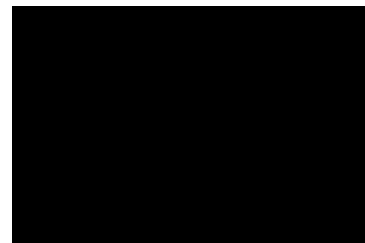
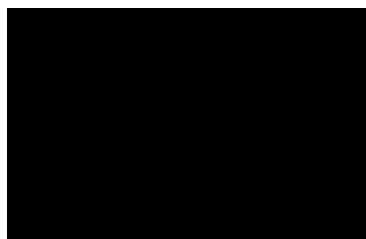


Bigmerica, Inc.

EMPLOYMENT

POLICY MANUAL



Bigmerica, Inc. Employment Manual

Prepared By

Document Owner(s)	Project/Organization Role
R.J. Shaw Consulting	Human Resources Consultant

Employment Manual Version Control

Version	Date	Author	Change Description
1.0	05/2008	Deon Robinson	Revision
2.0	12/2008	RJ Shaw Consulting	Revision
3.0	03/2008	RJ Shaw Consulting	Revision
4.0	05/2009	RJ Shaw Consulting	Revision
5.0	07/2009	RJ Shaw Consulting	Paid Time Off Holidays

Approved By: Sainte Deon Robinson, CEO / President _____

Signature _____

Note The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between Bigmerica, Inc. and any of its employees.

Bigmerica, Inc. at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice. Bigmerica, Inc. will conduct at minimum and annual review of this document.

Bigmerica, Inc. Employment Manual

TABLE OF CONTENTS

1	INTRODUCTION	7
1.1	Welcome from the President	7
1.2	About Bigmerica, Inc.	8
1.3	Changes in Policy	8
2	EMPLOYEE DEFINITION AND STATUS	9
2.1	Employment Classification	9
2.2	Probationary Period for New Employees	11
3	EMPLOYMENT POLICIES	12
3.1	Equal Employment Opportunity	12
3.2	Commitment to Cultural Diversity	12
3.3	Americans with Disabilities Act	12
3.4	Immigration Law Compliance	13
3.5	Hiring Policy	13
3.5a	Contractual Employee Hiring Policy	15
3.6	Initial Start Date and Employee Orientation	17
3.7	Driving Record Check Policy	18
3.8	Anniversary Date	19
3.9	Personnel Records and Administration	19
3.10	Change of Personal Data	18
3.11	Safety	20
3.12	Security	21
3.13	Personal Property	23
3.14	Health-related Issues	23
3.15	Employee Requiring Medical Attention	23
3.16	Visitors in the Workplace	23
3.17	Employment of Relatives	23

Bigmerica, Inc. Employment Manual

3.18	Weather-related and Emergency-related Closings	24
4	STANDARDS OF CONDUCT	25
4.1	General Guidelines	25
4.2	Attendance and Punctuality	25
4.3	Work Schedule	25
4.4	Absence and Lateness	25
4.5	Meal and Break Periods.....	25
4.6	Harassment Policy	25
4.7	Sexual Harassment	25
4.8	Complaint Procedure	25
4.9	Violence in the Workplace	28
4.10	Confidential Information and Nondisclosure.....	28
4.11	Ethical Standards	28
4.12	Dress Code	28
4.13	Use of Equipment	28
4.14	Use of Computer, Phone, and Mail.....	28
4.15	Use of Internet	29
4.16	Use of Computer Software	29
4.17	Smoking Policy	29
4.18	Drug-Free Workplace.....	29
4.19	Gifts	30
4.20	Solicitations and Distributions.....	30
4.21	Complaint /Grievance Procedure	31
4.22	Corrective Action	32
4.23	Crisis Suspension.....	36
4.24	Transfer Policy.....	36

