers.
- Any act that adversely affects ETS, ETS employees or clients' integrity, security, effectiveness, or safety.

### Pay & Time Practices

#### Work Week

ETS work week runs Monday at 12:00am to Sunday 12:00pm. Payday is Thursday.

#### Time Reporting

As your employer, ETS is required to keep records of days and hours worked. Our clients may record time using their preferred method and will approve and send to ETS Payroll Dept. for processing. Upon your assignment, your supervisor will explain how you will record your time.

#### Payment Methods

ETS offers a few different options on how you can receive your pay.

- Live Check
- Direct Deposit
- Pay Card

#### Overtime

Hours worked greater than 40 in a work week are to be paid at time and a half.

#### Lunch / Meal Breaks

Greater than 6 hour shifts require a minimum 30 minute meal break, which is typically unpaid.

## ASSIGNMENTS - WORKING WITH ETS

### Child Labor, Forced Labor and Human Trafficking Prohibitions

#### Child and Forced Labor:

- ETS will not tolerate the use of child or forced labor or human trafficking in any of its operations or client organizations.
- We will not tolerate the exploitation of children, their engagement in unacceptably hazardous work, and the physical punishment, abuse, or involuntary servitude of any worker.
- We expect our suppliers and contractors with whom we do business to uphold the same standards. Should a pattern of violation of these Principles become known to ETS and not be corrected, we shall discontinue the business relationship.
- For purposes of these Principles, a “child” is anyone who is less than 17 years of age.
- ETS supports temporary workplace internship and apprenticeship education programs for younger persons as well as customary seasonal employment so long as such persons are closely supervised and their morals, safety, health, and compulsory education are not compromised in any way.
- It is the responsibility of management to implement and ensure compliance with these Principles at ETS and at client’s facilities.

#### Human Trafficking:

- ETS will not do business with any person or entity engaging in human trafficking-related activities. These activities include engaging in sex trafficking, procuring commercial sex acts (even if this practice is legal in the jurisdiction where it transpires), using force, fraud, or coercion to subject a person to involuntary servitude, or obtaining labor from a person by threats of serious harm to that person or another person, among others.
- ETS also prohibits employees, contractors, contractors’ employees, and client organizations from engaging in practices relating to trafficking in persons, including:
  - Destroying or otherwise denying access to an employee’s identity or immigration documents;
  - Using misleading or fraudulent practices to recruit employees, such as failing to disclose key terms and conditions of employment;
  - Using recruiters that do not comply with local labor laws;
  - Failing to provide return transportation to certain employees who are brought to a country for the purpose of working on a U.S. Government contract;
  - Failing to provide an employment contract or work document where required by law.

#### Requirements for compliance:

- ETS will take appropriate disciplinary action for violations of these rules, up to and including discharge of employees, contractors, and client organizations.
- ETS companies must cooperate fully with appropriate governmental authorities in audits or investigations relating to such violations. Employees of ETS companies are required to cooperate in any internal or external investigation of suspected wrongdoing under this policy.

## ASSIGNMENTS - WORKING WITH ETS

### Child Labor, Forced Labor and Human Trafficking Prohibitions

#### **Mandatory Reporting Requirements:**

Employees having knowledge of credible information concerning actual or potential violations of this policy must report them immediately to the CEO. Failure to report actual or potential illegal behavior or actual or potential violations of this policy may also subject employees to disciplinary action, up to and including termination of employment.

Any person who receives reports of possible violations under this policy must notify the CEO immediately. When making a report, employees are encouraged to share as much information as possible so that appropriate action can be taken.

In addition to the reporting requirements described above, it is possible for ETS employees to report activity inconsistent with this policy to a third-party managed hotline or to a joint employer. Such reporting does not satisfy an employee's obligation to report to ETS credible information concerning actual or potential violations of this policy immediately.

#### **Non-Retaliation Policy**

ETS does not tolerate retaliation or threats of retaliation against anyone who raises a concern under this policy or who assists with an internal or governmental audit or investigation. Any employee who engages in retaliation or threats of retaliation will face disciplinary action, which could include termination of employment.

## ASSIGNMENTS - WORKING WITH ETS

### Corporate Social Responsibility (CSR) & Sustainability Policy

ETS is committed to working towards sustainable development and establishing, promoting and maintaining a culture of sustainability and environmental and social responsibility. We will conduct business in a safe, socially responsible and ethical manner.

ETS is committed to building relationships within communities by contributing to the areas served by our organization, either by our direct involvement or through the services we provide.

ETS will integrate community investment considerations into decision-making, and business practices and waste avoidance and reduction initiatives that focus on optimizing the efficiencies of space, time and materials. We recognize the 'triple bottom line' (environmental, social and economic) benefits of CSR; Sustainability initiatives.

We will implement actions identified across the following sustainability priority areas: energy, waste, water, social and economic, office and venue buildings, procurement, HR and administration. Management and employees are encouraged to integrate CSR Sustainability objectives into their projects.

Corporate Social Responsibility values and environmental sensitivity must be continuously conveyed and reinforced to all ETS employees to assist with meeting the above requirements.

## ASSIGNMENTS - WORKING WITH ETS

### Code of Business Conduct

At ETS, we strive every day to earn the trust and loyalty of our associates, customers, suppliers, colleagues, investors, governments and the communities in which we work.

