



Innovative  
Outsourcing

Hire Power.

# ASSOCIATE HANDBOOK

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Please read and sign the last page. Questions? Tina  
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# ASSOCIATE HANDBOOK

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# WELCOME

Welcome to Innovative Outsourcing! We are pleased that you have joined the IO family, and we are confident that your contributions will help us fulfill our corporate vision: “To bring honor to God as we become the first choice for innovative staffing solutions for every business and every professional seeking employment in the metropolitan areas that we serve”

Every IO employee contributes directly to our organization’s growth and success. The pride you take in being a member of our team and the effort you put forth as an employee while on placement through IO will reap rewards for you, our clients, and Innovative Outsourcing.

As an employee of Innovative Outsourcing (“the Company” or “IO”), you will want to know what you can expect from us, what our clients expect from us, collectively, and what we expect from you. This Handbook will provide that information by outlining our Company’s current benefits, policies, and procedures.

Please keep this Handbook readily available as a reference guide throughout your employment with Innovative Outsourcing. If you have questions regarding any of the information noted in this Handbook, please do not hesitate to discuss them with your IO Associate Care Representative. Your IO Associate Care Representative is a very important source of information and support for you and will be more than happy to assist you with any job-related issues or concerns.

# PURPOSE OF THE HANDBOOK

This Handbook is designed to acquaint you with our Company and to provide you with a ready reference to answer many of your questions regarding your employment with us. Of course, please remember that business conditions change, and this Handbook is only a summary of the employee benefits, personnel policies, and employment rules that are in effect at the time we published the Handbook.

**This Handbook does not create an “employment contract” or other contractual rights. Although the Company intends that the benefits, policies, and regulations outlined in this Handbook will generally remain in effect, the Company reserves the right at any time to amend, curtail or to otherwise revise the benefits, policies, or regulations outlined in this Handbook.**

All of our employees are considered to be employed “at will,” which means that you have the right to terminate your employment at any time, with or without cause or notice, and the Company has a similar right. Your status as an “at will” employee may not be changed except by a written agreement signed by the President of the Company specifically acknowledging the change in your status.

**This Handbook supersedes all prior inconsistent handbooks or policies and may be changed from time-to-time as deemed necessary in the sole discretion of the Company.**

# **WHAT YOU CAN EXPECT FROM US**

## **OUR CLIENT RELATIONS PHILOSOPHY**

At Innovative Outsourcing, we are committed to building long-term partnerships with our clients. Our goal is to establish, develop, and continually nurture our client relationships by proactively and consistently working to exceed their expectations, allowing us to earn both their trust and respect.

You are a critical part of this process! As a front-line representative of Innovative Outsourcing, your role is crucial in strengthening IO's relationship with our client. Our expectation for our staff members as well as for our employees is to provide our clients outstanding, courteous service while demonstrating professionalism, personal integrity, and concern for the best interests of others.

When we live and work according to these precepts, the natural outflow will be a stronger, more resilient relationship with our clients. When the Client is satisfied, your job will be more enjoyable and your long-term opportunities greater.

## **OUR EMPLOYEE RELATIONS PHILOSOPHY**

Innovative Outsourcing is dedicated to providing an excellent work experience for our employees. We will do our best to offer client opportunities with good working conditions and competitive pay rates. And we will strive to provide good communication within our own company and encourage employee involvement whenever possible. We want you to feel valued and appreciated as important members of our team.

Over the years, we have earned a fine reputation in our industry. We know that our reputation is a direct result of the loyalty, commitment, and hard work of employees just like you.

## **OUR POLICIES AND PROCEDURES**

While you are on placement with any of Innovative Outsourcing's clients, the contents of this handbook are applicable. In addition, our clients may provide you with a list of their own policies, procedures, job requirements, etc. Of course, we expect you to follow the Client's guidelines, also. If for any reason, you believe that a conflict exists between Innovative Outsourcing's requirements, as outlined in this handbook, and the requirements of a particular placement, you should utilize our problem solving procedures as outlined in the following page.

## EQUAL EMPLOYMENT OPPORTUNITY

Innovative Outsourcing is an equal employment opportunity employer and complies with all applicable laws prohibiting discrimination based on race, color, religion, sex (includes pregnancy, sexual orientation, and gender identity), age, national origin or ancestry, physical or mental disability, veteran status, citizenship status, and any other basis protected by federal, state, or local laws. All such discrimination is unlawful and violates our policy. All persons involved in the operations of the Company are prohibited from engaging in such conduct.

In accordance with applicable federal and state law protecting qualified individuals with known disabilities, the Company will attempt to reasonably accommodate those individuals unless doing so would create an undue hardship on the Company. Any qualified applicant or employee with a disability who requires an accommodation in order to perform the essential functions of the job should contact the IO Associate Care Representative to request an accommodation.

## HARASSMENT AND DISCRIMINATION

We do not tolerate unlawful harassment of any of our employees, clients, vendors, suppliers, or independent contractors. Nor do we tolerate unlawful discrimination. This policy prohibits any form of harassment or discrimination which violates federal, state or local law including harassment or discrimination related to an individual's race, color, religion, sex, age, national origin or ancestry, physical or mental disability, veteran status, citizenship status, and any other basis protected by federal, state, or local laws. **For these purposes, the term "harassment" includes slurs, offensive remarks, jokes, and other verbal, graphic, or physical conduct.**

In addition to the above listed conduct, **"sexual harassment"** can also include the following examples of unacceptable behavior:

Unwanted sexual advances;

Offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity;

Visual conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, or posters;

Verbal sexual advances, propositions, or requests;

Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations; or

Physical conduct, such as touching, assault, impeding or blocking movements.

If you have any questions about what constitutes harassing behavior or discrimination, ask your IO Associate Care Representative.

