

Employee Handbook

**Understanding employment at
Total Communicator Solutions, Inc. “TCS”**

Revised Effective January 1, 2022

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Welcome to Total Communicator Solutions, Inc. “TCS”!

On behalf of your colleagues, we welcome you to Total Communicator Solutions, Inc. “TCS” and wish you every success here.

At Total Communicator Solutions, Inc. “TCS”, we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Total Communicator Solutions, Inc. “TCS”.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organization. This guide will help you to better understand our vision for the future of our business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

Erik Bjontegard
Chairman, Inventor and Founder
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1. Organization Description

1.1 Introductory Statement

This handbook is designed to acquaint you with Total Communicator Solutions, Inc. “TCS” and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Total Communicator Solutions, Inc. “TCS” to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As Total Communicator Solutions, Inc. “TCS” continues to grow, the need may arise and Total Communicator Solutions, Inc. “TCS” reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

1.2 Customer Relations

Customers are among our organization's most valuable assets. Every employee represents Total Communicator Solutions, Inc. “TCS” to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Total Communicator Solutions, Inc. “TCS” will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to the Chief Financial Officer or

Human Resources Director for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of Total Communicator Solutions, Inc. "TCS". Positive customer relations not only enhance the public's perception or image of Total Communicator Solutions, Inc. "TCS", but also pay off in greater customer loyalty and increased sales and profit.

1.3 Products and Services Provided

You will find more information about our products and services by reading the Total Communicator Solutions, Inc. "TCS" Corporate Brochures.

1.4 Facilities and Location(s)

Head Office:

11150 Santa Monica Blvd, Suite 600
Los Angeles, CA 90025

1.5 The History of Total Communicator Solutions, Inc. "TCS"

Erik Bjontegard

Founder and CEO of Spark Compass

Erik Bjontegard is an entrepreneur, technology leader, innovator, former rocket scientist with NASA where he was involved in creating and testing digital twins for rocket ships, technical lead for numerous FAA and international airworthiness certifications of critical commercial aircraft components. Worked on Submersibles and Robotics at Norwegian Underwater Technology Center prior to USA. Founder and inventor of Contextually Intelligent Communication Paas (CICP) and Spark Compass Augmented Intelligent Communications. Endorsed by Qualcomm, CGI, Apple, NXP, Atos, HCL, and others. Erik Bjontegard left Norway when he was 18 to study in the UK, then moved on to California. Not realizing until later in life, his actions and behavior, his quests for new discoveries, and his desire to invent followed his father and grandfather on his mother's side. Now

an accomplished inventor, former NASA rocket scientist, deep sea robotics, and submarine explorer, he is now navigating the new Phygital realms connecting the physical and digital.

1.6 Management Philosophy

Total Communicator Solutions, Inc. “TCS” management philosophy is based on responsibility and mutual respect. Our wishes are to maintain a work environment that fosters on personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

People who come to Total Communicator Solutions, Inc. “TCS” want to work here because we have created an environment that encourages creativity and achievement. Total Communicator Solutions, Inc. “TCS” aims to be a leader in providing real-time data outcomes specific to real-time actions through the use of unique solution modules that drive a specific action, in turn driving better customer outcomes. The mainstay of our strategy will be to offer a level of client focus that is superior to that offered by our competitors.

To help achieve this objective, Total Communicator Solutions, Inc. “TCS” seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk taking, and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action. While we will be realistic in setting goals and expectations, Total Communicator Solutions, Inc. “TCS” will also be aggressive in reaching its objectives. This success will in turn enable Total Communicator Solutions, Inc. “TCS” to give its employees above average compensation and innovative benefits or rewards, key elements in helping us maintain our leadership position in the worldwide marketplace.

1.7 Goals

Spark Compass has set its goal to be a leader in developing and providing a patented, fully integrated, contextually intelligent mobile communications platform. The solution delivers “augmented intelligence” by leveraging real-time data analytics with real-time actions and events based on collected data, combined with location, user and activity knowledge to deliver curated experiences on mobile devices.

Spark Compass serves various sectors with its intelligent solution modules tailored for healthcare, sports, enterprise, government, manufacturing, agriculture, retail, and travel industries and has set its goal towards reaching expanding and developing markets. .

2. The Employment

2.1 Nature of Employment

Employment with Total Communicator Solutions, Inc. “TCS” is voluntarily entered and the employee is free to resign at any time, with or without cause. Similarly, Total Communicator Solutions, Inc. “TCS” may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable Delaware law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Total Communicator Solutions, Inc. “TCS” and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Total Communicator Solutions, Inc. “TCS” sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer.

2.2 Employee Relations

Total Communicator Solutions, Inc. “TCS” believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Total Communicator Solutions, Inc. “TCS” amply

demonstrates its commitment to employees by responding effectively to employee concerns.

To protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

2.3 Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at Total Communicator Solutions, Inc. “TCS” will be based on merit, qualifications, and abilities. Total Communicator Solutions, Inc. “TCS” does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Chief Financial Officer. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 Diversity

We are opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time or temporary, will be treated fairly and with respect. When Total Communicator Solutions, Inc. “TCS” selects candidates for employment, promotion, training or any other benefit, it will be on the basis of their aptitude and ability.

We are opposed to any form of illegal and unfair discrimination. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect.

When Total Communicator Solutions, Inc. "TCS" will select candidates for employment, promotion, training or any other benefit, it will be on the basis of their skills, abilities and merit.