Maintaining our strong reputation requires a clear communication of policy, effective ways to detect potential violations, good leadership and personal responsibility.

The ETS Code of Business Conduct emphasizes both the individual's responsibility to act with integrity and ETS leaders' responsibility to create a culture of compliance in which employees and others can exercise sound judgment and feel comfortable about raising concerns without fear of retaliation.

Integrity and compliance are core principles at ETS. How we conduct ourselves day to day – with each other, our clients and our competitors – is the foundation of our reputation as an ethical company. That's why we do everything we can to protect our reputation by making sure our actions and policies are not only legal, but in line with the highest levels of business ethics and personal integrity.

We foster an environment of open, honest communication, and we encourage all employees to raise their questions or concerns and to report suspected violations of law or company policy without fear of retaliation. We encourage you to contact us because no one has better insight into what is happening within ETS than our people.

### Anti-Harassment, Discrimination and Retaliation

ETS is committed to providing a work environment that is free of discrimination and unlawful harassment, including sexual harassment and harassment based on race, color, religion, creed, sex, sexual orientation/affectional preference, national origin, citizenship, age, disability, handicap, genetic information, marital status, gender identity, ancestry, sexual orientation, pregnancy status, uniformed service, military and veteran status, employment status or any other characteristic protected by law, rule or regulation. This policy applies to all aspects of employment, including but not limited to recruiting, hiring, compensation, training and development, benefits, promotion, demotion, discipline and termination.

#### *Definition of Harassment (General)*

Harassment is a form of discrimination that includes unwelcome verbal, non-verbal or physical conduct that denigrates or shows hostility or aversion towards an individual because of race, color, religion, creed, sex, sexual orientation/affectional preference, national origin, citizenship, age, disability, handicap, genetic information, marital status, gender identity, ancestry, sexual orientation, pregnancy status, uniformed service, military and veteran status, employment status or any other characteristic protected by law, rule or regulation, or that of persons with whom the individual associates.

## ASSIGNMENTS - WORKING WITH ETS

### Anti-Harassment, Discrimination and Retaliation

ETS' strict policy is to prohibit behavior based on a person's race, color, religion, creed, sex, sexual orientation/affectional preference, national origin, citizenship, age, disability, handicap, genetic information, marital status, gender identity, ancestry, sexual orientation, pregnancy status, uniformed service, military and veteran status, employment status or any other characteristic protected by law, rule or regulation that: (1) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities. Regardless of whether any single instance of improper behavior constitutes harassment prohibited by law, it is ETS' policy that such behavior is inappropriate and offensive, will not be tolerated, and may be subject to corrective action up to and including termination of employment. Examples of behavior that violate this policy and may constitute harassing conduct include, but are not limited to:

- epithets, slurs, quips, or negative stereotyping that relate to race, color, religion, national origin, ancestry, sex, sexual orientation/affectional preference, age, handicap, disability, or any other category protected by law;
- threatening, intimidating or hostile acts that relate to race, color, religion, national origin, ancestry, sex, sexual orientation/affectional preference, age, handicap, disability, or any other category protected by law;
- written or graphic material (including graffiti) that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, national origin, ancestry, sexual orientation/affectional preference, age, handicap, disability, or any other category protected by law and that is placed on walls, bulletin boards, or elsewhere on ETS' premises, or circulated (including by e-mail) or displayed in the workplace; or
- "jokes," "pranks," or other forms of "humor" that are demeaning or hostile with regard to race, color, religion, national origin, ancestry, sex, sexual orientation/affectional preference, age, handicap, disability, or any other category protected by law.

#### *Definition of Sexual Harassment*

Sexual harassment includes unwelcome or unwanted sex-based conduct when: (1) an employee's submission to or rejection of this conduct either implicitly or explicitly affects decisions regarding hiring, evaluation, compensation, promotion, termination of employment or any other aspect of employment; or (2) such conduct substantially interferes with an individual's employment or creates an intimidating, hostile or offensive work environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different sex. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body or attire, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including e-mail, calls, texts or social media usage even if they occur away from work premises or not during work hours); and other physical, verbal or visual conduct of a sexual nature.

## ASSIGNMENTS - WORKING WITH ETS

### Anti-Harassment, Discrimination and Retaliation

ETS prohibits any inappropriate or offensive behavior including, but not limited to:

- coerced sexual acts;
- express or implied demands for sexual favors in exchange for employment, favorable reviews, assignments, compensation, promotions, continued employment or promises of continued employment;
- touching or assaulting an individual's body, or staring, in a sexual manner;
- graphic, verbal or written commentary about an individual's body or sexuality;
- unwelcome or offensive sexual jokes, sexual language, sexual epithets, sexual gossip, sexual comments or sexual inquiries;
- unwelcome flirtations, advances, or propositions;
- sexually suggestive, or obscene comments or gestures;
- the display in the workplace of graphic and sexually suggestive objects, pictures or graffiti;
- negative statements or disparaging remarks targeted at one sex (either men or women), even if the content of the verbal abuse is not sexual in nature; or
- any form of retaliation against an employee for complaining in good faith about the type of behavior described above or supporting the complaint of an alleged victim.