Bigmerica, Inc. Employment Manual

4.25	Secondary Employment.....	36
4.26	Employment Termination/Resignation.....	36
4.27	Exit Interview	37
4.28	Return of Company Property.....	37
5	COMPENSATION POLICIES	38
5.1	Base Compensation.....	38
5.2	Performance Bonuses.....	38
5.3	Timekeeping Procedures.....	38
5.4	Overtime Pay.....	38
5.5	Training Wage.....	38
5.6	Payroll and Paydays	39
5.7	Performance and Salary Reviews.....	39
5.8	Opportunities for Advancement—Progression and Promotion.....	39
6	GROUP HEALTH AND RELATED BENEFITS.....	40
6.1	Benefits Summaries and Eligibility.....	40
6.2	Health Insurance- Optional (shared cost by employee and Health Link).....	40
6.3	Dental Insurance- Voluntary (cost fully paid by employee).....	40
6.4	Visual Care Insurance - Voluntary (cost fully paid by employee.....	41
6.5	Disability Insurance- Voluntary (cost fully paid by employee).....	41
6.6	Life, Accidental Death, and Dismemberment Insurance	41
6.7	COBRA Notification.....	41
6.8	Pre-tax Deductions for Expenses.....	41
6.9	Worker’s Compensation.....	41
6.10	Unemployment Compensation	42
6.11	Social Security.....	42
6.12	Retirement Plans.....	42

Bigmerica, Inc. Employment Manual

6.13	Training and Professional Development.....	43
6.14	Work/Life Benefits	43
7	TIME-OFF BENEFITS	44
	Paid Time Off (PTO).....	44
	Guidelines for PTO Use.....	44
	Paid Time Off (PTO) Exceptions.....	44
	Specific Eligibility for Paid Time Off (PTO).....	45
	Request for Time Off.....	46
	Holidays.....	46
7.2	Bereavement	46
7.3	Jury Duty	47
7.4	Military Reserves or National Guard Leaves of Absence.....	47
7.5	Family/Medical Leaves of Absence	47
7.6	Extended Disability Leaves.....	48
7.7	Uniformed Services Employment and Reemployment.....	48
7.8	Personal Leaves of Absence	48
8	EXPENSES.....	49
8.1	Introduction	49
8.2	Company Supplies, Other Expenditures	49
8.3	Expense Reimbursement	49
8.4	Mileage Reimbursement.....	49
9	EMPLOYEE COMMUNICATIONS	50
9.1	Open Communication	50
9.2	Staff Meetings.....	50
9.3	Electronic Bulletin Boards.....	50
9.4	Suggestions	50
9.5	Closing Statement	51
10	ACKNOWLEDGMENT	52
11	APPENDICES	53

1 INTRODUCTION

This document has been developed by the Human Resources Department in order to familiarize employees with Bigmerica, Inc. (Bigmerica) and provide information about working conditions, key policies, procedures, and benefits affecting employment at Bigmerica, Inc. All employees will be able to access the manual on the Bigmerica, Inc. Share Notes Program which can be accessed via the Internet. Also, a hard copy of the Bigmerica, Inc. Employment Manual will be available at each service site.

1.1 Welcome from the President

Welcome to the Bigmerica, Inc. We are happy to have you as a new member of our family!

Bigmerica, Inc. is the parent company of the following companies; HealthLink of America, Foundation Health and Human Services, and Help systems of Healthcare. We are a private for profit agency and the leading provider of community behavioral health services for youth as well as adults throughout the State of North Carolina. We are a dynamic organization that is well positioned for the future. As we develop the vision for Bigmerica, Inc.'s future, we celebrate its past, and embrace the present. We have 11 health service sites and are still growing and connecting with families and communities to help meet the changing behavioral health needs of our diverse consumers.

The talents you will lend to our organization will strengthen Bigmerica, Inc. on every level. You are what make Bigmerica, Inc. the leading provider of community behavioral health services.

I am happy to welcome you to our team, and I look forward to working with you throughout your employment.

Sincerely,

Deon Robinson
President & CEO
Bigmerica, Inc.

1.2 About Bigmerica, Inc.

Our Mission

Our mission is to produce a gratifying supportive and delightful working environment with competent and caring employees empowered to transfer this culture to our consumers. We will provide the highest standard of mental health and substance abuse services possible to the many communities we serve. We will continuously seek ways to improve services and help persons served increase their level of independence.