**Violation of this policy will subject an employee to disciplinary action, up to and including immediate discharge.**

## **WHAT DO I DO IF I FEEL OTHER IO EMPLOYEES ARE BEING HARASSED?**

Harassment of our employees in connection with their work by non-associates or clients is a violation of this policy. Any employee who experiences or observes any harassment of an employee by a non-employee or client should report such harassment to the IO Associate Care Representative immediately. **Your notification of the problem is essential to us. We cannot help resolve a harassment or discrimination problem unless we know about it. Therefore, it is your responsibility to bring these types of problems to our attention, so we can take whatever steps are necessary to correct the problem.**

If the matter involves the IO Associate Care Representative, or if you believe that a previously reported matter was not handled to your satisfaction, you should immediately contact the President of the Company. You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate your report and, where appropriate, take prompt remedial action. The Company will make every possible effort to protect the confidentiality of employees making complaints about suspected violations of Company policies.

Harassment of or discrimination against our clients, vendors, or suppliers or their employees is also strictly prohibited. Any such harassment or discrimination will subject an employee to disciplinary action, up to and including immediate discharge.

## **PROBLEM RESOLUTION PROCESS**

Occasionally, while you are working in your job, issues may arise with which you are uncomfortable dealing with independently. Please contact your IO Associate Care Representative if there is something about your placement that is of concern to you, such as perceived harassment on the job, not feeling that you are able to perform your job well, not getting enough direction and feedback from your Client supervisor, etc.. We cannot answer your question or help you solve your problem unless you tell us about it.

Our "Problem Solving Process" offers all employees the freedom to discuss pertinent issues with us. If you have a problem relating to your employment with Innovative Outsourcing, it can usually be resolved by following these steps:

- First, discuss your concerns with your IO Associate Care Representative. Very often, he or she is in the best position to respond to your issues satisfactorily.
- If you feel you cannot talk to your IO Associate Care Representative, or if after discussing the issue, you feel it warrants additional attention, you should request to speak to the CEO.

The CEO is available for advice and assistance in solving your problem at any time.

When you inform us of your concern or problem, we will try to answer your concern or solve your problem as soon as possible under the circumstances.



## **BACKGROUND CHECK INFORMATION CONFIDENTIALITY**

Innovative Outsourcing requires that a criminal background check be performed on all new employees. We understand the highly sensitive nature of this information and the need for extreme confidentiality. The results of these checks are kept secure and are only shared within our organization on a “need to know” basis.

We cannot share the actual background check report with our client, however, we will advise the client if it is unsatisfactory and we are unable to move forward with your placement. Our employees must first sign a release allowing Innovative Outsourcing to conduct a background check and the Client must sign a confidentiality agreement.

# COMPANY BENEFITS

## COMPANY PAY INFORMATION

Innovative Outsourcing understands that your paycheck represents the dedication you have put into your work for a reporting period. Following the guidelines in this section will ensure timely receipt of your paycheck.

### Time Reporting

Paychecks are based on time reported through [https://tsheets.intuit.com/page/login\\_oii](https://tsheets.intuit.com/page/login_oii) or you can download the Quickbooks time app. You will receive instructions for using this time reporting system with your new employee documentation. These instructions will also outline the reporting periods used by Innovative Outsourcing.

All IO associates are required to submit their timesheet for their client manager's approval for the hours reported on timesheets. This approval will ensure that you and your client manager are in agreement regarding the number of hours you worked for that pay period. Time is due before noon on the 1st and the 16th of the month. You must send an email at each of these time periods to your manager to have your time approved. Your client has also received a letter from IO explaining this procedure and has been asked to make reviewing and approving the hours you submit a priority.

It is your responsibility to report your time before noon on the 1st and the 16th of the month.

Your Associate Offer Letter may contain a guarantee for **minimum hours** for which you will be paid per pay period. These minimum hours pertain to each entire pay period and cannot be broken down otherwise. IO asks that, if necessary, you be proactive in advising and working with your Client manager to ensure that, whenever possible, the minimum hours guarantee for each pay period is reached. To report your work hours in the time entry/payroll system during pay periods where your total work hours do not meet the guaranteed minimum hours outlined in your Associate Letter Agreement (Offer Letter), please follow the time reporting system instructions.

For assistance in using the [https://tsheets.intuit.com/page/login\\_oii](https://tsheets.intuit.com/page/login_oii) time reporting system, contact the Accounting Assistant, Suzie Smothers at **678.283.7131** or email at [time@innovative-outsourcing.com](mailto:time@innovative-outsourcing.com).

### Pay Frequency & Pay Dates

The frequency of your paycheck and the dates on which you will be paid were determined by the particular contractual arrangement with that Client. These details are outlined in your Associate Letter Agreement, which was one of the employment documents you signed

electronically. Please refer back to your Associate Letter Agreement for specific information.

If you are working for more than one Client, it is possible that you will be paid at different frequencies for these Clients. However, your pay frequency for each will always be outlined in that particular placement's Associate Letter Agreement.

If you are working for a Client that has been scheduled as a monthly paid placement and you find your work hours have increased to greater than 20 hours a week, please let your IO Associate Care Representative know if you would like to change to a twice monthly pay cycle.

### **Payment Method**

We provide payment by direct deposit on the 15<sup>th</sup> and last day of each month. If the 15<sup>th</sup> of the month or the last day of the month falls on a weekend or a holiday, your paycheck will be directly deposited on the business day prior to the holiday or weekend.

### **Changes To Your Personal Information**

All changes in address, bank information, or changes to your withholdings must be communicated to the Accounting Assistant no fewer than five (5) business days prior to a payday.

Any other questions about your pay or deductions should be brought to the attention of the Accounting Assistant immediately.

## **MILEAGE REIMBURSEMENT**

Mileage incurred on behalf of a Client should be handled directly with the Client.

If your job description requires that you occasionally must use your personal vehicle for a Client, you must first contact your IO Associate Care Representative. Then, you must clarify with the Client, before conducting the activity, the fact that you expect them to reimburse you for your mileage at the current IRS mileage rate for business use (available from [www.irs.gov](http://www.irs.gov)). In addition, you must confirm with the Client what the appropriate process is for submitting your mileage and be sure to keep a detailed log of the mileage and activities.

## SOCIAL SECURITY INSURANCE

For our associates who are classified as Employees of Innovative Outsourcing, each pay period we deduct a percentage of your pay, match it with an equal amount of the Company's money, and send it to the government to be deposited in your Social Security account. If you are not familiar with the retirement and disability benefits provided under Social Security, check with your local Social Security office for a more complete explanation.

