

KHI Solutions, an affiliate of Knowledge Services

Employee Handbook



ABOUT THIS HANDBOOK/DISCLAIMER

This handbook has been prepared to inform new and current employees of the policies and procedures of KHI Solutions and to establish the company's expectations. Please take the necessary time to read it.

The term of your employment with KHI Solutions, an affiliate of Knowledge Services ("The Company") is not guaranteed; either you or KHI Solutions may choose to end an assignment. Thus, your employment is considered to be at-will. Durations of assignments are based on our clients' needs and may vary or change at any time without notice. This handbook is not a contract. In certain cases, our customers may have additional policies and procedures that may control them.

We do not expect this handbook to answer all the questions. The Employee Relations Team also serves as a major source of information.

Employee Relations Team

9800 Crosspoint Blvd.

Indianapolis, IN 46256

Phone Number: (317) 806-6131

E-mail address: erteam@knowledgeservices.com

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. KHI Solutions, an affiliate of Knowledge Services adheres to the policy of employment at will, which permits the Company or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

This handbook states only general Company guidelines. The Company may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the employee and the Head of Human Resources.

This handbook supersedes all prior handbooks.

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Section 1 - Guidelines

1-1. Employment Opportunities

KHI Solutions, an affiliate of Knowledge Services, team members will contact you when your skills and interests match our client's job requirements to ensure we offer you positions that meet your employment needs. You will be offered assignments based on availability and your experience and skills. The Company provides several opportunities to meet your employment needs. Contract/ Temporary assignments, Contract-to-hire, and Direct-hire opportunities are available in various locations. Durations of assignments are based on our clients' needs and may vary or change at any time without notice.

You have the flexibility to accept or decline any assignments that are offered. When you accept a position, it is essential to note that you are an employee of KHI Solutions, an affiliate of Knowledge Services, not the client to whom you are assigned.

KHI Solutions Inc. is the official employer of record and will be listed on all official employment documents. KHI Solutions is responsible for managing:

- Payroll processing
- Employee onboarding and offboarding
- Primary point of contact for all employment-related issues
- Performance management
- Employee benefits
- Workplace injuries
- Maintaining accurate employee records

The Client Manager will manage the day-to-day work product and approve/deny timecards.

1-2. What Is Expected Of You

Upon accepting an assignment, you should record all the relevant information that you will need to ensure a good start. If the client changes the job responsibilities, notify our Employee Relations Team. We expect our employees to exhibit the following attributes:

- Dependability - You are expected to be at work on time every day.
- Professionalism - Dress appropriately for your assignment. You will be informed of the client's dress code requirements prior to your first workday. Do not use the client's equipment or supplies for personal use. Keep personal phone calls to a minimum and refrain from exchanging personal emails and instant/text messages while at work.
- Accuracy - Report all actual hours worked for each day worked.
- Discretion - Keep confidential information private. Maintain and store confidential materials properly.

- Responsibility - When you accept an assignment, we expect you to fulfill your obligation. You are expected to give us advance notice if you are unable to complete your assignment. You are responsible for any personal items you take to your worksite.
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Working with Knowledge Services, an affiliate of KHI Solutions.

You are expected to maintain communication with the Employee Relations Team when the following events occur:

- You are going to be late or absent from work. It is best practice to call or email the Employee Relations Team and if possible, notify your direct manager at the client's location.
- You are unable to complete an assignment. In this situation, contact the Employee Relations Team, not the client. We will inform them. Failure to notify us within two business days of completion of your assignment could result in denial and/or interruption of unemployment benefits.
- You are dissatisfied with your work assignment. Contact the Employee Relations Team to discuss possible solutions.
- Your work duties/work hours are different or have changed from what was initially discussed with you by the Onboarding Team.
- You plan to take time off for vacation.
- You move or your contact information changes. The Employee Relations team may contact you through phone, text, or email; therefore, please ensure we have your updated contact information.
- You feel you are being harassed at work.
- You are injured at work or the work environment seems unsafe.
- Your assignment ends and the client wants you to return at a later date.
- The customer or client offers to hire you.
- You are charged with, or found guilty of, any criminal offense (where applicable by State law).

Section 2 - Operational Policies

2-1. Working Hours And Schedule

KHI Solutions, an affiliate of Knowledge Services normally is open for business from 8:00 am to 5:00 pm, Monday through Friday.

Although you may be working on-site for one of our clients, Knowledge Services is your employer. Your time entry and pay check is processed by KHI Solutions, an affiliate of Knowledge Services.

Employees will be provided meal and rest periods as required by law. The Knowledge Services' Employee Relations Team will provide further details.

2-2. Submitting Your Time

Employees must record their actual time worked for payroll and benefits purposes. The KHI Employee Relations Team will give you instructions for submitting your time.

Time is due by 10:00 am EST every Monday. Failure to submit your time by this deadline may delay the processing of your pay. It is your responsibility to ensure your client manager approves your time.

[.dotStaff™](#) is the preferred timekeeping system of KHI Solutions.

<https://my.dotStaff.com>

dotStaff™ is the timekeeping system that allows you to enter your work hours electronically. The system is easy to use and is the fastest way to ensure your manager approves all the hours worked.

The Employee Relations Team will create a dotStaff account for you. Once created, you will receive an email containing your unique Activation Code. The Employee Relations Team will be reaching out with more detailed time entry instructions.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

It is the employee's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to the Employee Relations Team, who will attempt to correct legitimate errors.

2-3. Getting Paid

Employees will be paid weekly for all the time worked during the past pay period.

We are committed to paying you quickly and accurately. You are responsible for promptly and accurately submitting your time at the end of your workweek. KHI Solutions' pay frequency is weekly, and payday is the Friday following the pay period that you worked unless otherwise notified in writing.

Payroll stubs itemize deductions made from gross earnings. By law, KHI Solutions, an affiliate of Knowledge Services is required to make deductions for Social Security, federal income tax, and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs will also differentiate between regular pay received and overtime pay received.

Report all actual hours worked—no more and no less—for each day worked. Never report time for another person.

If there is an error in any employee's pay, the employee should bring the matter to the attention of the the Employee Relations Team immediately, so the Company can resolve the matter quickly and amicably.

If you have any questions regarding timekeeping or your payroll stubs, please contact the KHI Employee Relations Team at (317) 806-6131 or erTEAM@knowledgeservices.com.