Total Communicator Solutions, Inc. "TCS" is committed to:

- Create an environment in which the individual differences and contributions of all team members are recognized and valued;
- Create a working environment that promotes dignity and respect for every employee;
- Attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside;
- Ensure appropriate selection criteria based on diverse skills, experience and perspectives is used when hiring new staff, including Board members. Job specifications, advertisements, application forms and contracts will not contain any direct or inferred discrimination;
- Ensure that applicants and employees of all backgrounds are encouraged to apply for and have fair opportunity to be considered for all available roles;
- Provide, to the greatest extent possible, universal access to safe, inclusive and accessible premises that allow everyone to participate and work to their full potential;
- Comply with equal opportunity and anti-discrimination legislation;
- Not tolerate any form of intimidation, bullying, victimization, vilification or harassment and to take disciplinary action against those who violate this policy;
- Provide training, development and advancement opportunities for all staff based on merit;
- Encourage anyone who feels they have been discriminated, to express their concerns so that we can take corrective action;
- Encourage employees to treat everyone with dignity and respect;
- Regularly review all our employment practices and procedures so that fairness is maintained at all times;
- Ensure to the greatest extent possible that all panels that Total Communicator Solutions, Inc. "TCS" organizes or participates on include representation of each gender;
- Set measurable objectives for gender diversity which will be monitored and reviewed against the effectiveness of this policy and associated procedures;

- Monitor and report annually on diversity and inclusion performance commitments.

2.5 Business Ethics and Conduct

The successful business operation and reputation of Total Communicator Solutions, Inc. “TCS” is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Total Communicator Solutions, Inc. “TCS” is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Total Communicator Solutions, Inc. “TCS”, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

Total Communicator Solutions, Inc. “TCS” will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the President, Erik Bjontegard, for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Total Communicator Solutions, Inc. “TCS” employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

2.6 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although Total Communicator Solutions, Inc. "TCS" has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, Total Communicator Solutions, Inc. "TCS" will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.7 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Total Communicator Solutions, Inc. "TCS" wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the President for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of Total Communicator Solutions, Inc. "TCS". Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative because of Total Communicator Solutions, Inc. "TCS" business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Total Communicator Solutions, Inc. "TCS" as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Total Communicator Solutions, Inc. "TCS" does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Total Communicator Solutions, Inc. "TCS".

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

2.8 Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with Total Communicator Solutions, Inc. “TCS”. All employees will be judged by the same performance standards and will be subject to Total Communicator Solutions, Inc. “TCS” scheduling demands, regardless of any existing outside work requirements.

If Total Communicator Solutions, Inc. “TCS” determines that an employee's outside work interferes with performance or the ability to meet the requirements of Total Communicator Solutions, Inc. “TCS” as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Total Communicator Solutions, Inc. “TCS”.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside Total Communicator Solutions, Inc. “TCS” for materials produced or services rendered while performing their jobs.

2.9 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Total Communicator Solutions, Inc. “TCS”. Such confidential information includes, but is not limited to, the following examples:

- | | |
|-------------------------------|-------------------------------------|
| * Compensation data | * Pending projects and proposals |
| * Computer processes | * Proprietary production processes |
| * Computer programs and codes | * Research & development strategies |
| * Customer lists | * Scientific data |
| * Customer preferences | * Scientific formulae |
| * Financial information | * Scientific prototypes |

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

2.10 Disability Accommodation

Total Communicator Solutions, Inc. "TCS" is ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

Total Communicator Solutions, Inc. "TCS" is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Total Communicator Solutions, Inc. "TCS" will follow any provincial or local law that provides individuals with disabilities greater protection.

This policy is neither exhaustive nor exclusive. Total Communicator Solutions, Inc. “TCS” is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable federal, provincial, and local laws.

2.11 Job Posting and Employee Referrals

Total Communicator Solutions, Inc. “TCS” provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Total Communicator Solutions, Inc. “TCS” reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and/or in the email system, and normally remain open for 15 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position. Employees who have a written warning on file or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the Chief Financial Officer listing job-related skills and accomplishments. It should also describe how their current experience with Total Communicator Solutions, Inc. “TCS” and prior work experience and/or education qualifies them for the position.

Total Communicator Solutions, Inc. “TCS” recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

Total Communicator Solutions, Inc. "TCS" also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the Chief Financial Officer or Human Resources Director for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

2.12 Whistleblower Policy

Total Communicator Solutions, Inc. "TCS" is committed to conducting its business with honesty and integrity at all times. If, at any time, this commitment is not respected or appears to be in question, Total Communicator Solutions, Inc. "TCS" will endeavor to identify and remedy such situations. Therefore, it is the company's policy to ensure that when a person has reasonable grounds to believe that an employee, manager or any other person related to the company has committed, or is about to commit, an offence that could harm the company's business or reputation, it denounces the wrongdoers in question.

The whistleblowing policy has been put in place to:

- Encourage employees, partners or managers to disclose this information or behavior; Protecting complainants from reprisals;
- Treated all parties to an investigation in a fair and equitable manner;
- To ensure confidentiality as much as possible;
- Take corrective and disciplinary action if wrongdoing is discovered.