#### *Reporting and Investigating a Complaint*

ETS, Inc. expects its employees to report any incident of discrimination, harassment or retaliation to a Human Resources Department Representative, to your immediate manager or any other member of management. We expect prompt reporting of complaints so that rapid and appropriate action may be taken. Supervisors and managers are required to report all conduct they believe may violate this Policy, whether they directly observe the conduct or it is reported to them, or directly to a Human Resources Department Representative. Complaints will be accepted in writing or orally. Complaint forms are available from HR and also on ETS employee portal.

ETS also expects individuals to report perceived acts of discrimination or harassment by non-employees, such as clients, vendors, contract personnel, other service providers and any other non-employees. Such reports should also be made to any of the persons listed above.

All allegations of harassment and discrimination will be promptly investigated following our internal policy. The investigation may include individual interviews with the parties involved, individuals who may have observed the alleged conduct or may have other relevant knowledge. If an employee refuses to participate in an ETS inquiry, ETS will base its conclusions on the other information gathered during the inquiry and inferences drawn from all of the credible evidence.

ETS will endeavor to maintain confidentiality throughout the investigatory process to the extent practical and appropriate under the circumstances. Individuals involved in the investigation process are expected to provide their full cooperation and to maintain confidentiality.

## ASSIGNMENTS - WORKING WITH ETS

### Anti-Harassment, Discrimination and Retaliation

At the conclusion of the investigation, ETS will advise any individual who has made a complaint under this Policy that the investigation has concluded and share other information as may be appropriate under the circumstances.

Our immediate goal is to take prompt remedial action to stop any discriminatory, harassing or offensive conduct. Our second goal is to assure that the violation will not reoccur. Even where a violation is not found, it may be appropriate to discipline individuals regarding their behavior.

#### *External Complaint Process*

While ETS believes that effective implementation of this policy will create a healthy work environment free of discrimination, harassment and retaliation, the Company also believes that, should prohibited actions occur, appropriate action will be taken to stop the behavior and deal with the situation. Employees also have the right to make a complaint to the appropriate government agency, as noted below:

#### **New York employees:**

The **state** agency that is authorized to handle complaints of sexual or other unlawful harassment, discrimination or retaliation is the New York State Division of Human Rights.

#### **Vermont employees:**

- **Vermont Attorney General's Office**, Civil Rights Unit, 109 State Street, Montpelier, VT 05609, tel: (802) 828- 3171 (voice/TDD). Complaints should be filed within 300 days of the adverse action. Equal Employment Opportunity Commission, 1 Congress Street, Boston, MA 02114, tel: (617) 565-3200 (voice), (617) 565-3204 (TDD). Complaints must be filed within 300 days of the adverse action.
- **Vermont Human Rights Commission**, 133 State Street, Montpelier, VT 05633-6301, t(802) 828-2480 (voice/TDD). (Only if you are employed by a Vermont state agency.) Complaints must be filed within 360 days of the adverse action.

The **federal** agency authorized to handle complaints of this nature is the Equal Employment Opportunity Commission.

For more information about these agencies, refer to office postings in the bulletin board areas.

## ASSIGNMENTS - WORKING WITH ETS

### Anti-Harassment, Discrimination and Retaliation

#### *Retaliation is Prohibited*

ETS will not retaliate in any way against an individual who makes a report in good faith of perceived discrimination or harassment or who participates in an inquiry of such report, and it is a violation of this Policy for any supervisor or employee to do so. Retaliation is a serious violation of this Policy.

Materially adverse acts or omissions that would be sufficient to discourage a reasonable employee from making or supporting a complaint of discrimination or harassment will be considered retaliation. Anyone who feels they have been subjected to any acts of retaliation should immediately report such conduct according to the complaint procedure above. Any person who retaliates against another individual for reporting a perceived act of discrimination or harassment will be subject to disciplinary action, up to and including termination of employment.

ETS recognizes that false accusations of discrimination, harassment or retaliation can cause serious harm to innocent persons. If an investigation results in a finding that the complainant or witness knowingly falsely accused another person of discrimination or harassment, the complainant or witness will be subject to disciplinary action, up to and including termination of employment. In addition, employees who fail to cooperate with an ETS-sponsored investigation of discrimination, harassment or retaliation may be subject to disciplinary action up to and including termination.

This Policy is not intended nor does it restrict management's authority regarding disciplinary or employment decisions concerning employee behavior that is deemed unacceptable, regardless of whether the behavior constitutes discrimination, harassment or retaliation.

### Workplace Search

To the extent allowed by applicable law, ETS and its clients reserve the right to conduct searches of employees at any time while on ETS's or its clients' property or in the performance of work assignments. These searches may include, but are not limited to, an inspection of your person, computer equipment (including hard drive and other removable storage devices), electronic communications (including email, text messages, communications on social networking sites, personal email accounts accessed through ETS or a client's systems, and voicemail), computer systems (including databases, internet and intranet systems), locker, desk, bag, coat, purse, briefcase, tool box, or other such containers, as well as vehicles parked on ETS or its clients' property. Such items are intended for business use only, not personal use. Therefore you should have no expectation of privacy with respect to such items. Furthermore, clients may, in accordance with applicable law and in the furtherance of its business interests, monitor, record, use, or disclose, in the client's sole discretion, your electronic communications conducted over the client's phone or computer network. You may also be required to display items for visual inspection upon ETS or its clients' request. Failure to consent to such search, or display for visual inspection may be grounds for termination. In addition, should you improperly remove any items from ETS or its client or engage in unlawful activity while at the assignment, you may be subject to disciplinary action, up to and including termination.