2-4. Electronic Payment Options

KHI Solutions, an affiliate of Knowledge Services strongly encourages employees to use direct deposit.

Electronic pay is our preferred payment method and the fastest, safest, and most reliable way to get paid. Your payment is always available on payday if your time is submitted accurately and on time. We offer two electronic payment options: direct deposit and pay card.

Direct Deposit

With direct deposit, your pay is electronically deposited directly into your checking account. To enroll, complete the Direct Deposit Enrollment form as part of your onboarding paperwork.

PayCard

The Pay Card is an excellent alternative to a checking or savings account. Your check is deposited directly on the card. To enroll, inform the Onboarding Team or Employee Relations Team.

Paystubs and W-2

Paycheck statements and annual W-2 are posted electronically to a secure internet site and mailed to your home. You will access an online system on your first payday.

The benefits of receiving an electronic W-2 statement are:

- Earlier access
- Once received electronically, there is significantly less possibility that the W-2 may be lost or stolen.
- Access is possible electronically if the employee is away from their usual home or work location.

- Compensation and tax withholding information may easily be downloaded into many tax preparation software programs.

KHI Solutions is required by the Internal Revenue Service (IRS) to provide each employee with a W-2 Form that states the employee's compensation and tax withholding amounts for the calendar year on or before January 31st of the following year.

2-5. Remote Work/Telecommuting

KHI Solutions, an affiliate of Knowledge Services may allow employees to work remotely if their job duties are deemed eligible for remote work by Knowledge Services and/or the client. Eligibility will be decided on a case-by-case basis by the Company. Employees also may be required to work remotely during periods of public health emergencies if government orders and mandates recommend such work.

This policy provides general information regarding remote work/telecommuting. Employees who are approved to work remotely should consult their individual agreement for specific details of their remote work/telecommuting arrangement, such as expected work hours, equipment provided, and other important information.

Any remote work/telecommuting arrangement may be discontinued by the Company at any time and at the discretion of the Company. Employees also may discontinue the arrangement but may not be guaranteed office space at the Company's location.

At-Will Employment

This policy and any individual agreement addressing this work arrangement do not create a contract of employment and are not intended to be considered or construed as a promise of continued employment. Employment is at will and may be discontinued at any time by the Company or employee without notice, cause, or liability.

Hours of Work

Employees will work full time from home. Scheduled hours of work will be set by the employees' manager or The Employee Relations Team. Employees should maintain regular contact with the Employee Relations Team and their direct manager.

Nonexempt employees must accurately record all hours worked pursuant to the Company's timekeeping system and take rest and meal breaks as if in the Company's workplace and as required by law. Nonexempt employees may not work beyond scheduled working hours (including working more than 40 hours in a workweek) without prior, written authorization from their manager or supervisor.

Location

Employees will provide, at their expense, a secure, dedicated work area. Employees are responsible for maintaining the work area in a safe, secure, and nonhazardous condition at all times. Employees will maintain security devices and procedures necessary to prevent use by unauthorized persons, including by preventing the connection of any Company-furnished computer system, network, or database to any computer, network,

or database other than a computer, network, or database to which connections are provided or authorized by the Company.

Duties

Employees are expected to follow all existing Company policies and procedures. The duties, obligations, responsibilities, and conditions of employment with the Company remain unchanged. Employees must stay engaged with work throughout the workday and be fully available during normal business hours. If employees do not successfully perform their job duties remotely, this arrangement will be revoked. Employees are expected to follow existing Company policies with respect to scheduled and unscheduled time off, including the obligation to speak with their manager or supervisor before the scheduled start time in the event of an unscheduled absence, tardy, or early departure.

Accidents and Injuries

Employees agree to maintain safe conditions in the remote work space and to practice the same safety habits and rules applied on Company premises. If employees incur an injury arising out of the course and scope of the assigned job duties while working in the remote work space, the workers' compensation provisions in place for the state in which the employees are working will apply. Employees must notify their supervisors or manager immediately and complete all necessary and/or requested documents regarding the reported injury. The Company assumes no responsibility for injuries occurring in the remote work space outside normal working hours or for injuries that occur as a result of a reasonably recognizable unsafe remote work space.

Equipment

Employees agree to use electronic equipment that has been encrypted and meets all of the Company's security requirements. If the Company provides equipment for home use, employees agree to provide a secure location for Company-owned equipment and will not use, or allow others to use, such equipment for purposes other than Company business. Employees have no expectation of ownership in such equipment, linkages, property, or other items installed or provided by the Company. The Company will bear the expense of removal of any such equipment, linkages, and installations provided by the Company upon the termination of the remote work/telecommuting arrangement but not modification of or repairs to the work location. Employees hereby release the Company from any damage or liability incurred in the installing or removal of the equipment provided by the Company.

Return of Company Property

All equipment, records, and materials provided by the Company will remain Company property. Employees agree to return Company equipment, records, and materials upon request. All Company equipment will be returned by employees for inspection, repair, or replacement as needed or requested or immediately upon termination of the remote work/telecommuting arrangement. All equipment must be returned within five (5) business days of written notice to the employees.

Expenses

Upon presentment of receipts and in accordance with the Business Expense Reimbursement policy, the Company will reimburse employees for certain preapproved expenses.

Regular household utility charges, such as electricity, water, phone, Internet service, auto, homeowners' insurance, etc., are not reimbursable unless state law requires reimbursement.

Confidentiality

Employees agree that they are subject to the Company's policies prohibiting the nonbusiness use or dissemination of the Company's confidential business information. Employees will take all appropriate steps to safeguard the Company's confidential business information, including segregating it from personal papers and documents, not allowing nonemployees to access such information, and keeping such information in locked drawers or file cabinets when not in use. Employees will maintain confidential information, including, but not limited to, information regarding the Company's products or services, processing, marketing and sales, client lists, client e-mail addresses and mailing addresses, client data, orders, memoranda, notes, records, technical data, sketches, designs, plans, drawings, trade secrets, research and development data, experimental work, proposals, new product and/or service developments, project reports, sources of supply and material, operating and cost data, and corporate financial information.

Contact

If employees have any questions concerning this policy, they should contact the Employee Relations Team.

2-6. Your Employment Records

In order to obtain their position, employees have provided personal information, such as address and telephone number. This information is contained in their personnel file.