It is the duty of all employees, contractual third parties or partners to report misconduct or suspected misconduct, including fraud and financial impropriety to the board. This includes misconducts such as but not limited to:

- Providing false or misleading information, or withholding material information on Total Communicator Solutions, Inc. “TCS” financial statements, accounting, auditing or other financial reporting fraud or misrepresentation;
- Pursuit of material benefit or advantage in violation of Total Communicator Solutions, Inc. “TCS”’s Conflict of Interest Policy; Misappropriation or misuse of Total Communicator Solutions, Inc. “TCS” resources such as funds, supplies or other assets;
- Unauthorized alteration or manipulation of computer files;
- Destroying, altering, mutilating, concealing, covering up, falsifying, or making a false entry in any records that may be connected to an official proceeding, in violation of federal, provincial or state law or regulations or otherwise obstructing, influencing, or impeding any official proceeding, in violation of federal, provincial or state law or regulations;
- Violations of federal, provincial or state laws that could result in fines or civil damages payable by Total Communicator Solutions, Inc. “TCS”, or that could otherwise significantly harm Total Communicator Solutions, Inc. “TCS” ’s reputation or public image;
- Unethical business conduct in violation of any Total Communicator Solutions, Inc. “TCS” policies and/or Total Communicator Solutions, Inc. “TCS” Code of Conduct;
- Danger to the health, safety, or well-being of employees and/or the general public;
- Forgery or alteration of documents;
- Authorizing or receiving compensation for goods not received or services not performed, or paying for services or goods that are not rendered or delivered;
- Authorizing or receiving compensation for hours not worked;
- Embezzling, self-dealing, or otherwise obtaining an unlawful private benefit (i.e., Total Communicator Solutions, Inc. “TCS” assets being used by anyone in the organization improperly for personal gain).

2.13 Accident and First Aid

Total Communicator Solutions, Inc. “TCS” believes that the best practice in case of an accident, is to ensure staff have access to a trained First Aider or someone who can take charge in the event of an accident.

Details of these trained staff will be displayed from your line manager and you should familiarize yourself with names and contact details.

An Accident Book is also available from your line manager and it is the responsibility of everyone to report and record any accident involving personal injury.

Employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

3. Employment Status and Records

3.1 Employment Categories

It is the intent of Total Communicator Solutions, Inc. "TCS" to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and provincial wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and provincial laws. EXEMPT employees are excluded from specific provisions of federal and provincial wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Total Communicator Solutions, Inc. "TCS" management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work Total Communicator Solutions, Inc. "TCS" full-time schedule. Generally, they are eligible for Total Communicator Solutions, Inc. "TCS" benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or probation status and who are regularly scheduled to work less than 28 hours per week. While they do receive all legally mandated benefits (such as Social Security and unemployment insurance), they are ineligible for all of Total Communicator Solutions, Inc. "TCS" other benefit programs.

PROBATION is those whose performance is being evaluated to determine whether further employment in a specific position or with Total Communicator Solutions, Inc. "TCS" is

appropriate. Employees who satisfactorily complete the probation period will be notified of their new employment classification.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project.

Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as CSST and unemployment insurance), they are ineligible for all of Total Communicator Solutions, Inc. "TCS" other benefit programs.

CASUAL employees are those who have established an employment relationship with Total Communicator Solutions, Inc. "TCS" but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as CSST and unemployment insurance), they are ineligible for all of Total Communicator Solutions, Inc. "TCS" other benefit programs.

3.2 Access to Personnel Files

Total Communicator Solutions, Inc. "TCS" maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Total Communicator Solutions, Inc. "TCS", and access to the information they contain is restricted. Generally, only supervisors and management personnel of Total Communicator Solutions, Inc. "TCS" who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Chief Financial Officer or Human Resources Director. With reasonable advance notice, employees may review their own personnel files in Total Communicator Solutions, Inc. "TCS" offices and in the

presence of an individual appointed by Total Communicator Solutions, Inc. "TCS" to maintain the files.

3.3 Personnel Data Changes

It is the responsibility of each employee to promptly notify Total Communicator Solutions, Inc. "TCS" of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Chief Financial Officer or Human Resources Director.

3.4 Probation Period

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Total Communicator Solutions, Inc. "TCS" uses this period to evaluate employee capabilities, work habits, and overall performance.

All new and rehired employees work on a probation basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. If Total Communicator Solutions, Inc. "TCS" determines that the designated probation period does not allow sufficient time to thoroughly evaluate the employee's performance, the probation period may be extended for a specified period.

During the probation period, both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first 30 days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice.

Please take note that your manager's role is to support you in developing and transferring your knowledge, skills and abilities to be successful in your job. We suggest you to take advantage of this resource.

Upon satisfactory completion of the probation period, employees enter the "regular" employment classification.

During the probation period, new employees are eligible for those benefits that are required by law, such as unemployment insurance and Social Security. After becoming regular employees, they may also be eligible for other Total Communicator Solutions, Inc. "TCS"-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

3.5 Employment Applications

Total Communicator Solutions, Inc. "TCS" relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.6 Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer

may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way. The annual salary review of all employees is based on performance and is evaluated beginning the month of December and effective December 31 of the current year.

3.7 Job Descriptions

Total Communicator Solutions, Inc. "TCS" makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

Total Communicator Solutions, Inc. "TCS" maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Chief Financial Officer or Human Resources Director and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Chief Financial Officer or Human Resources Director if you have any questions or concerns about your job description.

3.8 Salary Administration

The salary administration program at Total Communicator Solutions, Inc. “TCS” was created to achieve consistent pay practices, comply with federal and provincial laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, Total Communicator Solutions, Inc. “TCS” is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Total Communicator Solutions, Inc. “TCS” periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentive bonuses may be awarded depending on the overall profitability of Total Communicator Solutions, Inc. “TCS” and based on each employee's individual contributions to the organization.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The accounting department is also available to answer specific questions about the salary administration program.