## WORKER'S COMPENSATION INSURANCE

Innovative Outsourcing pays the entire amount of the Workers' Compensation insurance premium which provides benefits to our employees who experience injury or illness connected with employment. To be eligible for Workers' Compensation benefits, the injury must be a direct result of the job. Benefit entitlements are governed by law, but it is essential that you report all work-related accidents, injuries, and illnesses immediately to the supervisor at your placement and to Innovative Outsourcing. Where medical care is required for on-the-job injuries, employees initially must go to one of the designated medical facilities posted at our offices.

**The Company actively polices all claims suspected to be fraudulent. Abuse of the Workers' Compensation system can cause a severe negative economic effect to this Company and, in turn, your co-workers. We will pursue all available legal action against any employee found to have engaged in fraudulent conduct. Filing a false or fraudulent claim is also a violation of Company policy and will result in disciplinary action, up to and including immediate termination.**

## CIVIC DUTIES

We encourage each of our employees to accept his or her civic responsibilities. As a good corporate citizen, we are pleased to assist you in the performance of your civic duties.

**Jury Duty** – If you receive a call to jury or witness duty, please notify your Client supervisor immediately, so he/she can plan for your absence with as little disruption in workflow as possible.

Employees who are released from jury service before the end of their regularly scheduled work day or who are not asked to serve on a jury panel are expected to report back to the Client site as quickly as possible.

Employees with witness duty must provide the Client with a copy of the subpoena.

**Voting** – We want every employee to have the opportunity to vote in every election. Generally, there will be sufficient time to vote either before or after your scheduled time of work. If you have a problem in this regard, please let your Client supervisor know so that they can make arrangements for you to have the necessary time to get to the polls.

## MILITARY LEAVE OF ABSENCE

We are proud that some of our employees are members of the U. S. Reserve or the National Guard, and we thank you for your service to our country.

If you require time off to fulfill your military obligation, whether it is over a weekend or for a longer period, please let your Client supervisor know as far in advance as possible and give him or her a copy of your orders. You will be afforded all of the benefits provided by state and federal law.

## VACATION & HOLIDAY PAY/SCHEDULING

Since all of the employees who work directly for Innovative Outsourcing work only part- time or on project work schedules, they are not offered paid holidays and vacations. If you plan to take time off from your regular work schedule for vacation or for other non-emergency related personal reasons, you will be required to provide two (2) weeks' notice to your Client supervisor. You are not required to notify IO unless, as a result of this time off, your total work hours for any affected pay period **are less than the minimum hours noted in your Associate Letter Agreement (Offer Letter)**. Please follow IO's time entry/payroll system instructions when entering hours for the pay period.

## HEALTH INSURANCE BENEFITS

As part of the Affordable Care Act (ACA), employers are required to notify their employees of the coverage options available through the new Health Insurance Marketplace. You are not required to enroll in a Marketplace, but as your employer, we are required to make you aware of them.

You can visit [www.HealthCare.gov](http://www.HealthCare.gov) for information on your options, including an online application for health insurance coverage and contact information for a Health Insurance Marketplace.

Innovative Outsourcing does not offer health insurance and has no plan to do so in the future since we have only part-time employees and don't carry more than 50 full-time equivalents – therefore we are not subject to the Affordable Care Act mandate.

## **WHAT WE EXPECT OF YOU**

This section of our Handbook discusses your responsibilities while on placement for Innovative Outsourcing. Please thoroughly familiarize yourself with these policies and apply them in your work with our clients. Compliance with these policies will help ensure a more efficient, productive, and pleasant atmosphere for you, your co-workers, and our clients. We also ask that you familiarize yourself with the policies and procedures of the particular Client for whom you are working.

Obviously, this list is not all-inclusive; there may be other circumstances for which employees may be disciplined, up to and including immediate discharge. If you have any questions about these basics or what we expect of you as one of our employees, please discuss them with your IO Associate Care Representative.

# COMPANY POLICIES

## ABSENTEEISM AND TARDINESS

Each of our employees plays an important role in performing critical work tasks for our clients. Absenteeism or tardiness, even for valid reasons, is disruptive to our clients' operations and interferes with their ability to satisfy their customers' needs. Therefore, every employee is expected to be at work on time each day. Excessive absenteeism or tardiness can result in discipline, up to and including discharge.

If you know that you will be late or absent from work for any reason, you must **personally** notify your Client supervisor as far in advance as possible so that proper arrangements can be made to handle your work during your absence. Of course, some situations may arise in which prior notice cannot be given. In those cases, we expect you to notify your Client supervisor as soon as possible. When your absence is due to illness, your Client supervisor reserves the right to require appropriate medical documentation.

## SCHEDULE AND OVERTIME

Your work schedule will be determined by the placement you accept with Innovative Outsourcing. You will establish the specifics of this arrangement with your Client supervisor.

Lunch and break times will be set by the Client. Generally, if a long enough work day is scheduled, employees will have a meal period which is deducted from hours worked and a break period which is not deducted from hours worked.

The Client for whom you are working may periodically schedule overtime or weekend work to meet business needs. We ask that you try to be as flexible as possible in meeting the needs of our client. If you make a commitment to work additional hours or assist with a special project, we expect you to fulfill that commitment. Failure to report for scheduled overtime work may result in discipline, up to and including immediate termination.

We only pay overtime to non-exempt employees. All hours worked in excess of forty hours per work week are overtime hours and will be paid in accordance with applicable law. For purposes of calculating overtime, only actual hours of work will be considered.

**Please note: If you work for more than one Innovative Outsourcing Client, you are not permitted to work more than 40 total hours in any given work week, unless you have written consent from one of those Clients stating that the overtime hours can be charged to his/her account.**

## **APPLYING FOR NEW POSITIONS**

Innovative Outsourcing recognizes that there may be times when a new position is posted by the Company that may be of more interest to you than your current position. If you have been working in your current placement for at least six months and have exceeded expectations, you will be allowed to apply for additional opportunities to add to your current client workload. If you wish to stop working for your current client and are currently still working for that company, you may not apply for a new position through IO until you have been in that position for four years. We want to make sure that our clients do not feel that we are poaching their employees.