Employees should keep their personnel file up to date by informing the Employee Relations Team of any changes. Employees also should inform the Employee Relations Team of any specialized training or skills they acquire, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem.

2-7. References

KHI Solutions, an affiliate of Knowledge Services will respond to reference requests through the Employee Relations Team mailbox. The Company will provide general information concerning the employee such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Employee Relations Team.

Only the Employee Relations Team Department may provide references.

2-8. If You Must Leave Us

Should any employees decide to leave the Company, we ask that they provide a supervisor with at least two (2) weeks advance notice of departure. Thoughtfulness will be appreciated. All Company property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be returned at separation. Employees also must return all the Company's confidential information upon separation. To the extent permitted by law, employees will be required to repay the Company (through payroll deduction, if lawful) for any lost or damaged Company property.

2-9. Exit Interviews

Employees who resign are requested to participate in an exit interview with the Employee Relations Team, if possible.

2-10. Artificial Intelligence

The Company recognizes that the use of artificial intelligence (AI) tools can potentially assist employees with the performance of job duties. However, there are many risks. To ensure the protection of confidential information and the integrity of our operations, as set forth below, all employees who wish to use AI tools must receive management approval and, if granted, comply with the below best practices.

Evaluation of AI tools. Employees must evaluate the utility and security of any AI tool before using it. This includes reviewing the tool's security features, terms of service, and privacy policy. Employees also should review the reputation of the tool developer and any third-party services used by the tool. But most importantly, employees must receive management approval prior to using any AI tool after explaining the manner in which it will be used and the benefits to the business.

Protection of confidential data. In using any AI tool, employees must not upload or share any confidential, proprietary, or protected data without prior written approval from Information Technology Officer. This includes data related to customers, employees, or partners. Similarly, employees must ensure any AI tool does not utilize confidential or copyrighted information of a third party.

Access control. Employees must not give access to any AI tools approved for business use to anyone outside the Company without prior approval from Information Technology Officer and implementation of processes as required to meet security compliance requirements. This includes sharing login credentials or other sensitive information with third parties.

Compliance with security policies. Employees must apply the same security best practices we use for all KHI Solutions, an affiliate of Knowledge Services and customer data. This includes using strong passwords, keeping software up-to-date, and following the Company's data retention and disposal policies.

Section 3 - General Standards Of Conduct

3-1. Workplace Conduct

KHI Solutions, an affiliate of Knowledge Services endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense, and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Company's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing, or defacing KHI Solutions, an affiliate of Knowledge Services property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Violation of safety rules and policies.
5. Violation of KHI Solutions, an affiliate of Knowledge Services's Drug and Alcohol-Free Workplace Policy.
6. Fighting, threatening, or disrupting the work of others or other violations of KHI Solutions, an affiliate of Knowledge Services's Workplace Violence Policy.
7. Failure to follow lawful instructions of a supervisor.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness, or unexcused absences.
10. Gambling on Company property.
11. Willful or careless destruction or damage to Company assets or to the equipment or possessions of another employee.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of the Solicitation and Distribution Policy.
15. Violation of KHI Solutions, an affiliate of Knowledge Services's Harassment or Equal Employment Opportunity Policies.
16. Violation of the Communication and Computer Systems Policy.
17. Unsatisfactory job performance.
18. Any other violation of KHI Solutions, an affiliate of Knowledge Services policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and KHI Solutions, an affiliate of Knowledge Services reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Company will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

3-2. Employee Dress And Personal Appearance

Employees are expected to report to work well groomed, clean, and dressed according to the requirements of their position. Some employees may be required to wear uniforms or safety equipment/clothing. Employees should contact their supervisor for specific information regarding acceptable attire for their position. If employees report to work dressed or groomed inappropriately, they may be prevented from working until they return to work well groomed and wearing the proper attire.

3-3. Confidential Company Information

During the course of work, employees may become aware of confidential information about KHI Solutions, an affiliate of Knowledge Services's business, including but not limited to information regarding Company finances, pricing, products, and new product development, software, and computer programs, marketing strategies, suppliers, and customers and potential customers. Employees also may become aware of similar confidential information belonging to the Company's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to KHI Solutions, an affiliate of Knowledge Services's competitors. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

3-4. Inspections

To the maximum extent permitted by applicable law, KHI Solutions, an affiliate of Knowledge Services reserves the right to require employees while on Company property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Company or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Company or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

3-5. Smoking Policy

Employees must comply with smoking policies and any state or local regulations at all client locations. Direct questions about client-specific smoking policies or regulations to the client to which you are assigned.

3-6. Use Of Facilities, Equipment And Property, Including Intellectual Property

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.

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

Employees also are prohibited from any unauthorized use of the Company's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Company is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

3-7. Health And Safety

KHI Solutions' and Knowledge Services' primary concern is for the safety and welfare of its employees. To ensure this, guidelines have been established that recognize the responsibility of KHI Solutions and Knowledge Services, our customers, clients, and our employees. KHI's responsibility is to promote a safe and healthy workplace for all our employees. The client is obligated to provide site-specific training and any additional safety training that may be required when you start the assignment. Only employees who will take responsibility for working safely and observe customer-safe work practices will be assigned work.

Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises or in a product, facility, piece of equipment, process, or business practice for which the Company is responsible should be brought to the attention of management immediately.

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

Any workplace injury, accident, or illness must be reported to the employee's manager and the Employee Relations Team as soon as possible, regardless of the severity of the injury or accident.

Health and Safety Rules

1. All employees shall follow our safety practice rules, render ever-possible aid to safe operations, and report all unsafe conditions or practices to the management and the Employee Relations Team.
2. supervisors should insist on employees observing and obeying every rule, regulation, and order as is necessary for the safe conduct of the work and should take such action as is necessary to obtain

observance.