3.9 Professional Development

At the discretion of your manager/supervisor, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. When these opportunities are directly related to the employee's position, or are suggested by the manager/supervisor, then Total Communicator Solutions, Inc. “TCS” will cover the cost of registration, course materials and some travel expenses.

If Total Communicator Solutions, Inc. "TCS" has agreed to pay for a course, the fees will be paid on evidence of successful completion. If Total Communicator Solutions, Inc. "TCS" sponsors a course (or courses) and the employee departs Total Communicator Solutions, Inc. "TCS" within a year of completion, the course fees will become repayable in full.

4. Employee Benefit Programs

4.1 Employee Benefits

Eligible employees at Total Communicator Solutions, Inc. “TCS” are provided a wide range of benefits. Several programs (such as unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

Eligible employees are provided with the following benefits _____:

- Medical Insurance
- Life Insurance
- Long-Term Disability

The _____ benefit programs require contributions from the employee of _____ % of the applicable premiums.

4.2 Vacation Benefits

Paid annual vacation is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. All employees are eligible to earn and use vacation time as described in this policy:

The amount of paid vacation time employees receives each year increases with the length of their employment as shown in the following schedule:

Upon initial eligibility, the employee is entitled to a maximum of 5 vacation days each year or one vacation day per month of service to a maximum of 5 days, if the employee has less than 1 year of service as of the end of the referenced period, which is calculated from January 1 to December 31.

After 2 years of eligible service, the employee is entitled to 10 vacation days each year.

After 5 years of eligible service, the employee is entitled to 15 vacation days each year.

Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. However, before vacation time can be used, a waiting period of 90 calendar days must be completed. After that time, employees can request use of earned vacation time including that accrued during the waiting period.

Paid vacation time can be used in minimum increments of one day. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's pay rate at the time of vacation. It includes overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. It does not include Christmas bonuses or gifts.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the reference period, the balance of unused vacation will not be paid out to the employee.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

4.3 Military Service Leave

Employees serving in the uniformed services, including the Army, Navy, Marine Corps, Air Force, Coast Guard and Public Health Service commissioned corps, as well as the reserve components of each of these services, may take unpaid military leave, as needed, to enable them to fulfill their obligations. However, those employees must provide advance written or verbal notice to their manager/supervisor. Employees should provide notice as far in advance as is reasonable under the circumstances. In addition, employees may, but are not required to, use accrued vacation or personal leave while performing military duty.

4.4 Religious Observance

Federal and state equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. The Company respects your religious beliefs, however, and therefore, will provide one (1) day of paid leave to employees who, for religious reasons, must be away from the office on days of normal operation. Employees who require additional time off may use vacation and/or personal days. This leave must be requested through the department manager two weeks prior to the event.

4.5 Holidays

Total Communicator Solutions, Inc. "TCS" will grant holiday time off to all employees on the holidays listed below:

- New Years Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving

- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Years Eve

Total Communicator Solutions, Inc. "TCS" will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s): **Employees who worked a minimum of 60 days.**

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

A statutory holiday that falls on a Saturday will be observed on the preceding Friday or in the case it falls on a Sunday will be observed on the following Monday.

If a statutory holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible non-exempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

4.6 Workers Insurance

Total Communicator Solutions, Inc. "TCS" provides workman's comp insurance at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Neither Total Communicator Solutions, Inc. "TCS" nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Total Communicator Solutions, Inc. "TCS".

4.7 Sick Leave Benefits

Total Communicator Solutions, Inc. "TCS" provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- Regular full-time employees

Eligible employees will accrue on a pro-rated basis sick leave benefits at the rate of 5.days per year. Sick leave benefits are calculated based on a "calendar year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Paid sick leave can be used in minimum increments of one half-day. An eligible employee may use sick leave benefits for an absence due to his or her own illness or injury, or that of a child, parent, or spouse of the employee.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct

supervisor must also be contacted on each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement may need to be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. As an additional condition of eligibility for sick leave benefits, an employee on an extended absence must apply for any other available compensation and benefits, such as workmans comp insurance. Sick leave benefits will be used to supplement any payments that an employee is eligible to receive from provincial disability insurance, workers' compensation or Total Communicator Solutions, Inc. "TCS"-provided disability insurance programs. The combination of any such disability payments and sick leave benefits cannot exceed the employee's normal weekly earnings. Sick leave benefits are intended solely to provide income protection in the event of illness or injury and may not be used for any other absence. Unused sick leave benefits will be paid to the active employees at the end of the calendar year. Employees who quit or that are terminated are not entitled to be paid any unused sick days upon termination of employment.

4.8 Bereavement Leave

Employees who require taking time off due to the death of an immediate family member should notify their supervisor immediately.

Paid bereavement leave will be provided to employees having worked 60 calendar days for Total Communicator Solutions, Inc. "TCS":

- a) Five (5) working days in the case of the death of an employee's spouse, child or the employee's spouse's child.

- b) Three (3) working days in the case of the death of an employee's father, mother, sister or brother.

- c) One (1) working day in the case of the death of an employee's grandfather, grandmother, uncle, aunt, nephew, niece, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandson, grand-daughter (except the uncle, the aunt, the brother-in-law, the sister-in-law, the grandfather, the grandmother, the nephew and the niece of the spouse).