## **CELLULAR PHONES AND OTHER HANDHELD ELECTRONIC DEVICES**

While on placement, employees are expected to exercise the same discretion in using personal cellular phones and other handheld electronic devices as is expected for the use of all Company devices and equipment. In the remainder of this policy, these devices are collectively referred to as "handheld devices". Excessive use of these handheld devices during the workday can interfere with employee productivity and be distracting to others. A reasonable standard is to limit personal calls during work time to no more than one per day as needed. Employees are, therefore, asked to use these handheld devices on non-work time and to ensure that friends and family members are aware of the Company's policy. Flexibility will be provided in circumstances demanding immediate attention. The Company will not be liable for the loss of handheld devices brought into the workplace.

### **Personal Use of Company-Provided Cell Phone**

Where job or business needs demand immediate access to an employee, the Company or Client may issue a business-owned cell phone device to an employee for work-related communications. These handheld devices should be used in accordance with this policy and the Company's Electronic Communications policy.

### **Recording Devices**

To maintain the security of the Client's premises and systems, the Company prohibits unauthorized photography, audio or video recording of the Client's employees, confidential documents, or customers. Employees may not use a cell phone or any other handheld device in a manner that violates our No Harassment Policy, Equal Employment Opportunity Policy, or other Company policies. Employees may not use a cell phone or any other handheld device in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Employees who violate this policy are subject to discipline up to and including immediate termination of employment.



## **Safety Issues for Handheld Devices**

Employees are expected to refrain from using their handheld devices while driving in connection with their job duties. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull over to the side of the road and safely stop the vehicle before using any handheld device. Under no circumstances are employees allowed to place themselves or anyone else at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their handheld devices while driving will be solely responsible for all liabilities that result from such actions. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

## **CHANGES IN PERSONNEL RECORDS**

To keep your personnel records up to date, to ensure that the Company has the ability to contact you, and to ensure that the appropriate benefits are available to you, we ask that you notify your IO Associate Care Representative promptly of any change of name, address, phone number, marital status, number of dependents, or other applicable information.

## **CONFIDENTIAL CUSTOMER AND COMPANY INFORMATION**

While performing your job, you may come into contact with or have access to a wide variety of customer information of both Innovative Outsourcing and our client. Any personal information that our client or Innovative Outsourcing obtains concerning a Client's customer, whether directly from the Client's customer or through a credit report, is to be treated as strictly confidential. Federal law and good business practices require that we carefully safeguard this information from disclosure to any unauthorized person whether in this Company or outside. In order to accomplish this, we have adopted detailed policies concerning the proper handling, safeguarding, and destruction of customer information. Be familiar with these policies. If you are not sure of what to do with this information, ask your IO Associate Care Representative.

- Never leave customer information on your desk unattended.  
Never leave customer information in an unlocked office.
- Never provide customer information to another employee/person unless that employee/person has a legitimate business "need to know."
- Never remove customer information from the Client's property without expressed permission to do so.
- Always treat the Client's and the Client's customers' personal information as you would treat your own personal information.

Financial and other information related to Innovative Outsourcing's business operations or the Client's is also to be treated as strictly confidential. All such information may not be disclosed to people outside the Company or Client and must be returned when you leave employment with Innovative Outsourcing or the Client. This includes all customer and prospect lists, pricing information, and other sensitive financial information. If you have any questions as to what is covered by this policy, ask our IO Associate Care Representative for clarification.

## **COOPERATION**

We expect that all of our employees will cooperate with the Company and their individual clients. You may, from time to time, be asked to perform tasks that are outside your normal duties. We expect you to perform these new duties unless they pose a safety hazard, have legal implications, or are outside the scope of the original job description to a great degree. If you have any questions as to what is covered by this policy, ask your IO Associate Care Representative for clarification.

## **COURTESY**

Courtesy is the responsibility of every associate. We expect our associates to be courteous, polite, and friendly both to our clients, their employees and customers. No one should be disrespectful, use profanity or foul language, or engage in any activity that injures the image or reputation of our Company or that of the Client.

## **DRUG AND ALCOHOL POLICY**

The Company maintains a strong commitment to provide a safe, efficient, healthy, and productive work environment. You have a right to expect that your fellow employees will perform their duties safely and efficiently in a manner that protects all of our interests. In keeping with this commitment, we maintain zero tolerance for drug and alcohol abuse by employees. Use of illicit drugs and indiscriminate alcohol consumption puts everyone at risk and cannot be tolerated. Consistent with our efforts to promote health and safety and protect the interests of our employees, customers, and the Company, we do not allow anyone to use or consume, possess, distribute, sell, manufacture, or purchase alcohol or illegal drugs, intoxicants, or controlled substances on Company or Client property, or to work with them in their system at any time. This includes lawful controlled substances which have been illegally or improperly obtained as well as abuse of lawful substances.

This policy does not prohibit the possession and proper use of lawfully prescribed drugs taken in accordance with the prescription, but does prohibit employees from having excessive amounts of otherwise lawful controlled substances in their systems, or from working while impaired by a lawful medication. Even the use of lawfully prescribed drugs may affect an employee's job performance, such as by causing dizziness or drowsiness. Report the use of prescription or nonprescription drugs that may affect drug tests by completing a written consent form. It is your responsibility to determine from your physician whether a prescribed drug may impair job performance, and if so, you must inform us by contacting your IO Associate Care Representative.

## **PROHIBITED ACTS**

The following rules and standards of conduct apply to all employees. The Company strictly prohibits:

- Possession, use, or having alcohol or an illegal drug, intoxicant, or controlled substance in your system while on the job or on Company-owned or Client premises;
- Driving a vehicle on Company business while having alcohol or an illegal drug, intoxicant, or controlled substance in your system;
- Distributing, selling, manufacturing, or purchasing or attempting to distribute, sell, manufacture, or purchase an illegal drug, intoxicant, or controlled substance during working hours or while on Company-owned or Client premises;
- Testing positive on a required or requested drug or alcohol test or screen;
- Refusing either to take a drug or alcohol test or to release information regarding a required or requested drug or alcohol test or screen;
- Abuse of lawful or prescribed substances; and
- Violating any Company rule or policy regarding alcohol and drug use.