## ASSIGNMENTS - WORKING WITH ETS

### Anti-Bullying Policy

ETS defines bullying as “repeated abusive behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.”

ETS will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination. Bullying may be intentional or unintentional. The Company considers the following types of behavior examples of bullying:

- Verbal Bullying: slandering, ridiculing or maligning a person or his/her family; persistent name calling which is threatening, humiliating, or intimidating; using a person as butt of jokes that violate ETS’s anti-discrimination and anti-harassment policies; abusive and offensive remarks.
- Physical Bullying: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person’s work area or property.
- Gesture Bullying: non-verbal threatening gestures, glances which can convey threatening messages.

If you experience or witness bullying in the workplace, you should report such to your ETS Recruiter or HR immediately.

## SAFETY

### If Injured On The Job

ETS makes every effort to ensure you are being assigned to a safe work environment and we expect you to perform your duties in a safe manner. If you should be injured or become ill at work, notify your supervisor immediately and call Human Resources at ETS (518-562-4673). Additional information can be found in the Safety section of this handbook.

### Safety Policy

Every employee sent to a job site will be briefed on the working conditions and the hazards that may be present. Every employee will receive basic safety information relating to the risks they may encounter while on assignment for ETS.

Every employee will have access to our **Unsafe Conditions Report**. This form allows employees to report a condition that they are concerned with. We encourage all employees to report any condition or job activity which they question or feel unsafe about. While this report may be submitted anonymously, we strongly encourage you to include your name and contact information. This information will allow for us to follow up in case there are additional questions regarding the condition you are reporting. Your concerns are important to us. While optional, if you provide us your name and contact information, we'll let you know how we've addressed your concern.

No employee will face negative consequences from reporting any hazards or unsafe conditions. ETS will review reported hazards and present employee's issues to our clients anonymously, and if requested, report back to employees the resolution taken.

### Employee Safety Responsibility Checklist

- Know what constitutes a safety hazard
- Be constantly on the lookout for safety hazards
- Correct or report safety hazards immediately
- Know and use safe work procedures
- Avoid unsafe acts
- Keep the work area clean and uncluttered
- Report accidents, injuries, exposures to hazardous substances, and near misses immediately
- Report acts and conditions that don't seem right even if you aren't sure they are hazards
- Cooperate with internal inspections and job hazard analyses
- Follow company safety rules
- Look for ways to make the job safer
- Participate actively in safety training
- Treat safety as one of your most important job responsibilities

## SAFETY

### Reporting Unsafe Conditions and Work Related Accidents and Injuries

#### Unsafe Conditions

- Contact ETS, Inc. immediately if you are asked to perform duties other than those specified by your assignment.
- Report any unsafe conditions immediately to your on-site client supervisor as well as your ETS, Inc. Recruiter. There is a form available on your ETS employee Portal to report

#### Unsafe Conditions.

You may use this form to submit dangerous conditions anonymously, or if you choose you may leave your name and we will report back to you the results of our investigation.

- Notify your on-site client supervisor and ask for instructions if you are unsure of any job task you are asked to perform.
- Notify your on-site client supervisor if you observe another employee engaged in an unsafe act.

### Injuries On The Job

Should you be injured on the job, follow the ETS process below:

- Report your injury to your on-site client supervisor no later than the end of shift on which you suffered the injury.
- Notify ETS **immediately**, by phone or in person.
- Contact ETS HR after each medical appointment to report on your progress.
- Provide a medical release form to ETS HR prior to returning to work.
- It is your responsibility to return to work as soon as your doctor provides full or partial release to do so. If you fail to return to work (on either partial or full duty as allowed by your doctor) you may be subject to disciplinary action up to and including termination.

### Emergency Procedures

The on-site client supervisor will inform you of the location of emergency exits as well as evacuation assembly points. In the event of an emergency, follow the instructions of your on-site client supervisor.

Do not use fire extinguishers or other firefighting equipment, or become involved in rescue operations.

## SAFETY

### Job Hazard Preparedness

#### Worksite Environment: Manufacturing, Warehouse & Distribution, Construction

- Be aware of required Personal Protective Equipment
- Steel-Toed Footwear
- Respirators
- Hard Hats
- Safety glasses
- Protective gloves
- Learn safe lifting techniques
- Learn safe ladder usage
- Never put your hands, fingers, etc into equipment
- Never operate any machinery without proper training
- Never remove equipment safety barriers
- Watch out for Forklifts
- Learn proper usage of hand tools
- Learn to read Material Safety Data Sheets and use extreme care handling chemicals
- Don't leave items in aisles, on the floor, or perched insecurely on a surface
- Clean up spills immediately
- Know where fire extinguishers, and exits are located
- Know emergency procedures
- Wear properly fitted clothing
- Immediately report any potential safety hazard to supervisor
- Stack objects neatly

### Workplace Violence

ETS's policy is to maintain a work environment free from all forms of violence. Acts or threats of physical violence, possessing a weapon, threatening another individual with bodily harm, or to assault another individual, occurring on ETS or its client's property or during the performance of ETS business off ETS property, are prohibited. Examples of workplace violence include, but are not limited to, conduct such as: threats or acts of physical or aggressive conduct; threats to destroy or intentional destruction of property belonging to ETS, its clients or their respective employees; physically threatening phone calls or correspondence (including email, text messaging and social media); and/or stalking activities.