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. The employees on leave without balance, of maternity, disease, in preventive withdrawal, parental leave, will not be able to prevail themselves of this benefit.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

4.9 Relocation Benefits

When Total Communicator Solutions, Inc. "TCS" asks employees to relocate to a new area, certain relocation benefits may be provided to facilitate the transition. Relocation may be available to any eligible transferred employee who must relocate in order to reside within 45 miles of the new place of work. For specific information regarding the terms and extent of relocation benefits, discuss with your immediate supervisor.

Employees must request relocation assistance for specific items in advance of the date the expenses are incurred. Total Communicator Solutions, Inc. "TCS" will reimburse expenses only if the employee has received advance approval, incurs reasonable expenses, and submits satisfactory proof of the expense within 30 calendar days of the date the expense was incurred.

Total Communicator Solutions, Inc. “TCS” extends these relocation benefits in an effort to contribute to the success of every employee's relocation. However, if an employee separates from Total Communicator Solutions, Inc. “TCS” service within one year of the relocation, the amount of the relocation reimbursement will be considered only a loan. Accordingly, the employee will be asked to reimburse all relocation expense.

4.10 Educational Assistance

Total Communicator Solutions, Inc. “TCS” recognizes that the skills and knowledge of its employees are critical to the success of the organization. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within Total Communicator Solutions, Inc. “TCS”.

Total Communicator Solutions, Inc. “TCS” will provide educational assistance to all eligible employees immediately upon assignment to an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Only Regular full-time employees are eligible for educational assistance.

Employees should contact their immediate supervisor or the Chief Financial Officer or Human Resources Director for more information or questions about educational assistance.

While educational assistance is expected to enhance employees’ performance and professional abilities, Total Communicator Solutions, Inc. “TCS” cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

4.11 Health Insurance

Total Communicator Solutions, Inc. “TCS” health insurance plan will provide employees and their dependents access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Total Communicator Solutions, Inc. “TCS” and the insurance carrier.

Details of the health insurance plan are described in the _____ provided at the end of this document. Information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Chief Financial Officer or Human Resources Director for more information about health insurance benefits.

4.12 Life Insurance

Life insurance offers you and your family important financial protection. Total Communicator Solutions, Inc. “TCS” provides a basic life insurance plan for eligible employees.

Accidental Death and Dismemberment (AD&D) insurance provides protection in cases of serious injury or death resulting from an accident. AD&D insurance coverage is provided as part of the basic life insurance plan. Employees in the following employment classifications are eligible to participate in the life insurance plan:

Regular full-time employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between Total Communicator Solutions, Inc. “TCS” and the insurance carrier. Details of the basic life insurance plan including benefit amounts are

described in the _____ guide provided to eligible employees. Contact the Chief Financial Officer or Human Resources Director for more information about life insurance benefits.

4.13 Long Term Disability

Total Communicator Solutions, Inc. "TCS" will provide a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan: Regular full-time employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between Total Communicator Solutions, Inc. "TCS" and the insurance carrier _____].

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the _____. provided to eligible employees. Contact the Chief Financial Officer or Human Resources Director for more information about LTD benefits.

4.14 Marriage, Maternity and Parental Leave

Marriage

One (1) paid working day off is allowed for the marriage of the employee or one of his children.

An employee may take one (1) day leave of absence for the marriage of a parent, brother, sister or child of joint sound.

Maternity Leave Admissibility

The employee is entitled to a maternity leave according to:

Current Government legislation entitles employees to a combined Maternity/Parental leave, without pay, of up to 52 weeks. However, during this leave of absence, employees may be eligible to receive _____ benefits in accordance with _____ eligibility rules. Employees that wish to benefit from Parental Leave only are entitled to a leave of absence, without pay, of up to 37 weeks.

Notice:

- a) The employee must provide in writing to the company, at least three weeks in advance the date of the beginning of her maternity leave and the date envisaged of her return to work. A medical certificate attesting of the date envisaged of the birth must accompany the notice.

- b) The notice can be less than 3 weeks if the medical certificate attests need for the employee to cease working within a less time. If physical dangers are possible, the employee will be assigned to other tasks while preserving the rights and preferences connected to her regular position.

Complications:

If the employee or the child suffers from complications preventing the return to work at the end of the maternity leave, the employee will have to forward a medical certificate to the company. The employee will be entitled to a prolongation of her maternity leave, which can reach a 52-week maximum including the parental leave.

Return to work:

- a) The employee must provide in writing to management the expected date of her return to work and this, three (3) weeks before returning from his maternity leave or parental.

- b) The employee who does not present himself to work five (5) days after the expiration of his maternity leave or parental leave may be known to have resigned.

- c) The direction can require of the employee who returns to work two (2) weeks after her childbirth, the production of a medical certificate attesting of its sufficient re-establishment to resume work.

- d) At the end of its maternity leave, or parental leave not exceeding 12 weeks, the employee will be reinstated in her regular function and it will be entitled to all the advantages of which it would have profited if she had remained with work.

- e) If the regular job of the employee does not exist anymore on her return, the direction will recognize all the rights and preferences that she would have profited at the time from disappearance of her job if she had then been with work.

Miscarriage:

- a) In the event of miscarriage, the employee as soon as possible must deliver to the direction a notice accompanied by a medical certificate attesting of the miscarriage or the urgency.
- b) When a danger of miscarriage requires a stop of work, the employee is entitled to a special maternity leave of the duration prescribed by the medical certificate, which attests existing danger.
- c) When occurs a miscarriage before the beginning of the twentieth (20th) week preceding the date envisaged of the childbirth, the employee is entitled to a sick leave.
- d) If an employee is confined of a child dead-born after the twentieth (20th) week preceding the date envisaged of the birth, she is entitled to the maternity leave of eighteen (18) weeks.