Our Vision

Bigmerica, Inc. will be recognized as a premier, comprehensive, values based health care system focused on the needs of people in the communities we serve in their pursuit of health and well being.

Our Statement of Values - Bigmerica, Inc. is guided by these values:

Superiority in quality and consistency of consumer services
Teamwork and Shared Communication
Honesty and Integrity
Respect for the values and beliefs of others

Our Statement of Work Values

Honest
Concerned
Loyal

1.3 Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, Bigmerica, Inc. reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

2 EMPLOYEE DEFINITION AND STATUS

An “employee” of Bigmerica, Inc. is a person who regularly performs services for Bigmerica, Inc. on a wage or salary basis.

2.1 Employment Classification

Employees of Bigmerica, Inc. are classified as either “exempt” or “non-exempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is assigned an employment status classification: regular full-time, regular part-time, temporary (full-time or part-time), regular hourly, contingent hourly, etc.

2.1.1. Regular Full-time Employees

Those employees who work a minimum of 40 hours weekly and who maintain continuous regular employment status are regular full-time employees.

2.1.2. Regular Part-time Employees

Those employees who work less than 30 hours weekly, but not less than 20 hours, and who maintain continuous regular part-time employee status are regular part-time employees.

2.1.3. Temporary Employees

Temporary employees work the customary number of full-time hours required, but their services are intended to be of limited duration (i.e., filling in for illness, vacations, and summer months). Temporary employees are not eligible for company benefits. However, if a temporary employee is subsequently hired as a regular or part-time employee, length of service will be determined by the most recent hire date as a temporary.

2.1.4. Nonexempt Employees

“Nonexempt” employees are not exempt from the provisions of the Fair Labor Standards Act (also known as the FLSA or Wage and Hour Act). All nonexempt employees are to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate paychecks. At the end of each week,

Bigmerica, Inc. Employment Manual

the employee and his or her supervisor must sign the time sheet attesting to its correctness before forwarding it to the Human Resources department.

2.1.4a Hourly employees.

An hourly employee performs duties of a manual or clerical nature and is paid at an hourly rate of pay.

2.1.4b Non-exempt Salaried employees

A non-exempt Salaried employee performs duties of a clerical nature and is not exempt from the Fair Labor Standards Act. The Human Resources department designates positions as hourly or nonexempt salaried. The Human Resources department can change this designation.

2.1.5 Exempt Employees

Those executive, administrative, professional, computer, highly compensated, and outside sales employees who do not receive overtime payment provided they meet the FLSA's requirements are considered to be "exempt." The Human Resources director must approve classifying an employee as exempt.

At least annually, the Human Resources department will review these definitions to confirm they accurately reflect company practice and applicable law. It will also at least annually review classifications of employees to confirm they are properly classified.

2.1.6 On-call Employees

Those employees subject to being called to respond by telephone or to return to work in an emergency, but are otherwise free to use their time for personal activities are "on-call employees." On-call employees must respond to a telephone call, e-mail, or page within 10 minutes, but have up to 1 hour to report to any physical location

2.1.7 Independent Contractors

Those individuals who generally provide services to a variety of companies, over whom the company exercises little control, who have an investment in the tools of their trade, who control the manner and means of their work, and who control when they work and for how long, in accordance with their contractual agreement are independent contractors. The Human Resources director must approve classifying any individual as an "independent contractor."

2.2 Probationary Period for New Employees

Bigmerica, Inc. monitors and evaluates every new employee's performance for the first ninety (90) calendar days of employment to determine whether further employment in a specific position or with Bigmerica, Inc. is appropriate. This is a probationary period when the employee becomes familiar with the basic requirements and expectations for the job. It is also the time for supervisors to assess the employee's skills, determine if the employee's job performance meets the expected standards, and whether employment should be continued.

This is also a time for open communication between the employee and supervisor. However, either party is free to terminate the relationship before the probationary period ends.