The possession, transfer, sale or use of firearms, weapons, explosives or other improper materials with or without valid permit is prohibited on ETS or its client's premises.

Employees in violation of this policy will be subject to disciplinary action up to and including termination.

ETS requires employees to report any acts of violence in the workplace or at a client's and any unlawful weapons observed be reported to HR.

## EMPLOYEE BENEFITS

### Benefits

The information which follows is only a brief summary of the benefits which ETS offers to its contract employees. For a full explanation of particular benefits, employees should consult, where applicable, the specific plan documents. If the following summary conflicts with statements contained in formal plan documents, the specific plan documents supersede anything contained in the summary. ETS reserves the right, in its sole discretion, to alter, amend, or terminate company benefits. ETS will attempt to inform employees as promptly as possible of any changes in benefits; however, this is not always practical or possible, and, where this is the case, the Company reserves the right, in its sole discretion, to make changes in the benefits without prior notice.

As an ETS Contract Employee, you are eligible to participate in the following benefits:

#### Medical Insurance

All ETS Contract Employees averaging 30 or more hours per week are eligible to join our health plan on the first of the month following 59 days of employment. Benefit details are available on our ETS employee web portal ([www.ETSjobs.com](http://www.ETSjobs.com)) and are available in Human Resources. All employees must Enroll or Opt Out / Waive the benefit by their enrollment date.

#### 401k Retirement Plan

All ETS Contract Employees are eligible to join our retirement plan after 1 year of employment (and 1,000 hours worked). ETS matches the first 5% of employee pay invested in the plan. Details are automatically mailed when eligibility is reached.

#### Holiday Pay

Employees are eligible for holiday pay provided they have worked 1000 hours or more in the preceding 12 months. To qualify for 8 hours (1 day) of holiday pay, employee must be on an active assignment. Holiday pay is paid on the same check as the regular hours worked during the holiday week. ETS recognizes these 6 holidays per year: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

#### Other

ETS complies with all mandated federal & state benefits.

#### United Way

ETS matches dollar for dollar every donation made by an ETS employee through payroll deductions. United Way Contribution forms are available at the front desk.

#### Bereavement Pay

ETS will pay 2 days (16 hours) of bereavement pay if an active employee suffers the loss of an immediate family member. Immediate family members include: parents, spouse (or Domestic Partner), children.

## EMPLOYEE BENEFITS

### Americans With Disabilities Act (ADA)

ETS complies with the Americans with Disabilities Act (ADA) and state and local laws by prohibiting discrimination against qualified individuals with disabilities. ETS does not discriminate against qualified persons in the recruiting, application or hiring processes, or in the terms and conditions of employment, including but not limited to compensation, promotion, training, and benefit administration procedures.

ETS makes reasonable accommodations for qualified disabled job applicants and employees as long as the employee can perform the essential functions of the job and the necessary accommodations do not impose an undue hardship on ETS, in accordance with applicable law. In addition, ETS makes reasonable accommodations for pregnant employees and those employees who suffer conditions related to their pregnancy, childbirth or related medical conditions as long as such employees can perform the essential functions of the job and the necessary accommodations do not impose an undue hardship on ETS, in accordance with applicable law. An employee who believes a job accommodation is necessary may request one by contacting the Human Resources Department.

### Family and Medical Leave (FMLA)

ETS provides unpaid leave for employees for covered family and medical reasons to the extent required by the Family and Medical Leave Act of 1993, as amended (the "FMLA") and applicable state laws.

#### *Employee Eligibility for FMLA Leave*

Employees are eligible for unpaid family and medical leave if they have worked (1) for ETS for at least one year and have at least 1,250 hours of service over the 12 months immediately preceding the commencement of the requested leave, and (2) at a worksite where ETS employs 50 employees within 75 miles. The 12 month period described above is measured on a "rolling" basis backward from the date an employee uses any statutory leave. National Guard and Reservists returning to their civilian jobs shall have their active duty time counted towards their eligibility. In accordance with the FMLA, ETS will grant up to 12 weeks (or 26 weeks in the case of Service Member Family Leave (as defined below)) of unpaid family and medical leave during a rolling 12 month period to eligible employees.

#### **Reasons for FMLA Leave**

An eligible employee may take an unpaid family and medical leave:

- because of the birth and in order to care for a newborn son or daughter;
- because of the placement with the employee of a child for adoption or foster care;
- to care for a spouse, son, daughter or parent with a serious health condition;
- because of a serious health condition that makes the employee unable to perform the functions of the employee's job; or
- for any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is on covered active duty, or has been notified of an impending call or order to covered active duty, in the Armed Forces including the active members of the Armed Forces, National Guard and the Reserves; or

## EMPLOYEE BENEFITS

### Family and Medical Leave (FMLA)

#### Reasons for FMLA Leave Continued

An eligible employee may take an unpaid family and medical leave:

- to care for a spouse, son, daughter, parent or next of kin (the nearest blood relative of the individual) who is a covered Service Member or covered Veteran with a serious illness or injury (referred to as "Service Member Family Leave"). (Note that ETS will grant up to a combined total of 26 weeks of unpaid family and medical leave (which includes all other FMLA leaves) during a rolling 12 month period for eligible employees taking Service Member Family Leave.)