Special maternity leave:

When there is a danger of miscarriage, or a danger to the health of the mother or of the child to come caused by pregnancy and requiring a stop of work, the employee is entitled to a special maternity leave of the duration prescribed by the medical certificate which attests existing danger and which indicates the date envisaged of the childbirth.

Preventive withdrawal:

When there is a danger of miscarriage, or a danger to the health of the mother or the child to come caused by the working conditions, the employee must ask to be assigned to tasks not involving such dangers. If the direction cannot offer other tasks, the employee can then make the request for a preventive withdrawal. The maternity leave will then begin at the date envisaged from the childbirth.

Birth of a child or adoption

Two (2) paid working days off during the birth of the employee's child or of the adoption of a child (leave of paternity) other than those of joint sound. Moreover, the employee can prevail himself of a leave without balance of three (3) days. This leave can be split but must be taken in the 15 following days of the arrival of the child at the house.

5. Timekeeping / Payroll

5.1 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state/provincial laws require Total Communicator Solutions, Inc. "TCS" to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

5.2 Paydays

All employees are paid on the 1st and 15th day of each calendar month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to Total Communicator Solutions, Inc. "TCS". Employees will receive an itemized statement of wages when Total Communicator Solutions, Inc. "TCS" makes direct deposits.

5.3 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Termination for Cause: An Employment Contract may be terminated by the Employer at any time for cause, without notice or payment in lieu of notice, or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Termination Without Cause: An Employment Contract may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay if applicable, as is minimally required by the law, as amended from time to time.

5.4 Administrative Pay Corrections

Total Communicator Solutions, Inc. “TCS” takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the Chief Financial Officer so that corrections can be made as quickly as possible.

6. Work Conditions and Hours

6.1 Work Schedules

The normal work schedule for all employees is 8 hours a day, Monday to Friday. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

6.2 Absences

As an employee, you will be treated as a professional, which means that you will be expected to complete your work on time and at the expected level of quality. If extra hours are needed to complete your work, you will be expected to put in those extra hours. If, on the other hand, you are able to complete your work in less than a standard workweek, you are free to use those extra hours as you see fit. In return for being treated as a professional, we expect you to behave as one and not to abuse these privileges.

Even though you will be treated as a professional and will presumably behave as one, general absence guidelines are nevertheless necessary to ensure that we are able to conduct business in a predictable manner. Although we are not interested in monitoring your comings and goings, we need to know, in advance where possible, when you will be absent from work. Here are those guidelines:

Absences

Employees are expected to be at work and to work a full workweek, except for authorized absences. Authorized absences include the following:

- vacation time scheduled in advance
- sick leave
- time off for a workers' compensation injury
- a death in your family
- jury duty
- time off to vote
- military leave
- emergency situations beyond your control

Notification procedure

To obtain an authorized absence, call in, where possible, and let the appropriate person know that you are unable to come to work. The call should be made, if possible, no later than your regular starting time.

As for notifying someone that you will be late to work or will be leaving early in the event your work has been completed, we ask that you use your best judgment. If you know someone is likely to need to know that you will be coming in late or leaving early, you should call that person and let him or her know.

Failure to notify

If you don't come to work and don't call in, at some point we have the right to determine that you're not coming back. Thus, our rule is that unauthorized absences of three or more consecutive days without notice will be considered as a voluntary termination, and we will remove you from the payroll.

If you are repeatedly absent without authorization, you could be subject to counseling, suspension, and termination.

Inclement weather

During inclement weather, you should call to find out whether to report to work. Also, while the weather may be nice where you are, hazardous weather conditions could exist at or near the workplace. If you know hazardous conditions have been reported in the area, protect yourself and call work first.

6.3 Jury Duty

Paid Absence

Time off taken for jury duty is treated as a paid absence for up to the state mandated requirement during any one year. Employees are paid for the time they are absent for jury duty, less the amount they receive for performing jury duty service.

Advance Notice

Employees must give advance notice of the need for time off for jury duty. A copy of the summons should accompany the request.

Return to Work

If employees are dismissed from jury duty before the end of the workday, they must report to work for instructions on whether to return for work for the rest of the workday.

6.4 Use of Phone and Mail Systems

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse Total Communicator Solutions, Inc. "TCS" for any charges resulting from their personal use of the telephone.

The use of Total Communicator Solutions, Inc. "TCS"-paid postage for personal correspondence is not permitted.

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

6.5 Smoking

In keeping with Total Communicator Solutions, Inc. "TCS" intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

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

6.6 Meal Periods

All employees are provided with one meal period of 60 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

6.7 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees in accordance with applicable federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor

may result in disciplinary action, up to and including **possible termination of employment**.

Business travel for conferences, meetings, etc., which cause an employee to depart or arrive home on a non-workday does not constitute overtime.

6.8 Use of Equipment

Equipment essential in 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.