## **TESTING PROGRAM**

Each of us has a responsibility to keep the workplace safe from illegal drug use or substance abuse. If you observe or have knowledge of another employee in a condition which impairs the employee from performing job duties, presents a hazard to the safety and welfare of others, or is otherwise in violation of this policy, promptly report that fact to your immediate Client Supervisor and your IO Associate Care Representative.

The possible occasions for drug and/or alcohol testing include, but are not limited to:

- After an initial offer of employment, but before the applicant commences employment;
- Before a former employee is re-employed;
- When a reasonable suspicion exists that any employee has alcohol or any illegal drug, intoxicant, or controlled substance in his or her system while on the job, or is otherwise in violation of this policy. Reasonable suspicion means suspicion based on information from any source regarding, among other things, the appearance, behavior, speech, attitude, mood, and/or breath odor of any employee;
- When any employee is found in possession of alcohol or any illegal drug, intoxicant, or controlled substance in violation of Company policy, or when any of those items are found in an area controlled or used by the employee, such as a desk or locker;
- When an employee suffers an on-the-job reportable injury or is involved in an accident, near-miss, or other safety-related incident;
- As part of any random program of testing which the Client may implement;
- After any employee has participated in a rehabilitation program or medical leave of absence but before returning to work; and
- When required by a state or federal law or regulation (e.g., (i) persons driving commercial motor vehicles with a gross vehicle weight rating of 26,001 pounds or more or carrying hazardous materials in interstate commerce (“DOT testing”) or (ii) for other reasons required by law).

For Clients who require drug testing, this will involve an initial screening test. If that test result is positive, the positive result will be confirmed using a different testing methodology. The test results will be kept as confidential as possible.

Employees suspected of possessing alcohol, illegal drugs, intoxicants, or controlled substances are subject to inspection and search, with or without notice. Employees' personal belongings, including any bags, purses, briefcases, and clothing, and all Company property are also subject to inspection and search, with or without notice. Employees who violate the Company's drug and alcohol abuse policy will be removed from the workplace immediately. The Company may also bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy and these procedures, the Company may investigate potential violations and require personnel to undergo drug/alcohol screening, including urinalysis, blood tests, or other appropriate tests and, where appropriate, searches of all areas of the Company's physical premises, including, but not limited to work areas, personal articles, employees' clothes, desks, work stations, lockers, and personal and Company vehicles, etc. Employees will be subject to discipline up to and including discharge for refusing to cooperate with searches or investigations, refusing to submit to screening, or for failing to execute consent forms when required by supervision.

Any conviction for criminal conduct involving illegal drugs, intoxicants, or controlled substances, whether on or off duty, or any violation of the Company's drug and alcohol abuse policy, including having a positive drug-test result, may lead to disciplinary action, up to and including termination.

# ELECTRONIC COMMUNICATIONS

## Key Highlights

- Innovative Outsourcing (IO) employees (Associates) are trusted stewards of electronic data belonging to the (the Company) and also data belonging to companies (the Client) where they are working.
- Electronic communications stored on or created, sent, or received through systems are the property of the respective system owner (Company or Client).
- Associates are required to secure Company and Client information and to use good cybersecurity behaviors.
- Associates must protect information like any other valuable asset.
- Subject to applicable law and system accessibility, the Company and/or the Client may monitor Associate electronic communication use.

## Summary

The Electronic Communications Policy instructs Associates of their responsibilities and obligations for appropriately using, accessing, monitoring, and disclosing Company and Client information that is created, sent, received, transmitted, or stored on Company and Client systems.

## Purpose

Our Associates handle a great deal of information. This may be a combination of Company or Client information and comes in different formats. Information is an asset that must be protected. A violation of this policy may result in disciplinary action up to and including immediate termination of employment or service contract as well as possible civil liabilities or criminal prosecution.

Where the Company deems it appropriate, we may advise legal officials or other appropriate third parties of any illegal violations. The Company will cooperate in investigations conducted by legal officials or appropriate third parties. We will not retaliate against anyone who reports violations or assists with our investigation of possible violations of this policy.

## Terms To Know

- User: An associate, employee, vendor, contractor, or other authorized person who uses a Company or Client system for their daily work
- Electronic Communications: Business data sent and received through delivery methods including (but not limited to) email, voice mail, fax machines, computers, PDAs, telephones, mobile phones, digital cameras, Intranet, Internet, and removable storage media.

- Non-Public Information: Company or Client information not disclosed or made generally available to the public. Non-public information examples include presentations, spreadsheets, project documentation, emails, or videos.
- System: Includes but is not limited to computers, laptops, tablets, mobile devices, servers, network, and other communication systems. Note that personal devices and computers and other public technology not owned directly by the Company or Client may be included in the definition of a Company or Client System by nature of the Associate use of that technology in their role.
- Technology Infrastructure: System supporting the delivery of business information and IT-enabled processes, which are owned, leased, operated, or contracted by the Company or the Client
- Removable Storage Media: May include but is not limited to backup tapes, removable hard drives, DAT, VHS, CD, DVD, flash memory cards, USB flash drives, and thumb key drives.
- Encryption: Process to make information hidden or secret and to prevent any inadvertent access or unauthorized disclosure

### **Acceptable Use**

- Associates may use Company or Client Systems to communicate internally with co-workers or externally with customers, suppliers, vendors, advisors, and other business acquaintances for business purposes.
- All Electronic Communications contained in Company Systems or Client Systems are Company or Client records, accordingly. Although each Associate may have an individual password to access these Systems, the Systems belong to the Company or the Client. Contents of the Systems and Electronic Communications conducted on the Systems may be accessed by the Company or the Client at all times for any business purpose.
- These Systems may be subject to periodic unannounced inspections and should be treated like other shared filing systems. The contents of the Systems may also be monitored by and disclosed to the Company or the Client without further notice to Associates.
- Except as protected by applicable law, your communications on Company or Client Systems are not private. Any data gathered because of monitoring activities may be disclosed outside the Company or the Client in support or as part of investigations or legal proceedings.