3. All employees should be given accident prevention instructions.
4. Anyone known to be under the influence of drugs or intoxicating substances which impair the employee's ability to safely perform the assigned duties will not be allowed on the job while in that condition.
5. Horseplay, scuffling, and other acts that adversely influence the safety or well-being of the employees are prohibited.
6. Work should be well planned and supervised to prevent injuries in handling material and in working with equipment.
7. No employee should knowingly be permitted or required to work. At the same time, their ability or alertness is impaired by fatigue, illness, or other causes that might unnecessarily expose the employee or others to injury.
8. Employees should not enter voids, chambers, tanks, or other similar places that receive little ventilation unless it has been determined safe to enter.
9. Workers should not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties unless they have received instructions from their supervisor.
10. All injuries shall be reported promptly to the supervisor and our KHI Employee Relations Team to make arrangements for medical or first aid treatment.
11. When lifting heavy objects, the large muscles of the leg instead of the smaller muscles of the back should be used.
12. Inappropriate footwear or shoes with thin or badly worn soles should not be worn.
13. Materials, tools, or other objects should not be thrown from buildings or structures until proper precautions are taken to protect others from falling objects.
14. Employees should cleanse thoroughly after handling hazardous substances and follow special instructions for those products.
15. Before leaving any job, be sure the job site is in a safe condition.
16. Work should be arranged so employees can face a ladder and use both hands while climbing.

Personal Protective Equipment (PPE)

Industrial and construction assignments frequently require the use of personal safety equipment. When these conditions exist on your job assignment, you will be informed of the type of equipment required and how to use and care for it. The on-site client supervisor will provide the equipment. It is your responsibility to use it as instructed without exception. Failure to wear required safety equipment may result in termination of employment. Examples of safety equipment you may be required to wear are as follows:

- Hard Hats – protection from overhead hazards
- Safety Glasses / Goggles – protection from airborne particles, sparks, and some splashes
- Safety Shoes (to be provided by the employee) – protection from objects falling on feet and sharp objects penetrating shoe soles
- Hearing Protection – protection from high-level noise exposure
- Gloves – depending on the type of glove, protection from harmful liquids, heat, or surface contact hazards

- Boots and Aprons – protection from wet environments
- Dust Masks – protection from dust exposure
- Welding Hoods – protection from flash burn, ultraviolet light, sparks, infrared light, and sparks.

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Bloodborne Pathogens Awareness

OSHA's standard "Occupational Exposure to Bloodborne Pathogens" (29CFR 1910.1030) was designed to limit occupational exposure to human blood and other potentially infectious materials in the workplace. This standard covers all employees who, because of performing their job duties, may reasonably have an anticipated exposure to human blood, unfixed tissues, or other potentially infectious materials. "Good Samaritan" acts (for example, assisting a co-worker with a nosebleed), are not considered occupational exposure under this standard.

According to OSHA, bloodborne pathogens are microorganisms that are present in human blood and can cause disease in humans. Two pathogens of concern are the Hepatitis B Virus (HBV) and the Human Immunodeficiency Virus (HIV); however, there are many other pathogens which can be transmitted through blood (i.e. T. cruzi, Malaria).

Hepatitis B (HBV) - Over one million people in the U.S. are carriers of the hepatitis B virus (HBV) and an additional 300,000 people become infected each year. In 1983, 17,000 healthcare employees were infected by contact with the blood and body fluids of infected patients. This number has dropped dramatically to 400 in 1995, due to the increased use of the HBV vaccine. Hepatitis dangers can be reduced by wearing PPE, using disinfectants to clean work surfaces, washing hands, and using puncture-resistant sharps containers.

Symptoms - Hepatitis symptoms include jaundice (yellow hue to the skin and eyes), loss of appetite, nausea, and elevated liver function tests.

Hepatitis B Vaccine - All employees are encouraged to be vaccinated against the hepatitis B virus if there is a risk of exposure to blood or other potentially infectious material. The vaccine is administered in a series of three shots. The second shot is given one month after the first, and the third is given six months after the initial dose. Employees who decline the hepatitis B vaccine must sign an Informed Refusal Form. At any time after a worker initially declines to receive the vaccine, he or she may opt to take it.

Human Immunodeficiency Virus (HIV) - HIV is the virus that causes the, acquired immune deficiency syndrome, or as it is more commonly known AIDS. AIDS weakens a person's immune system, therefore weakening the body's ability to fight off infections. In the healthcare and laboratory setting, HIV is much less contagious than HBV, but whereas there is an HBV vaccine, HIV is incurable and ultimately leads to death. Once a person becomes infected with HIV, it may be years before AIDS develops.

Symptoms - fatigue, fever, weight loss, pneumonia, nausea, night sweats, rashes, mouth sores, sore throat, and swollen lymph glands.

Protecting Yourself from Bloodborne Pathogens

When working with human blood or other potentially infectious material, it is important to take steps to protect yourself. Engineering controls (i.e., biological safety cabinets, safety syringes, centrifuge cups, mechanical pipetting devices, etc.) will minimize any risk of infection along with the following precautions:

- Assume that all blood or blood-related products are infectious. Follow Universal Precautions.
- Wear personal protective equipment (gloves, lab coats, goggles, mask).
- Replace torn or defective personal protective equipment (PPE).
- Remove PPE before leaving the work area.
- Use biological safety cabinets to contain procedures that generate aerosols.
- Handle all materials carefully to minimize the potential for splashing and spraying.
- DO NOT mouth pipette - use mechanical devices.
- Clean contaminated areas with a solution of 10% bleach in water.

Decontamination

Always keep your work area neat and orderly. Clean and disinfect the medical or laboratory environment with a 10% bleach solution in water or an equivalent disinfectant. At the end of each work shift, clean all equipment and surfaces that may have been exposed to blood and other infectious agents. Medical or laboratory instruments should be disinfected with approved hospital disinfectants (tuberculocidal at recommended dilutions) or in autoclaves.

Spill Clean Up

Spills of bodily fluids in your work area are to be cleaned up by individuals who have up to date bloodborne pathogen training.

While wearing appropriate PPE (gloves, lab coat, etc.), carefully cover the spill with paper towels. Gently pour a fresh 10% bleach solution or other disinfectants around the edges of the towels.

- Wait 10 minutes to ensure proper contact time.
- Wipe up the spill from the perimeter in, placing contaminated towels in an autoclave bag.
- Wipe down the area again with fresh disinfectant.

Sharps

Needlestick or other puncture injuries often occur when cleaning or disposing of sharp instruments and needles. Sharps containers must be located close to the work area where sharps are used. They must be puncture-resistant, leak-proof, labeled, and color-coded. They must NOT be overflowing. The following items must be disposed of as sharps: all types of needles, syringes, Pasteur pipettes, glass culture dishes, glass blood vials, glass pipettes, scalpel blades, surgical staples, slides, coverslips, lancets, tweezers, and razor blades.