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

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

6.9 Telecommuting

Employees allowed to telecommute from home or off-site, for some or all of their employment, remain subject to the terms and conditions of employment set forth in the employee handbook and elsewhere. In addition to their existing obligations and responsibilities telecommuters must agree to do the following:

- Maintain a regular work schedule and an accurate accounting of what they work on and when. rental fees, only for compact or mid-sized cars;
- Comply with all of the safety regulations that apply to an office. That means

having a safe work environment free of clutter, exposed wiring, slippery surfaces, etc. Any employee who telecommutes grants a license to the company to inspect their work premise during normal work hours;

- Not allow business visitors to their home or off-site work location without the express written permission from their supervisor;
- Understand that the policies and procedures relating to legal compliance and ethics obligations remain in full force and effect while off-site;
- Be responsible for any company equipment used off-site. The employee may be responsible for the cost of repair or replacement of any equipment if handled in a careless or reckless manner. The company is not responsible for personal equipment used without express written authorization from the company;
- Maintain their work product in a safe and secure environment. Any confidential materials, trade secrets or proprietary information should be maintained under lock and key and appropriately discarded;
- Understand that any injuries occurred at home, or off-site, are covered by the company's worker's compensation insurance coverage. The reporting requirements for a telecommuter related to a workplace injury are the same as if they worked on company premises;
- Arrange for proper day care or elder care services so as not to interfere with getting your job done.

Remember that you are a representative of this company no matter where you are. Please use your best judgment at all times.

6.10 Emergency Closing

At times, emergencies such as severe weather, fires or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

6.11 Business Travel Expenses

Total Communicator Solutions, Inc. "TCS" will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

Employees whose travel plans have been approved should make all travel arrangements through Total Communicator Solutions, Inc. "TCS" travel department. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Total Communicator Solutions, Inc. "TCS". Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class;
- Car rental fees, only for compact or mid-sized cars;
- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel;
- Taxi fares, only when there is no less expensive alternative;
- Mileage costs for use of personal cars, only when less expensive transportation is not available;

- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings;
- Cost of meals, no more lavish than would be eaten at the employee's own expense;
- Tips, not exceeding 15% of the total cost of a meal or 10% of a taxi fare;
- Charges for telephone calls and similar services for business purposes;
- Charges for one personal telephone call each day;
- Charges for laundry and valet services, only on trips of five or more days (Personal entertainment and personal care items are not reimbursed).

Employees are encouraged to use their cellular telephone or calling cards when traveling, as hotel charges are excessive.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by Total Communicator Solutions, Inc. "TCS" may not be used for personal use without prior approval.

Cash advances of \$250.00/day to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

6.12 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at Total Communicator Solutions, Inc. "TCS", only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter Total Communicator Solutions, Inc. "TCS" at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Total Communicator Solutions, Inc. "TCS" premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

6.13 Computer and Email Usage

Computers, computer files, the email system, and software furnished to employees are valuable, vital assets and Total Communicator Solutions, Inc. "TCS" property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

Total Communicator Solutions, Inc. "TCS" has the right to monitor all of its information technology system and to access, monitor, and intercept any communications, information, and data created, received, stored, viewed, accessed or transmitted via those systems.

Total Communicator Solutions, Inc. “TCS” strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Total Communicator Solutions, Inc. “TCS” prohibits the use of computers and the **email system in ways that are disruptive, offensive to others, or harmful to morale.**

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

6.14 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by Total Communicator Solutions, Inc. “TCS” to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Total Communicator Solutions, Inc. “TCS” and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of Total Communicator Solutions, Inc. “TCS”. As such, Total Communicator Solutions, Inc. “TCS” reserves the right to monitor Internet traffic, and

retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create the material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights. Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by Total Communicator Solutions, Inc. "TCS" in violation of law or Total Communicator Solutions, Inc. "TCS" policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

The following behaviors are examples of previously stated or additional actions and

- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions;
- Sending or posting messages or material that could damage the organization's image or reputation;
- Participating in the viewing or exchange of pornography or obscene materials;
- Sending or posting messages that defame or slander other individuals;
- Attempting to break into the computer system of another organization or person;
- Refusing to cooperate with a security investigation;
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities;
- Using the Internet for political causes or activities, religious activities, or any sort of gambling;
- Jeopardizing the security of the organization's electronic communications systems;
- Sending or posting messages that disparage another organization's products or services;
- Passing off personal views as representing those of the organization;
- Sending anonymous email messages;
- Engaging in any other illegal activities.

activities that are prohibited and can result in disciplinary action:

6.15 Workplace Monitoring

Workplace monitoring may be conducted by Total Communicator Solutions, Inc. "TCS" to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of Total Communicator Solutions, Inc. "TCS" as well as their satisfaction with our service.

Computers furnished to employees are the property of Total Communicator Solutions, Inc. "TCS". As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because Total Communicator Solutions, Inc. "TCS" is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.16 Workplace Violence Prevention

Total Communicator Solutions, Inc. "TCS" is committed to preventing workplace violence and to maintaining a safe work environment. Total Communicator Solutions, Inc. "TCS" has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an

individual's sex, race, age, or any characteristic protected by federal, provincial, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Total Communicator Solutions, Inc. "TCS" will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Total Communicator Solutions, Inc. "TCS" may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Total Communicator Solutions, Inc. "TCS" encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Chief Financial Officer or Human Resources Director before the situation escalates into potential violence. Total Communicator Solutions, Inc. "TCS" is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

7. Employee Conduct & Disciplinary Action

7.1 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Total Communicator Solutions, Inc. “TCS” expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records;
- Working under the influence of alcohol or illegal drugs;
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment;
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Sexual or other unlawful or unwelcome harassment;
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace;
- Excessive absenteeism or any absence without notice;

- Unauthorized use of telephones, mail system, or other employer-owned equipment;
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies;
- Unsatisfactory performance or conduct.