3 EMPLOYMENT POLICIES

3.1 Equal Employment Opportunity

Bigmerica, Inc. is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. Employment decisions include but are not limited to include hiring, transfers, promotion, assignment of work and compensation.

Bigmerica, Inc. complies with nondiscrimination regulations under Title VII of the Civil Rights Act of 1964, Vietnam-Era Veterans Readjustment Assistance Act of 1974, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Age Discrimination in Employment Act of 1967, Uniformed Services Employment and Reemployment Rights Act (USERRA), Executive Order 11141, the Equal Pay Act, the North Carolina Labor Code; and other applicable statutes, ordinances, and regulations. Bigmerica, Inc. complies with affirmative action regulations under Executive Order 11246, as amended, the Vietnam-Era Veterans Readjustment Assistance Act, the Veterans Employment Opportunities Act of 1998, and the Jobs for Veterans Act of 2002, and the Federal Rehabilitation Act.

3.2 Commitment to Cultural Diversity

Bigmerica, Inc. is comprised of individuals of diverse racial, ethnic, and cultural backgrounds, national origins, religious and political beliefs, ages, and physical abilities. Bigmerica, Inc. welcomes this diversity and is committed to maintaining a supportive working environment for all persons. Accordingly, Bigmerica, Inc. supports policies, and programs that enhance awareness and appreciation of cultural and individual diversity, promote community, and encourage full participation in every aspect of Bigmerica, Inc. employment.

Bigmerica, Inc. is committed to continually enhance the cultural competency of our employees by utilizing the “Cultural Competency in Healthcare” model which affects consumer behavior and compliance.

3.3 Americans with Disabilities Act

It is the policy of Bigmerica, Inc. to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). Bigmerica, Inc. will not discriminate against any qualified employee or job applicant with respect to any

terms, privileges, or conditions of employment because of a person's physical or mental disability.

3.4 Immigration Law Compliance

All offers of employment are contingent on verification of the candidate's right to work in the United States. Every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form.

3.5 Hiring Policy

Bigmerica, Inc. believes that hiring qualified individuals to fill positions contributes to the overall strategic success of Bigmerica, Inc. Each employee, while employed, is hired to make significant contributions to Bigmerica, Inc. In hiring the most qualified candidates for positions, the following hiring process is applicable:

PROCEDURE:

Personnel Requisitions

Personnel requisitions must be completed in order to fill Bigmerica, Inc. positions. Requisitions must be initiated by the department supervisor and/or site manager. Requisition approval by Senior Management is also required to verify position availability as needed and then forwarded to Human Resources. Personnel requisitions should indicate the positions' hours/shifts, status, reason for the opening, essential job functions and qualifications (or a current job description may be attached or any special recruitment advertising instructions).

Job Postings

All regular exempt and non-exempt job openings are posted on the Bigmerica, Inc. web based communication and documentation program as well as on bulletin boards at all sites for employees to review. Jobs remain posted internally for one week. Job postings are updated every Tuesday. All applicants for a posted vacancy will be considered on the basis of their qualifications and ability to perform the job successfully

Internal Transfers

Employees who have been in their current position for at least one year may apply for internal job openings. This may be waived with the consent of the employee's manager and Human Resources. Employees must complete the "Internal Job

Bigmerica, Inc. Employment Manual

Opening Request Form”. The form should be completed and turned in to Human Resources within the first week the job is posted. All applicants for a posted vacancy will be considered on the basis of their qualifications and ability to perform the job successfully. Internal candidates who are not selected will be notified by Human Resources. Once transferred to a new position, employees will enter into a probationary period for the new position.

Recruitment Advertising

Positions are advertised externally based upon need. The Human Resource department is responsible for placing all recruitment advertising. Bigmerica, Inc. is an equal opportunity employer and will state on all recruitment advertising.