Hazardous Substance

A hazardous substance is any substance that is a physical hazard or a health hazard.

Health Hazard means any chemical or biological substance or agent that is listed in the U.S. Occupational Safety and Health Administration's list of Toxic and Hazardous Substances, 29 CFR Part 1910, Subpart "Z," and any other substance including, but not limited to, chemicals that are carcinogens, toxic or highly toxic agents, reproductive toxins, irritants, corrosives, sensitizers, hematopoietic system, and agents that damage the lungs, skin, eyes or mucous membranes, and any substance for which a Material Safety Data Sheet has been provided by the manufacturer as a hazardous material, or such substances deemed by the Commissioner, based on documented scientific evidence, that poses a threat to the health of an employee.

Physical Hazard means a chemical that is a compressed gas, explosive, flammable, an organic peroxide, an oxidizer, pyrophoric, unstable (reactive) or water-reactive, and is contained in the U.S. Occupational Safety and Health Administration's list of Hazardous Materials, 29 CFR Part 1910, Subpart "H," and any substance for which a Material Safety Data Sheet has been provided by the manufacturer as a hazardous material, or such substances deemed by the Commissioner, based on documented scientific evidence that poses a threat to the safety of an employee.

Identifying Hazardous Substances

Every container of a hazardous substance must bear a label showing the chemical name and the Chemical Abstract Service number (CAS #) or the manufacturer's label. In addition, many containers will have pictorial labels suggesting the protective measures required in handling the substance.

Other labels and placards will utilize a numbering system of 0-4 to indicate the seriousness or hazard of the substance in the three categories of Health, Flammability, and Reactivity. In all cases, a 0 means the least threat while a rating of 4 means the greatest danger.

How to Determine Which Substances Are in Your Work Area

The client you are assigned to will provide site-specific training on the Chemical Information List (CIL). In addition, they will also train and explain the extent of the hazard of each substance on the CIL, explain required protective measures for using the chemical, and show you the location of the Material Safety Data Sheet (MSDS) for each substance. The MSDS will provide an in-depth analysis of the substance along with all precautions necessary to handle the substance safely.

Proper Lifting and Carrying

- Do use approved lifting techniques: face the load, make sure your feet are on firm level ground, bend your knees, grasp the load securely, and raise the load keeping your back as straight as possible.
- Do use the leg muscles to lift the load, rather than your back.
- Do warm-up stretches before lifting, especially after any period of inactivity. Many back injuries can be prevented this way.
- Do not lift while your body is twisted, especially your lower back.

- Do not block your vision with the load, especially while moving.
 - Do not lift more than 40 pounds unassisted.
-

Machinery and Equipment

- Always notify our Employee Relations Team immediately if you believe the machinery or equipment you are asked to operate is unsafe.
 - Always wear required personal protective equipment.
 - Never operate any equipment or machinery until you have received specific instructions on safe operating procedures, safety devices, and equipment guards from your on-site supervisor.
 - Never attempt to tamper with or bypass any machine safety device or guard.
 - Never operate any machinery that has broken or defective safety devices or guards. Notify your on-site client supervisor immediately if such a condition exists.
 - Never assume the power is turned off to any piece of equipment. Your on-site client supervisor will inform you of your restrictions as an affected employee under the customer's Lockout / Tagout Program.
 - Never place any part of your body into the point of operation of any machine.
 - Never attempt to perform maintenance or service on any of the client's equipment.
 - Never wear loose clothing or jewelry or allow hair to dangle when operating machinery.
-

Office Safety Rules

- Although offices are relatively safe workplaces, accidents do occur, and usually in one main category: slips/trips/falls and lifting. In an effort to avoid these situations, please take the following steps:
 - Wear safe shoes, low heels, and closed toes to work.
 - Keep floor areas around your workstation free of boxes, extension cords, loose rugs, spilled liquids, or other slip or trip hazards.
 - Keep desk and file drawers closed when not in use.
 - Always walk, do not run. Use handrails on stairs or ramps.
 - Never climb on top of desks, chairs, or shelves. Use the proper stepladder or ask for assistance.
 - Avoid lifting loads over 40 lbs. in weight. If lifting is required, use the safe lifting procedure (straight back, bend at knees, firm grip, and lift with legs).
 - Never try to move heavy office furniture by yourself. Get help.
 - Avoid bending at the waist or excessive twisting of the back. Turn your feet in the direction you want to go and use the safe lifting procedure.
 - Know the location of first-aid kits, fire extinguishers, and how to report fires, accidents, or other emergencies.
-

Emergency Procedures

Report all spills and avoid contact with substances unless you have the proper protective equipment. If you

are exposed to a spilled substance that requires protective equipment you do not have, seek medical attention and file a written report of the exposure with your supervisor. The record of the exposure will be kept permanently and will be available to you.

Section 4 - Benefits

4-1. Workers' Compensation

KHI Solutions, an affiliate of Knowledge Services, provides workers' compensation insurance coverage for all employees. If employees are injured on the job, no matter how small, they should report the incident immediately. Failure to follow Company procedures may affect the ability of employees to receive Workers Compensation benefits.

Work-Related Accidents/Injuries

KHI Solutions and Knowledge Services are committed to providing you with a safe workplace, but injuries sometimes occur.

- Report any accident or injury that resulted from your job-related duties to your on-site client supervisor and seek first aid. The injury shall be reported to your on-site client supervisor no later than the end of the shift on which you suffered the injury.
- **Employees are required to contact Medcor 24/7 Injury Triage Service at 800.775.5866 to report the injury as soon as possible. In an emergency, please call 911.**
- Also, contact our Employee Relations Team immediately – by leaving a voice mail if they are not directly available – and no later than the end of your shift to report any work-related injury.

Employee Relations Team

Phone Number: (317) 806-6131

E-mail address: erTEAM@knowledgeservices.com

4-2. Benefit Programs

KHI Solutions offers Medical, Dental, and Vision coverage, under the communicated enrollment periods. Eligible dependents can participate in medical, dental, vision, and life insurance programs.

Employees of KHI Solutions who meet specific minimum eligibility criteria; an assignment lasting longer than 13 weeks and work an average of at least 30 hours per week.