- Associates may not use Systems (Company or Client) in a manner that violates our No Harassment Policy, Equal Employment Opportunity Policy, or other Company policies. Associates may not use the Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of forbidden transmissions include, among other things, sexually-explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of our No Harassment policy.
- In addition, Associates may not use our Systems:
  - To carry any defamatory, discriminatory, or obscene material;
  - In a manner that violates the terms of any telecommunications license or any laws governing transborder data flow including but not limited to laws dealing with data collection, protection, privacy, confidentiality, and security;
  - In connection with any attempt to penetrate computer or network security of any System, or to gain unauthorized access or attempted access to any other person's Electronic Communications Systems or Equipment;
  - In connection with any infringement of another person's intellectual property rights, including but not limited to copyrights; and
  - In connection with the violation or attempted violation of any law.

### **Electronic Forgery**

- Electronic forgery is defined as misrepresenting, disguising, or concealing your identity or another's identity in any way while using Electronic Communications; making changes to Electronic Communications without clearly indicating that you have made such changes; or using another person's account without prior written approval of the account owner and without identifying that you are the author. Electronic forgery is not allowed for any purposes.

### **Intellectual Property Rights**

- Associates must always respect copyrights and trademarks of third parties and their ownership claims in images, text, video and audio material, software, information, and inventions.
- Associates should not copy, use, or transfer proprietary materials of the Company or others without appropriate authorization. The Company will cooperate with the copyright holder and legal officials in all copyright matters.
- Downloaded software and other copyrighted material may be subject to licensing obligations or restrictions. Even when software is labeled "freeware" or "shareware," there may be retained licensing restrictions that prohibit or limit the usage or commercialization of such items. The unauthorized copying or use of computer software exposes the Company and individual Associates to substantial fines and/or imprisonment. If questions arise in this regard, contact your IO Associate Care Specialist.

- This is particularly important for Innovative Outsourcing Accountants and Bookkeepers who work from a home office. Be sure to follow all licensing obligations and copyright restrictions when deciding whether to utilize a Client's copy of software or to purchase an additional copy.

### **Personal Use of Systems**

*(NOTE: The personal use of Systems is mainly focused on technology provided by the Company or the Client. Associates using their personal devices to accommodate Company or Client work obviously have more flexibility around personal use of their System. However, they should focus on protective cyber practices to safeguard Company or Client data.)*

- The Company or Client may provide Systems to assist Associates in the performance of their jobs. The Company or Client reserves the right (and Associates agree to permit the Company or Client) to use, access, monitor, and disclose all Electronic Communications on the Systems without regard to content. Since Associates' personal communications and information may be accessed without advance notice, Associates should not use the Systems for communication or information that Associates would not want discussed with or known to third parties.
- For example, Associates should not use the Systems for gossip; personal information about themselves or others; for forwarding messages under circumstances likely to embarrass themselves or others; or for emotional responses to business correspondence or work situations.
- Associates also should not use these Systems for such purposes as soliciting for commercial ventures, religious or personal causes, outside organizations, or other similar, non-job-related situations.
- Although incidental and occasional personal use of the systems that does not interfere or conflict with the business is permitted, personal communications on Company or Client Systems are treated the same as all other Electronic Communications and may be used, accessed, monitored, and disclosed by the Company or Client at any time without notice.

### **System Integrity, Security and Encryption**

- All System passwords and encryption keys must be available to the Client, and Associates may not use passwords that are unknown to the Client.
- Associates may not install password or encryption programs without the written permission of the Client and without turning over encryption keys to their Client Supervisor.



- Further, Associates are prohibited from the unauthorized use of passwords and encryption keys belonging to other Associates to gain access to the other Associate's messages, information, or communications.
- When working with an Innovative Outsourcing Client, Associates must comply with all software rules and licensing agreements of the Client.

### **Safeguarding**

- Keep work and public areas clear of Company or Client information when not present or not in use.
- Always activate the screen lock on computers and other mobile devices when away from your desk or not in use.
- Secure or take with you the keys or access codes to filing cabinets, desk drawers, offices, and other storage areas.
- Avoid conducting Company or Client business on a public System (kiosks, library, business centers, etc.). If you have no alternative, ensure you have logged out fully and cleared browser caches.
- It is highly recommended that you do not use unsecured, public Wi-Fi networks without the use of a virtual private network (VPN) solution.
- You cannot take Company or Client data with you when you are no longer employed with the Company or working for a Client. That includes information you may have created on behalf of the Company or Client ... you don't own that data.

### **Protect Your Identity**

- You are responsible for the activity that occurs under any user ID assigned to you by the Company or the Client.
- Do not disclose or allow others to use your access credentials.
- Create strong passwords and passphrases, keep them private, do not reuse them, and change them when required.
- Do not share passwords between your work and private user accounts.
- Do not use your Company email address for private, non-business related use.

## **Share and Control Information Appropriately**

- Share information only with those with access and need-to-know.
- Be conscious of your surroundings when discussing information and activities in public spaces.
- Watch what you share in your personal use of social media.

## **Client-Centric Associate**

- Associates who work directly for our Clients are key to the success of Innovative Outsourcing, and part of that success relies on protecting our Clients' information.
- Client-Centric Associates may be working on a computer provided by the Client and may be subject to an Electronic Communications Policy or similar acceptable use policy established by the Client. If you are unsure what those rules are, be sure to ask!

## **Company-Centric Associate**

- Associates whose work is core to Company operations are stewards of critical data, including personally identifiable information (PII) for fellow Associates.
- For those utilizing personal Systems for accommodating Company business, it's even more crucial to ensure your Systems are safeguarded. Where possible, Company data should be distinctly segmented from personal data.
- Any Company information or messages stored, created, sent, or received using personal devices remains the property of the Company.
- Use only secure devices and appropriately licensed software to access Company information, systems, and technology infrastructure.
- Keep current with system updates and security patches for your personal Systems.
- Ensure localized Company data (stored on your personal System and not available elsewhere) is backed up to a secure, removable device or (preferably) a remote cloud solution.

## **FRAUD AND FALSE STATEMENTS**

Falsification of any application, resume, medical history record, invoice, work order, time record, financial record, or any other document is strictly prohibited. No associate may ever sign the name of a customer to any document. However, if a customer specifically requests that an associate use a signature stamp, specific guidelines for stamp usage must be written out by the customer and signed by both the customer and the associate. Innovative Outsourcing will keep

a copy of that agreement in the customer file. The customer must accept responsibility for reviewing all expenditures made with the use of the signature stamp and report any misuses to Innovative Outsourcing immediately. If you observe a violation of any of these rules or become aware of any other conduct of a questionable nature, it is your responsibility as an employee of this Company to report it directly to the Client or IO Associate Care Representative immediately.