7.2 Sexual and Other Unlawful Harassment

Total Communicator Solutions, Inc. "TCS" is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters;
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes;
- Verbal sexual advances or propositions;

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations;
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Chief Financial Officer or Human Resources Director or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Chief Financial Officer or Human Resources Director or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

7.3 Attendance and Punctuality

To maintain a safe and productive work environment, Total Communicator Solutions, Inc. “TCS” expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Total Communicator Solutions, Inc. “TCS”. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

7.4 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Total Communicator Solutions, Inc. “TCS” presents to customers and visitors.

During business hours or when representing Total Communicator Solutions, Inc. “TCS”, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Jeans, Bermuda, T-shirt and shorts do not present appropriate professional attire;
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance;
- Offensive body odor and poor personal hygiene is not professionally acceptable;
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours;
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours;
- Visible excessive tattoos and similar body art must be covered during business hours.

7.5 Return of Property

Employees are responsible for all Total Communicator Solutions, Inc. “TCS” property, materials, or written information issued to them or in their possession or control. Employees must return all Total Communicator Solutions, Inc. “TCS” property immediately upon request or upon termination of employment. Where permitted by applicable laws, Total Communicator Solutions, Inc. “TCS” may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Total Communicator Solutions, Inc. “TCS” may also take all action deemed appropriate to recover or protect its property.

7.6 Resignation and Retirement

Resignation is a voluntary act initiated by the employee to terminate employment with Total Communicator Solutions, Inc. “TCS”. Although advance notice is not required, Total Communicator Solutions, Inc. “TCS” requests at least 2 weeks' written notice of resignation from employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

In line with actual legislation Total Communicator Solutions, Inc. "TCS" does not have an age where it expects employees to retire. It is however our policy to have discussions with all our staff where they can discuss their future aims and aspirations. Staff and their managers can also use this opportunity to discuss retirement planning should the employee wish to do so.

You should ensure that you inform your line manager at least 3 months before you plan to retire to ensure that all appropriate arrangements are made (ex: sourcing a replacement etc.).

7.7 Security Inspections

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

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of Total Communicator Solutions, Inc. "TCS". Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Total Communicator Solutions, Inc. "TCS" at any time, either with or without prior notice.

7.8 Progressive Discipline

The purpose of this policy is to state Total Communicator Solutions, Inc. "TCS" position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced comes from good leadership and fair supervision at all employment levels.

Total Communicator Solutions, Inc. “TCS” own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Total Communicator Solutions, Inc. “TCS” is based on mutual consent and both the employee and Total Communicator Solutions, Inc. “TCS” have the right to terminate employment at will, with or without cause or advance notice, Total Communicator Solutions, Inc. “TCS” may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Total Communicator Solutions, Inc. “TCS” recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Total Communicator Solutions, Inc. “TCS”.

7.9 Problem Resolution

Total Communicator Solutions, Inc. “TCS” is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Total Communicator Solutions, Inc. “TCS” supervisors and management.

Total Communicator Solutions, Inc. “TCS” strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Total Communicator Solutions, Inc. “TCS” in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Chief Financial Officer or Human Resources Director or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Chief Financial Officer or Human Resources Director if problem is unresolved.

4. Chief Financial Officer or Human Resources Director counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.
5. Employee presents problem to the President in writing.
6. The President reviews and considers problem. The President informs employee of decision and forwards copy of written response to Chief Financial Officer or Human Resources Director for employee's file. The President has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

7.10 Workplace Etiquette

Total Communicator Solutions, Inc. "TCS" strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Total Communicator Solutions, Inc. "TCS" encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Chief Financial Officer or

Human Resources Director if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them;
- Replace paper in the copy machine and printer paper trays when they are empty;
- Retrieve print jobs in a timely manner and be sure to collect all your pages;
- Be prompt when using the manual feed on the printer;
- Keep the area around the copy machine and printers orderly and picked up;
- Be careful not to take or discard others' print jobs or faxes when collecting your own;
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor;
- Try to minimize unscheduled interruptions of other employees while they are working;
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace;
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas;
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others;
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace;
- Try not to block walkways while carrying on conversations;
- Refrain from using inappropriate language (swearing) that others may overhear;
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear;
- Clean up after yourself and do not leave behind waste or discarded papers.

7.11 Suggestion Program

As employees of Total Communicator Solutions, Inc. “TCS”, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit Total Communicator Solutions, Inc. “TCS” by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Total Communicator Solutions, Inc. “TCS” a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the President and, after review, they will be forwarded to the Direction. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition may be given to employees who submit a suggestion that is implemented.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENT OF THE EMPLOYEE HANDBOOK, PLEASE DIRECT THEM TO Chief Financial Officer or Human Resources Director.

WISHING YOU A LONG AND REWARDING CAREER AT Total Communicator Solutions, Inc. “TCS”!

Acknowledgement of Receipt

I acknowledge that I have received a copy of the Total Communicator Solutions, Inc. “TCS” Employee Handbook (“Handbook”). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company’s policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Company employee, nor is it intended to create contractual obligations of any kind. I understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

I expressly agree to the provisions of Part 7.9, Problem Resolution, of the Handbook, in which I have agreed to use alternative dispute resolution, in lieu of litigation, as the sole means of resolving any dispute that may arise between the Company and me, subject to the Company’s right to seek injunctive relief. I understand that by agreeing to arbitration I waive any right I may have to sue or seek a jury trial. The decision of the arbitrator will be final and binding.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to Human Resources. Retain a second copy for your reference.