The KHI Solutions' benefits are subject to change at the Company's discretion. **Additional information will be sent from the Employee Relations Team.**

* KHI Solutions provides healthcare coverage that satisfies the obligation to have health insurance under the Affordable Care Act (ACA)

Section 5 - Governing Principles Of Employment

5-1. Reasonable Accommodations & Interactive Dialogue

KHI Solutions, an affiliate of Knowledge Services is committed to complying with applicable federal, state, and local laws governing reasonable accommodations of individuals, including, but not limited to, the Americans with Disabilities Act (ADA) and the Pregnant Workers Fairness Act (PWFA). To that end, KHI Solutions, an affiliate of Knowledge Services will endeavor to make a reasonable accommodation to applicants and employees who have requested an accommodation or for whom KHI Solutions, an affiliate of Knowledge Services has notice may require such an accommodation, related to an individual's:

- Disability, meaning any physical, medical, mental, or psychological impairment, or a history or record of such impairment;
- Sincerely held religious beliefs and practices;
- Needs as a victim of domestic violence, sex offenses, or stalking;
- Needs related to pregnancy, childbirth, or related medical conditions; and/or
- Any other reason required by applicable law, unless the accommodation would impose an undue hardship on the operation of our business.

Reasonable accommodations can take many forms. For example, reasonable accommodations for pregnancy, childbirth, or related medical conditions include but are not limited to things such as the ability to carry or keep water near and drink, as needed; allowing the employee additional restroom breaks; allowing the employee whose work requires standing to sit and whose work requires sitting to stand; allowing the employee breaks, as needed, to eat and drink; accommodations related to lactation; time off to recover from childbirth; modification of equipment; appropriate seating; temporary transfer to a different position that the employee is able to perform; restructuring job duties; light duty; or a modified work schedule. KHI Solutions, an affiliate of Knowledge Services will work with the employee to determine what accommodation is appropriate for the employee, given the employee's unique circumstances, that does not impose an undue hardship on KHI Solutions, an affiliate of Knowledge Services.

Any employee who would like to request an accommodation based on any of the reasons set forth above should contact Employee Relations Team. Accommodation requests can be made in writing using a form which can be obtained from Employee Relations Team. If the employee who has requested an accommodation has not received an initial response within five (5) business days, they should contact the Head of Human Resources.

Unless otherwise required by law, KHI Solutions, an affiliate of Knowledge Services may request that the employee provide supporting documentation. Cooperating with KHI Solutions, an affiliate of Knowledge Services by returning requested information in a timely fashion is required.

After receiving a request for an accommodation or learning indirectly that the employee may require such an accommodation, KHI Solutions, an affiliate of Knowledge Services will engage in an interactive dialogue with the employee.

Even if the employee has not formally requested an accommodation, KHI Solutions, an affiliate of Knowledge

Services may initiate an interactive dialogue under certain circumstances, such as when KHI Solutions, an affiliate of Knowledge Services has knowledge that employee's performance at work has been negatively affected and a reasonable basis to believe that the issue is related to any of the protected classifications set forth above, in compliance with applicable law. In the event KHI Solutions, an affiliate of Knowledge Services initiates an interactive dialogue, it should not be construed as KHI Solutions, an affiliate of Knowledge Services's belief the employee requires an accommodation, but will serve as an invitation for the employee to share with KHI Solutions, an affiliate of Knowledge Services any information the employee desires to share, or to request an accommodation.

The interactive dialogue may take place in person, by telephone, or by electronic means. As part of the interactive dialogue, KHI Solutions, an affiliate of Knowledge Services will communicate openly and in good faith with the employee in a timely manner in order to determine whether and how KHI Solutions, an affiliate of Knowledge Services may be able to provide a reasonable accommodation. To the extent necessary and appropriate based on the request, KHI Solutions, an affiliate of Knowledge Services will attempt to explore the existence and feasibility of alternative accommodations as well as alternative positions for the employee. KHI Solutions, an affiliate of Knowledge Services is not required to provide the specific accommodation sought by the employee, provided the alternatives are reasonable and either meet the specific needs of the employee or specifically address the employee's limitations.

KHI Solutions, an affiliate of Knowledge Services will endeavor to keep confidential all communications regarding requests for reasonable accommodations and all circumstances surrounding the employee's underlying reason for needing an accommodation.

KHI Solutions, an affiliate of Knowledge Services will not allow any form of retaliation against employees who have requested an accommodation, for whom KHI Solutions, an affiliate of Knowledge Services has notice may require such an accommodation, or who otherwise engage in the interactive dialogue process.

Employees with questions regarding this policy should contact Employee Relations Team.

5-2. Equal Employment Opportunity

KHI Solutions, an affiliate of Knowledge Services is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, pregnancy-related conditions, and lactation), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws and ordinances. KHI Solutions, an affiliate of Knowledge Services's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs, and general treatment during employment.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Employee Relations Team. KHI Solutions, an affiliate of Knowledge Services will not allow any form of retaliation against employees who raise issues of equal employment opportunity. If employees feel they have been subjected to any such retaliation, they should contact Employee Relations Team. To ensure the workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All employees

must cooperate with all investigations conducted pursuant to this policy.

5-3. Non-Harassment

It is KHI Solutions, an affiliate of Knowledge Services's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws (referred to as "protected characteristics"). Such conduct will not be tolerated by KHI Solutions, an affiliate of Knowledge Services.

The purpose of this policy is not to regulate any employee's personal morality, but to ensure that no one harasses another individual in the workplace, including while on Company premises, while on Company business (whether or not on Company premises) or while representing the Company. In addition to being a violation of this policy, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted, or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws are unlawful.

Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual, or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures, or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts, or e-mails), or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state, or local laws. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.

Sexual Harassment Defined

Sexual harassment can include all the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual, or physical conduct of a sexual nature when:

- Submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- The conduct or advances or requests have the purpose or effect of unreasonably interfering with an

individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of conduct that violate this policy include:

1. Unwelcome flirtations, leering, whistling, touching, pinching, assault, or blocking normal movement;
2. Requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
3. Obscene or vulgar gestures, posters, or comments;
4. Sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies;
5. Propositions or suggestive or insulting comments of a sexual nature;
6. Derogatory cartoons, posters, and drawings;
7. Sexually explicit e-mails, text messages, or voicemails;
8. Uninvited touching of a sexual nature;
9. Unwelcome sexually related comments;
10. Conversation about a person's own or someone else's sex life;
11. Conduct or comments consistently targeted at a single gender, even if the content is not sexual; and
12. Teasing or other conduct directed toward a person because of the person's gender.