### **GIFTS AND GRATUITIES**

Employees may not request or accept any gift, bonus, or gratuity greater than \$100 in value from a customer or supplier, without the express authorization of Innovative Outsourcing. Payments of any kind from a business or individual with whom the Company or its Clients do business must also be reported.

### **HAZARDOUS AND TOXIC MATERIALS**

If your job requires that you use hazardous or toxic materials, you are expected to comply with all federal, state, and local laws and regulations concerning their safe handling and disposal. Please be sure to familiarize yourself with proper handling and safety procedures. Also, be sure to review the MSDSs for chemicals used in your department. If you have any questions, please discuss them with your IO Associate Care Representative.

### **HOUSEKEEPING**

It is everyone's responsibility to help keep our clients' facilities looking their best. Please keep your work areas as clean as your work permits. Please discuss with your Client supervisor whether or not eating is prohibited in work areas. Please use the break room as appropriate and be sure to clean up after yourself.

### **INSPECTION OF PROPERTY**

In order to protect you, your coworkers, our customers, and the Company, Innovative Outsourcing and its clients reserve the right to inspect all lockers, desks, tool boxes, purses, briefcases, computers, vehicles, and any other personal property which is brought onto the Client's property.

### **INSUBORDINATION**

We expect every employee to follow the lawful instructions of Supervisors and other management officials. If you believe that you are being directed to do something that is illegal or unethical, you are expected to report it to the IO Associate Care Representative immediately. We also expect every employee to cooperate fully with any internal investigation we conduct. If you are given a written notification or warning of any kind and asked to acknowledge your receipt of that document, we expect your full cooperation. If you disagree with the content of the document, you are always free to attach an explanation or a rebuttal. However, you may not refuse to acknowledge you have received it.

## LEGAL REQUIREMENTS

Innovative Outsourcing and its Clients are covered by many different federal, state, and local laws. We expect all employees to comply strictly with each of these laws. The following is a brief list of laws and regulations that we feel merit special attention.

Time Records. Federal law requires that all employees, unless exempt, must keep an accurate record of their hours worked each day and each week, and your hours must be properly recorded. Employees should not count meal time and any time they leave the Client's site on personal business in their reported work hours. (Please refer to the "Time Reporting" section under Company Pay in the handbook.)

Tax Withholding. We are required to make certain deductions from your wages for taxes. Every employee is required to provide us with all documentation necessary to comply with state and federal tax withholding laws and to cooperate fully with this process.

Credit Bureau Reports. No employee may pull a credit report on any Client or Client's customer without a signed authorization from that Client or customer. This policy also applies to cosigners. Employees who violate this law are subject to being sued personally for compensatory and punitive damages.

Environmental Compliance. Employees working with chemicals, paints, waste oil, CFC and emissions testing equipment are required to be familiar with and comply with the applicable laws and regulations. If you observe something which you feel may be in violation of a law or regulation, report it to the IO Associate Care Representative.

## PERSONAL APPEARANCE AND GROOMING

We do not have a formal dress policy and prefer to rely on every employee's good judgment to dress appropriately, consistent with the dress code applicable to a particular Client's place of business. Of course, this will vary from placement to placement. However, we do require every employee to present a well-groomed, business-like appearance at all times.

Any employee who fails to meet our standards will be sent home to correct the problem and may be subject to further discipline. Therefore, if you have any questions as to what is expected of you in terms of dress or appearance, please discuss them with your IO Associate Care Representative.

## PERSONAL CONDUCT

We expect every employee to conduct him or herself in a manner which will reflect favorably on the employee and the Company. This rule applies whether the employee is on or off the job. Rude, unprofessional, or offensive conduct toward Clients, their customers, or coworkers damages our Company's reputation and, therefore, can be grounds for termination. Contact with customers away from the Company for personal reasons is strictly prohibited.

## **PERSONAL MAIL**

All mail delivered to the Company is presumed to be related to our business. Mail sent to an individual at the Innovative Outsourcing address will be opened by the Executive Assistant and either routed to the appropriate department or forwarded to your home address. If you do not wish to have your correspondence handled in this manner, please have it delivered directly to your home.

Employees may not use Company stationary or postage for personal reasons.

## **PERSONAL RELATIONSHIPS**

Personal relationships between non-supervisory co-workers are permitted provided they do not adversely affect the work performance of the parties involved or their co-workers. Employment of family members and relatives will be considered on a case-by-case basis. In no case may a family member supervise the work of another family member nor may one family member be employed in a position where he or she could affect the compensation or advancement of the other.

Employees are prohibited from engaging in any kind of personal relationship with a customer or from using any information obtained in the course of business to further a personal or social relationship.

## **PERSONAL TELEPHONE CALLS AND VISITS**

While on placement, you may only make personal calls while on lunch or at break. You should not receive outside calls while on placement unless they are of an urgent nature. Employees may not charge long distance calls to the Client or to Innovative Outsourcing.

Employees may use personal cell phones at work consistent with our cell phone use policy. Visits by friends or relatives can be disruptive to our clients' operations. Therefore, we strongly discourage such visits during work hours.

## **POOR PERFORMANCE**

Every employee is expected to make every effort to learn his or her job and to perform that job at a satisfactory level. Any employee who fails to maintain a satisfactory level of performance is subject to termination.

## **PUBLICITY**

In the course of advertising, public relations, or other similar conduct for business purposes, the Company may utilize media resources. The Company may use your photograph, picture, and/or voice transcription for promotion or advertising at any time without compensation to you.

## **SAFETY**

The health and well-being of our employees are foremost among our concerns. You must follow common-sense safety practices and report any unsafe condition, or defective or malfunctioning tool or equipment to the Client and to your IO Associate Care Representative. All employees must cooperate with the Company in maintaining safe working conditions.

You must report ALL accidents -- including those that do not involve serious injury and those involving customers -- to the Client and to your IO Associate Care Representative. It is only through full knowledge of every accident that the Company can ensure that our clients' sites are safe and healthy places for our associates to work.