Eligible spouses employed by ETS are jointly entitled to a combined total of 12 weeks of FMLA leave during a 12-month period for the birth or care of a newborn child, for placement of a child for adoption or foster care, or to care for a parent who has a serious health condition. In addition, leave for birth and care, or placement for adoption or foster care, must conclude within 12 months of the birth or placement.

With regards to eligible employees taking Service Member Family Leave, spouses employed by ETS are entitled to a combined total of 26 weeks during a 12 month period to care for a covered Service Member, and (i) for the birth or care of a newborn child, (ii) for placement of a child for adoption or foster care, or (iii) to care for a parent who has a serious health condition.

#### *Intermittent and Reduced Schedule FMLA Leave*

Under some circumstances, employees may take family and medical leave intermittently or on a reduced leave schedule (i.e. - when the need for medical treatment can be best accommodated by intermittent or reduced schedule leave). Intermittent leave is leave taken in separate blocks of time due to a single qualifying reason. A reduced leave schedule is a leave schedule that reduces an employee's usual number of working hours per workweek or workday.

Employees needing intermittent/reduced schedule leave for foreseeable medical treatment must work with ETS to schedule the leave so as not to unduly disrupt ETS' operations, subject to the approval of the employee's health care provider. In such cases, ETS may transfer the employee temporarily to an alternate job with equivalent pay and benefits that accommodate recurring periods of leave better than the employee's regular job. The total intermittent leave may not be more than the total hours allowed under the terms of FMLA.

#### *Employee Obligations for Foreseeable FMLA Leave*

Employees must give written notice to the Human Resources Department at least 30 days in advance of the need for family and medical leave if the need for the leave is foreseeable based on an expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or a son, daughter, or parent, or planned medical treatment for a serious health condition of the employee or a son, daughter, or parent (or next of kin) who is a covered Service Member.

## EMPLOYEE BENEFITS

### Family and Medical Leave (FMLA)

#### *Employee Obligations for Foreseeable FMLA Leave Continued*

Employees must give written notice to the Human Resources Department at least 30 days in advance of the need for family and medical leave if the need for the leave is foreseeable based on an expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or a son, daughter, or parent, or planned medical treatment for a serious health condition of the employee or a son, daughter, or parent (or next of kin) who is a covered Service Member. If 30 days' notice is not practicable, such as because of lack of knowledge of approximately when leave will be required to begin, a change in circumstances, or a medical emergency, notice must be given as soon as practicable. If an employee fails to give 30 days' advance written notice for foreseeable leave, ETS may delay the taking of the leave until at least 30 days after the date notice was provided.

Employees must give written notice to the Human Resources Department as soon as practicable in advance of the need for family and medical leave if the need for the leave is based on a qualifying exigency arising out of a son, daughter, parent or next of kin's call or order to active duty or deployment in a foreign country.

#### *Unforeseeable FMLA Leave*

If family and medical leave is unforeseeable, an employee must notify ETS as soon as practicable under the facts and circumstances of the particular situation. This generally means at least verbal notice to ETS within one or two business days of learning of the need to take the leave followed by written communication by the employee as soon as practicable.

If ETS is not made aware that an employee was absent for family and medical reasons and the employee wants the leave to be counted as family and medical leave, the employee must, upon returning to work, promptly notify ETS (generally within two business days of returning to work) that the leave was taken for a family and medical leave qualifying reason.

#### *Medical Certification*

ETS will require employees who request family and medical leave for the employee's own serious health condition, the serious health condition of a son, daughter, or parent, or for the serious illness or injury of a son, daughter or parent (or next of kin) who is a covered service member to provide documentation of the need for such leave.

ETS will require that employees provide a completed medical certification by a health care provider as to, among other things: (i) the date the condition commenced; (ii) probable duration; (iii) appropriate medical facts regarding the condition; (iv) in the case of a son, daughter or parent, a statement that the employee is needed to care for the family member and the expected duration of such need; and (v) in the case of the employee's own condition, a statement that the employee (a) is unable to perform work of any kind; (b) is unable to perform one or more of the essential functions of the employee's position; or (c) must be absent from work for treatment. Medical certification forms are available from the Human Resources Department.

## EMPLOYEE BENEFITS

### Family and Medical Leave (FMLA)

#### *Medical Certification Continued*

If an employee requests intermittent or reduced schedule leave, ETS also will require certification that this type of leave is medically necessary and verification of the schedule for treatment, if applicable.

The employee must provide ETS with the medical certification within 15 days of ETS' request. Failure to provide adequate certification in a timely manner may result in delay of leave. Employee leave will not be counted as family and medical leave unless this certification is provided.

ETS may require that the employee obtain a second opinion from a health care provider selected by ETS at ETS' expense. If this opinion differs from the employee's certification, ETS will require, at its expense, a third opinion that is final and binding. This provision will not apply to leaves under the Military Family Leave Act.