Reporting Procedures

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to Employee Relations Team. If the employee is unable for any reason to contact this person or if the employee has not received an initial response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact Human Resources Team. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in the reporting hierarchy.

Investigation Procedures

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. All employees must cooperate with all investigations conducted pursuant to this policy.

Retaliation Prohibited

In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

5-4. Drug-Free And Alcohol-Free Workplace

To help ensure a safe, healthy, and productive work environment for our employees and others, to protect Company property, and to ensure efficient operations, KHI Solutions, an affiliate of Knowledge Services has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the Company.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale, or distribution of controlled substances (including medical marijuana), drug paraphernalia, or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises) or while representing the Company, is strictly prohibited. Employees and other individuals who work for the Company also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact the employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this exception does not extend any right to report to work under the influence of lawful recreational or medical marijuana or to use such as a defense to a positive drug test, to the extent the employee is subject to any drug testing requirement, except as permitted by and in accordance with applicable law.

Violation of this policy will result in disciplinary action, up to and including discharge.

The Company maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request an accommodation to avoid discipline for a policy violation. The Company encourages employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health and safety of any Company employee, including themselves.

5-5. Workplace Violence

KHI Solutions, an affiliate of Knowledge Services is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Company and personal property.

KHI Solutions, an affiliate of Knowledge Services does not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, KHI Solutions, an affiliate of Knowledge Services specifically discourages employees from engaging in any physical confrontation with a violent or potentially violent individual. However, KHI Solutions, an affiliate of Knowledge Services does expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating,

aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Company employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto Company premises.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede KHI Solutions, an affiliate of Knowledge Services's ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Company determines, after an appropriate good faith investigation, that someone has violated this policy, the Company will take swift and appropriate corrective action.

If the employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for the Company to be aware of any potential danger in its offices. Indeed, the Company wants to take effective measures to protect everyone from the threat of a violent act by employees or by anyone else.

6-1. Family And Medical Leave

The Leave Policy

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact the Employee Relations Team.

I. Eligibility

FMLA leave is available to "eligible employees." To be an "eligible employee," the employee must: 1) have been employed by the Company for at least 12 months (which need not be consecutive); 2) have been employed by the Company for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and 3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

Special hours of service eligibility requirements apply to airline flight crew employees.

II. Entitlements

As described below, the FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration.

A. Basic FMLA Leave Entitlement

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a 12-month period measured forward from the start date of the employee's first family and medical leave. Leave may be taken for any one (1), or for a combination, of the following reasons:

- To care for the employee's child after birth or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent (but not in-law) who has a **serious health condition**;
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one (1) or more of the essential functions of the employee's job; and/or
- Because of any **qualifying exigency** arising out of the fact that the employee's spouse, son, daughter or parent is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserves component of the Armed Forces for deployment to a foreign country in support of contingency operation or Regular Armed Forces for deployment to a foreign country.

A **serious health condition** is an illness, injury, impairment or physical or mental condition that involves either

an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents employees from performing the functions of their job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one (1) visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember with a serious injury or illness. Leave to care for a servicemember shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A "**covered servicemember**" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces." **Covered servicemembers** also include a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five (5) years preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

C. Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks, or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Qualifying exigency leave also may be taken on an intermittent basis.

D. No Work While on Leave

The taking of another job while on family/medical leave or any other authorized leave of absence is grounds for immediate discharge, to the extent permitted by law.

E. Protection of Group Health Insurance Benefits

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

F. Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of "key employees" will cause the Company substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. The Company will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave.

G. Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from the Company telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) Company's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

The Company may retroactively designate leave as FMLA leave with appropriate written notice to employees provided the Company's failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, the Company and employee can mutually agree that leave be retroactively designated as FMLA leave.

III. Employee FMLA Leave Obligations

A. Provide Notice of the Need for Leave

Employees who take FMLA leave must timely notify the Company of their need for FMLA leave. The following describes the content and timing of such employee notices.

1. Content of Employee Notice

To trigger FMLA leave protections, employees must inform the Employee Relations Team of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow the Company to determine that the leave is FMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to the Company's questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek leave due to FMLA-qualifying reasons for which the Company has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

2. Timing of Employee Notice

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the Company notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

B. Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company's operations, subject to the approval of the employee's health care provider. Employees must consult with the Company prior to the scheduling of treatment to work out a treatment schedule that best suits the needs of both the Company and the employees, subject to the approval of the employee's health care provider. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Company may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, the Company may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise the Company of the reason why such leave is medically necessary. In such instances, the Company and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting the Company's operations, subject to the approval of the employee's health care provider.

C. Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three (3) types of FMLA medical certifications: an **initial certification**, a **recertification** and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide the Company with timely, complete and sufficient medical certifications. Whenever the Company requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after the Company's request, unless it is not practicable to do so despite the employee's diligent, good faith efforts. The Company will

inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven (7) calendar days to cure deficiencies. The Company will deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, the Company (through individuals other than the employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide the Company with authorization allowing it to clarify or authenticate certifications with health care providers, the Company may deny FMLA leave if certifications are unclear.

Whenever the Company deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

1. Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days' notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If the Company has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at the Company's expense. If the opinions of the initial and second health care providers differ, the Company may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Company and the employee.

2. Medical Recertifications

Depending on the circumstances and duration of FMLA leave, the Company may require employees to provide recertification of medical conditions giving rise to the need for leave. The Company will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

3. Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certifications is not necessary, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide the Company with medical certification confirming they are able to return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. The Company may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

D. Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the covered active duty or call to covered active duty status of a military member, the Company may require employees to provide: 1) a copy of the military member's active duty orders or other documentation issued by the military indicating the military member is on covered active duty or call to covered active duty status and the dates of the military member's covered active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees

shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different covered active duty or call to covered active duty status of the same or a different military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, the Company may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, the Company may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

E. Substitute Paid Leave for Unpaid FMLA Leave

Employees must use any accrued paid time while taking unpaid FMLA leave.