All employees are required to adhere completely to all Company and OSHA safety requirements as well as to state and federal laws and insurance company requirements. Failure to comply with safety requirements will result in discipline, up to and including termination.

Basic rules include:

- Promptly report all hazardous conditions, broken equipment, or unsafe practices to your Supervisor.
- Wear a seat belt when in a Company vehicle.
- Use personal protective equipment (PPE) when required.
- Follow all safety rules.

## **SEVERE WEATHER**

Normally, severe weather does not affect Company or Client operations. However, under extreme weather conditions, you may not be able to report to work or a Client may close its operations.

In the event of severe weather, you should make every effort to report to work unless your personal safety or the safety of your family is at risk. If you are not able to report to work, you must follow the normal "call-in" procedures to report your absence. If you make every effort to safely report to work and notify your Client Contact of your absence according to the normal "call-in" procedures, your absence will be excused. Failure to properly report an absence will result in an unexcused absence and may result in disciplinary action. Hourly employees are not paid for absences caused by severe weather.

In the rare circumstance of extreme weather or natural disaster, the Client location where you are working may close. Please make sure to find out the Client's means of announcing company closings, etc. as part of your orientation process there.

## **SLEEPING AND INATTENTION**

We expect every employee to be fully alert while on the job to ensure the safety of all employees and to properly serve our clients. Therefore, we cannot tolerate sleeping or inattention on a placement.

## **SMOKING**

Please talk with your Client supervisor to find out about the smoking policy for that location. Please be especially attentive to the sensitivities of customers or fellow employees who may object to smoking. Any employee working in an area in which smoking is permitted who has a sensitivity to smoke or is otherwise affected by smoking should contact the IO Associate Care Representative.

## **SOLICITATION/DISTRIBUTION**

Solicitation by an employee of another employee during the working time of either employee for any reason is strictly prohibited. Distribution of advertising materials, handbills, or other literature is prohibited in all working areas at all times. Solicitation and distribution by non-employees is prohibited on the Company's or the Client's premises at all times.

## **THEFT**

We do not tolerate theft in any form, whether from the Company, a Client, or a coworker. Employees involved in any form of theft are subject to termination, as well as criminal prosecution.

## **TIME OFF**

When you require extended time off from a particular placement, be sure to inform your Client Supervisor and your IO Associate Care Representative as far in advance as possible. Prompt notice of the need for time off will allow the Company to better serve its Clients.

## **UNLAWFUL ACTIVITY**

No employee may engage in any unlawful activity either on or off the job as this can adversely affect the Company's reputation. Any unlawful activity will result in disciplinary action up to and including termination.

## **UNAUTHORIZED INTERVIEWS**

As a means of protecting yourself and the Company, no unauthorized interviews are permitted to be conducted by individuals representing themselves as attorneys, peace officers, investigators, reporters, or someone who wants to "ask a few questions." If you are asked questions about the Company, a Client, or its current or former employees, you are to refer that individual(s) to your IO Associate Care Representative. A decision will then be made as to

whether that individual may conduct any interview. Similarly, if you are aware that an unauthorized interview is occurring at the Company's or Client's premises, immediately notify the IO Associate Care Representative.

## **VIOLENCE AND WEAPONS**

To provide a safe workplace for our employees and Clients, the Company will not tolerate any violent acts or threats of violence. We also prohibit the possession of weapons of any kind on the Company's or the Client's premises, including in personal vehicles on the premises.

**On Company or premises:** Any employee who commits or threatens to commit any violent act against any person while on Company or Client premises will be subject to immediate termination. The Company or Client premises include our roadways and parking lots.

**Off Company or premises:** Any employee who, while engaged in Company or Client business off the premises, commits or threatens to commit any violent act against any person will be subject to immediate termination. Even when off the premises and not involved in Company or Client business, an employee who commits or threatens to commit a violent act against another person will be subject to immediate termination, if that threat or violence could adversely affect the Company, a Client or the reputation of the Company or a Client.

**Reporting/investigation procedure:** Any employee who is threatened with or subjected to violence, or who becomes aware that another individual has been threatened with or subjected to violence, should immediately notify his or her IO Associate Care Representative or someone else in management both at the Client and at Innovative Outsourcing. Employees are urged to take all threats seriously. Reports of threats or violence will be carefully investigated; employee confidentiality will be maintained to the fullest extent possible and, if necessary, appropriate action taken to insure the continued safety of our employees and the public.

## **SEPARATION FROM EMPLOYMENT**

In the event you choose to resign from your position, we ask that you follow commonly recognized business courtesy and give Innovative Outsourcing and your Client Supervisor a minimum of two weeks' notice written. Please provide that written notice to your Innovative Outsourcing Associate Care Representative. We expect you to take care of all your outstanding accounts with the Company/Client and return all Company/Client property prior to taking receipt of your final paycheck.

Georgia is an "at will" state and Innovative Outsourcing has the right to terminate your employment without advance notice or cause. You also have that same right. Your status as an at-will employee may not be changed except in writing signed by the CEO.

## **TO SUM IT ALL UP**

This Handbook highlights your opportunities and responsibilities as an Employee of Innovative Outsourcing. By being mindful of the contents of the Handbook, you should be successful and happy working with us. Once again, welcome to our Company, and we look forward to working with you.



**ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK**

I acknowledge that I have received an electronic copy of the Innovative Outsourcing (“Company”) Employee Handbook that covers many important Company policies, including, among other things:

- Drug and Alcohol Policy
- Equal Employment Opportunity Policy Harassment and Discrimination Policy Problem-Solving Procedure
- Electronic Communications Policy

I will familiarize myself with the Handbook and all of its contents.

I understand that this Handbook represents only current policies and benefits and that it is not, and does not, create a contract of employment. The Company retains the right to change these policies and benefits at any time, without advance notice, as it deems appropriate.

I also understand that I am employed “at will” and that I have the right to terminate my employment at any time, for any reason, with or without advance notice or cause, and that the Company has a similar right. I further understand that my status as an at-will employee may not be changed except in writing signed by the CEO.

Signature\_\_\_\_\_Position\_\_\_\_\_

Printed Name\_\_\_\_\_Date\_\_\_\_\_

Please keep your Handbook as a reference.