#### *Substitution of Paid Leave*

Employees are required to use any accrued, unused paid vacation and personal days for any family and medical leave and take the remainder of the 12 weeks (or 26 weeks, as applicable), if any, as unpaid leave. In addition, family and medical leave runs concurrently with workers' compensation leave, provided the injury qualifies as a serious health condition and paid disability leave.

#### *Benefits During FMLA Leave*

ETS will maintain group health insurance coverage for an employee on family and medical leave on the same terms as if the employee continued to work. If the employee wants benefits to continue during family and medical leave, he/she must continue to pay the share of premiums for those benefits at the same contribution rate as if he/she were an active employee. If any portion of the family and medical leave is paid, the employee's share of the benefit premiums will be paid through automatic payroll deductions. For unpaid family and medical leave, the employee will be billed and must make payments for his/her share of premiums on a monthly basis. ETS' obligations to maintain health benefits cease if an employee fails to pay his/her share of premiums for which he/she is billed.

#### *Status Reports During FMLA Leave*

During family and medical leave, employees must report periodically to ETS on their status and their intent to return to work. Employees on leave for their own serious health condition or, the serious health condition of a son, daughter or parent, or the serious illness or injury of a son, daughter or parent (or next of kin) who is a covered Service Member may be asked to submit medical re-certifications from time to time during their leave.

Employees are not permitted to engage in other employment while they are absent from ETS under this policy without the prior written approval of ETS.

## EMPLOYEE BENEFITS

### Family and Medical Leave (FMLA)

#### *Return to Work Following FMLA Leave*

When an employee returns to work at the conclusion of the employee's FMLA leave, ETS will return the employee to the same position the employee held when the leave commenced, or to an equivalent position that has equivalent benefits, pay and other terms and conditions of employment. While on leave, the employee will be subject to any and all changes in work status, work environment and employment relationship that might otherwise have affected you if on active duty, upon the completion of your leave.

ETS is not required to restore "key" employees (certain highly compensated salaried employees) to their jobs upon their return to work following family and medical leave when restoration to \$ 9.80 cause ETS substantial and grievous economic injury. ETS will notify "key" employees in writing of the decision to deny job restoration as soon as ETS can make a good faith determination that substantial and grievous economic injury to its operations will result by the key employee's restoration to employment. ETS may require employees on leave for their own serious health condition to submit, prior to their return, a medical certification from their health care provider of their ability to return to work and perform the essential functions of their job. ETS may delay restoration to an employee who fails to provide such certification.

### New York Paid Family Leave Policy

ETS complies with New York State's Paid Family Leave Law. See Human Resources for eligibility and questions.

### New York State Paid Sick Leave Policy

ETS follows the guidelines of the New York State Paid Sick Leave law.

#### **Eligibility**

All current ETS employees are eligible to participate in the Sick leave benefit. You are a current ETS employee if you are actively on assignment and on a shift schedule. You are not eligible if your assignment has ended.

#### **Accrual**

All employees will accrue paid sick leave at the rate of 1 hour for every 30 hours worked up to a maximum of 56 hours per calendar year. The calendar year runs from Jan. 1 through Dec. 31. At the end of the calendar year, current employees may carry-over a maximum of 56 hours into the new year.

#### **Use**

- Sick leave may be used in accordance with the following provisions:
- Sick leave may not be used prior to accrual.
- Sick leave must be taken in 4 hour increments (minimum of 4 hours) up to the amount accrued. You will only be paid for the amount you have accrued.

## EMPLOYEE BENEFITS

### New York State Paid Sick Leave Policy Continued

#### Use Continued

- You are required to call your ETS recruiter or the ETS HR department prior to taking leave. Additionally, you should also call your supervisor at your place of work.
- Paid sick leave may be used for “sick” and “safe” leave purposes, including for (i) you or your family member’s illness, injury, or health condition; (ii) you or your family member’s need for a diagnosis, care, or treatment of an illness, injury, or health condition, or preventive care; and (iii) an absence when the you or your family member is the victim of domestic violence, a family offense, sexual offense, stalking, or human trafficking for certain permitted purposes, such as (without limitation) to obtain services from a domestic violence shelter or other service program, to consult with an attorney or meet with a district attorney’s office, to file a complaint or report with law enforcement, or to take other actions necessary to protect the health or safety of the you or your family member.
- Sick leave can only be used for an absence from scheduled work while actively on assignment
- If you are absent unexpectedly due to personal or a family member’s illness, you are required to notify your ETS recruiter or HR Representative as soon as possible

#### Termination of Employment

Accrued sick time is not paid out upon employment termination. If your assignment has ended and you have not been given or accepted a new assignment, your employment is terminated.

Upon employment termination, sick time balances are forfeited.

If your assignment is terminated, please contact ETS immediately for redeployment to another position which could leave your sick time balance intact.

If you do not accept a new assignment within one week, your sick time balance will be forfeited.

### Vermont’s Earned Sick Time Policy

ETS complies with Vermont’s Earned Sick Time Law. See Human Resources for eligibility and questions.

All ETS Vermont employees accrue sick time at the statutory rate of 1 hour per 52 hours of work (40 hours per year for full time employees). Per the law’s guidelines, employees must work for ETS for a minimum of one year before they become eligible to use sick time.