The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave and the paid time will run concurrently with the employee's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement. Upon written request, the Company will allow employees to use accrued paid time to supplement any paid disability benefits.

F. Pay Employee's Share of Health Insurance Premiums

During FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the Company notifies employees of other arrangements, whenever employees are receiving pay from the Company during FMLA leave, the Company will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working.

If FMLA leave is unpaid, employees must pay their portion of the group health premium through a pre-pay method.

The Company obligation to maintain health care coverage ceases if the employee's premium payment is more than 30 days late. If the employee's payment is more than 15 days late, the Company will send a letter notifying the employees that coverage will be dropped on a specified date unless the co-payment is received before that date. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse the Company for the cost of the premiums the Company paid for maintaining coverage during their unpaid FMLA leave.

IV. Exemption for Highly Compensated Employees

The Company may choose not to return highly compensated employees (highest paid 10% of employees at a worksite or within 75 miles of that worksite) to their former or equivalent positions following a leave if restoration of employment will cause substantial economic injury to the Company. (This fact-specific determination will be made by the Company on a case-by-case basis.) The Company will notify employees if they qualify as a "highly compensated", if the Company intends to deny reinstatement, and of the employee's rights in such instances.

V. Questions and/or Complaints about FMLA Leave

If you have questions regarding this FMLA policy, please contact the Employee Relations Team. The Company is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain, or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact the Employee Relations Team immediately. The Company will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

VI. Coordination of FMLA Leave with Other Leave Policies

The FMLA does not affect any federal, state, or local law prohibiting discrimination, or supersede any State or local law that provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult the Company's other leave policies in this handbook or contact the Employee Relations Team.

6-2. Military Leave

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask management for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that KHI Solutions, an affiliate of Knowledge Services can maintain proper coverage while employees are away.

6-3. Family Military Leave

Employees who have been employed by KHI Solutions, an affiliate of Knowledge Services for at least 12 months, have worked at least 1,500 hours during the 12-month period immediately preceding the day the leave begins, and are the spouse, parent, grandparent, child or sibling of an individual ordered to active duty, are eligible for an unpaid leave of absence for up to 10 days each calendar year.

Leave may be taken during any of the following periods:

- during the 30 days before active duty orders are in effect;
- during a period in which the military family member ordered to active duty is on leave while active duty orders are in effect;
- during the 30 days after the active duty orders are terminated.

Employees may elect to substitute any accrued paid time off (except for paid medical or sick leave) for leave provided under this policy. If applicable, health care benefits will be continued at the employee's expense during the period of leave.

Employees must provide written notice to the Company at least 30 days in advance; notice must include a copy of the active duty orders (if available) and an indication of the date the leave will begin. If the active duty orders are issued less than 30 days before the date the requested leave is to begin, written notice must be provided as soon as possible under such circumstances. The Company reserves the right to require verification of eligibility for this leave. Failure to provide such verification within a reasonable time after it was requested may result in the absence from employment being considered unexcused.

Upon returning from leave, in most cases the employee will be restored to the position they held before the leave began or to an equivalent position.

Section 7 - Additional Policies

7-1. Record Retention

KHI Solutions, an affiliate of Knowledge Services acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against the Company and its employees and possible disciplinary action against responsible individuals (up to and including discharge of the employee). Each employee has an obligation to contact the Employee Relations Team to inform them of potential or actual litigation, external audit, investigation or similar proceeding involving the Company that may have an impact on record retention protocols.

7-2. A Final Note

This handbook is intended to give employees a broad summary of things they should know about KHI Solutions, an affiliate of Knowledge Services. The information in this handbook is general in nature and, should questions arise, any member of Knowledge Services' Employee Relations Team should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, KHI Solutions, an affiliate of Knowledge Services, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to management if they have any questions about the Company or its personnel policies and practices.

Thank you for choosing KHI Solutions. We want to provide you with the opportunities and support you need to be successful. If questions arise or you need guidance, please contact the Employee Relations Team.

KHI Solutions/Knowledge Services Employee Relations Team

9800 Crosspoint Blvd.

Indianapolis, IN 46256

Phone Number: (317) 806-6131

E-mail address: employeerelations@knowledgeservices.com

General Handbook Acknowledgment

This Employee Handbook is an important document intended to help employees become acquainted with KHI Solutions, an affiliate of Knowledge Services. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Handbook.

I have received and read a copy of KHI Solutions, an affiliate of Knowledge Services's Employees Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of KHI Solutions, an affiliate of Knowledge Services other than the Head of Human Resources may alter "at will" status and any such modification must be in a signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Company's Employee Handbook.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

It is KHI Solutions, an affiliate of Knowledge Services's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws (referred to as "protected characteristics"). Such conduct will not be tolerated by KHI Solutions, an affiliate of Knowledge Services.

The purpose of this policy is not to regulate any employee's personal morality, but to ensure that no one harasses another individual in the workplace, including while on Company premises, while on Company business (whether or not on Company premises) or while representing the Company. In addition to being a violation of this policy, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted, or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws are unlawful.

Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual, or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures, or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts, or e-mails), or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state, or local laws. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.

Sexual Harassment Defined

Sexual harassment can include all the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual, or physical conduct of a sexual nature when:

- Submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- The conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of conduct that violate this policy include:

1. Unwelcome flirtations, leering, whistling, touching, pinching, assault, or blocking normal movement;
2. Requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
3. Obscene or vulgar gestures, posters, or comments;
4. Sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies;
5. Propositions or suggestive or insulting comments of a sexual nature;
6. Derogatory cartoons, posters, and drawings;
7. Sexually explicit e-mails, text messages, or voicemails;
8. Uninvited touching of a sexual nature;
9. Unwelcome sexually related comments;
10. Conversation about a person's own or someone else's sex life;
11. Conduct or comments consistently targeted at a single gender, even if the content is not sexual; and
12. Teasing or other conduct directed toward a person because of the person's gender.

Reporting Procedures

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to Employee Relations Team. If the employee is unable for any reason to contact this person or if the employee has not received an initial response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact Human Resources Team. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in the reporting hierarchy.

Investigation Procedures

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. All employees must cooperate with all investigations conducted pursuant to this policy.

Retaliation Prohibited

In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

I have read and I understand KHI Solutions, an affiliate of Knowledge Services's Non-Harassment Policy.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.