Sick time must be used in increments of at least one hour. Employees are asked to give as much advance notice as possible, and may be required to provide documentation that sick time was used for eligible purposes.

## EMPLOYEE BENEFITS

### Vermont's Earned Sick Time Policy Continued

#### Eligible Purposes:

Employees can use sick time when the employee or employee's child, parent, grandparent, spouse, or parent-in-law is sick or injured. This includes an employee using sick time to help themselves or a family member to obtain health care, preventative care, or travel to an appointment related to their long-term care, or to address the effects of domestic violence, sexual assault, or stalking. An employee may use earned sick time to care for a family member because the school or business where the family member is located is closed for public health or safety reasons.

Accrued but unused sick time will carry forward from year to year (maximum of 40 hours) during employment, and will carry forward if there is a break in employment, of less than one year, and the employee is thereafter re-employed by ETS. Accrued but unused sick time will not be paid out at the end of the year or at the end of employment. For any questions, please call ETS Human Resources at 518-562-4673.

### Maternity Leave

ETS is firmly committed to protecting the rights of expectant mothers and complying with Title VII of the 1964 Civil Rights Act as amended by the Pregnancy Discrimination Act of 1978. ETS' policy is to treat women affected by pregnancy, childbirth or related medical conditions in the same manner as other employees unable to work because of their physical condition in all employment aspects, including recruitment, hiring, training, promotion and benefits.

Further, ETS fully recognizes eligible employees' rights and responsibilities under the Family and Medical Leave Act, applicable state and local family leave laws, and the Americans with Disabilities Act. Paid leave may be substituted for unpaid maternity leave in accordance with ETS' paid-leave substitution provisions of ETS' FMLA policy.

Pregnant employees may continue to work until they are certified as unable to work by their physician. At that point, pregnant employees are entitled to receive benefits according to ETS' short-term disability insurance plan.

### Rights of Nursing Mothers

An employer shall provide reasonable unpaid break time or permit an employee to express breast milk for her nursing child for up to three years following childbirth. The employer shall make reasonable efforts to provide a room or other location in close proximity to the work area, where an employee can express milk in privacy. No employer shall discriminate in any way against an employee who chooses to express breast milk in the workplace. An employee wishing to avail herself of this benefit is required to give advance notice. For additional information, please contact HR.

## INTERNET & SOCIAL MEDIA

### Personal Mobile Phone and Other Telecommunications Devices

Employees may carry and use personal mobile phones or other telecommunications devices only to the extent such activity does not interfere with client policies, productivity, safety, or morale. Thus, calls and messages should be placed or received only on breaks and meal periods, absent an emergency. Ring settings should be set to silent or turned off to avoid interfering with the work of others. These devices may not be used to create, view, access, transmit, download, display, print, or store offensive, threatening, or disruptive messages while on company premises or while in the course of employment. These devices may not be used for the transfer of copyrighted materials, trade secrets, confidential information, or other proprietary information of this company or those we serve at any time. Any employee in violation of this policy may be subject to disciplinary action, up to and including immediate termination of employment.

### Internet Usage

This Internet Usage Policy applies to all employees of ETS, Inc. (ETS) who have access to computers and the Internet to be used in the performance of their work. Use of the Internet by employees of ETS is permitted and encouraged where such use supports the goals and objectives of the business. However, access to the Internet through ETS is a privilege and all employees must adhere to the policies concerning Computer, Email and Internet usage. Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy. All employees are required to acknowledge receipt and confirm that they have understood and agree to abide by the rules hereunder.

#### Computer, email and internet usage

- Company employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted
- Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role
- All Internet data that is composed, transmitted and/or received by ETS' computer systems is considered to belong to ETS and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties
- The equipment, services and technology used to access the Internet are the property of ETS and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections
- Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images
- All sites and downloads may be monitored and/or blocked by ETS if they are deemed to be harmful and/or not productive to business
- The installation of software such as instant messaging technology is strictly prohibited, except services approved by ETS.

## INTERNET & SOCIAL MEDIA

### Internet Usage

#### **Unacceptable use of the internet by employees includes, but is not limited to:**

- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via ETS' email service
- Using computers to perpetrate any form of fraud, and/or software, film or music piracy
- Stealing, using, or disclosing someone else's password without authorization
- Downloading, copying or pirating software and electronic files that are copyrighted or without Authorization
- Sharing confidential material, trade secrets, or proprietary information outside of the organization
- Hacking into unauthorized websites
- Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers
- Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Passing off personal views as representing those of the organization
- If an employee is unsure about what constituted acceptable Internet usage, then he/she should ask his/her supervisor for further guidance and clarification

### Privacy Policy

ETS may share certain personnel/human resource data concerning its employees with non-affiliated third parties, including but not limited to third party administrators, when they are acting on our behalf, or acting jointly with us for the purpose of processing payroll, Workers' Compensation claims, unemployment benefits or any other such matter related to your work assignments. Such data may include name, address, Social Security number, employee ID number, job description, and related information. We may also share such data with our clients in connection with providing services to them. In addition, such data may be shared with other parties as permitted or required by law such as credit bureaus, government entities, in responding to subpoenas and other legal processes, and those with whom you have requested us to share information.