Interview Process

Human Resources will prescreen applications and/or resumes for required qualifications prior to scheduling interviews. Interviews will be conducted by the hiring manager utilizing a structured interviewing process. Team interviews may also be conducted as needed for some positions. If a team interview is conducted, a structured interview process is also required. After the interview process is completed, the results of the interview and all related materials should be returned to Human Resources with a recommendation to hire or reject. Human Resources will notify applicants who are not selected.

Once a decision has been made regarding interest in hiring an applicant and offer will be made contingent upon satisfactory completion of reference checks and criminal background checks.

Background, Criminal Record and TB Health Clearance Procedure

Background checks will be conducted on all newly hired staff members and on all employees who are promoted, as deemed necessary. Regulatory annual and/or as needed checks (in response to information received) will be conducted throughout the employment period to ensure that all required credentials remain current.

Background checks will include:

- Social Security –by viewing original social security card and a copy will be maintained for the record.
- Eligibility for Employment (I9 Verification)
- Prior Employment Verification and/or reference check
- State Wide Criminal Record Check and if a North Carolina resident for less than 5 years a National Criminal Record check will be obtained-required for all candidates for employment

Bigmerica, Inc. Employment Manual

- Personal and Professional letters of Reference employee provides
- Primary Source Educational, Certification, and/or Licensure Verification- by viewing the original transcript presented in an unbroken sealed envelope, and verification of professional licensure and/or certification via web-site.
- Candidates will provide proof of a negative TB screening

The following additional verifications will be required if applicable to the position applied to:

- Department of Motor Vehicle – (via NCDOT State of NC website)
- Auto Insurance (applicant will provide documentation)
- Credit History (when appropriate for position applied for via website)
- Drug and Alcohol Testing as required

Offer Procedure: After a verbal employment offer is made, the chosen candidate must complete the Pre-Employment Certification/Release form and return it to the Human Resources Department (HR). HR will conduct the background check upon receipt of the signed release form. A designated HR representative will review all results and will notify the hiring manager when all components have been completed. Human Resources' will issue a written offer of employment contingent upon successful completion of the pre-employment screening process and, post offer health assessment. The chosen candidate is not to begin work prior to the hiring manager receiving approval from Human Resources.

In instances where negative or incomplete information is obtained, the appropriate senior management and the Director of Human Resources will assess the potential risks and liabilities related to the job's requirements and determine whether the individual should be hired. If a decision not to hire or promote a candidate is made based on the results of a background check, there may be certain additional Fair Credit Reporting Act (FCRA) requirements. The Human Resources representative will be responsible for handling such FCRA requirements as necessary. Bigmerica, Inc. will follow all applicable FCRA requirements throughout the background check process. Any questions regarding FCRA must be directed to the Director of Human Resources.

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

Health Link reserves the right to modify this policy at any time without notice.

3.5a Contractual Employee Hiring Policy

Bigmerica, Inc. believes that contracting with qualified individuals to fill positions and meet the needs of the organization and contribute to the overall strategic success. Below is a listing of personnel record requirements for contract licensed professionals working with Bigmerica, Inc.

- A. Resume and/or Professional Profile to include.....1) contact information- name, address, telephone (24 hour access) and e-mail address. 2) documents verifiable knowledge, skills and abilities required by the population served .
- B. Proof of a valid license (we will do primary source verification) issued by the governing board regulating a human service profession in the State of North Carolina –(**a**). Licensed Clinical Social Worker means a social worker who is licensed by the NC Social Work Certification and Licensure Board (**b**). Licensed Professional Counselor (LPC) means a counselor who is licensed by the North Carolina Board of Licensed Professional Counselors (**c**). Psychiatrist means an individual who is licensed to practice medicine in the State training program of NC and who has completed a training program in psychiatry accredited by the Accreditation Council for Graduate Medical Education.
- C. Minimum of two (2) professional references that confirm experience and/or knowledge with the population to be served.
- D. Proof of professional liability insurance
- E. Conduct at a minimum a criminal background check at the time of hire and annually.
- F. HIPPA and Confidentiality Forms
- G. Contract that addresses the need to assess performance annually and will follow all applicable policies and procedures of the organization and regulatory agencies. (CARF standards applicable to the services they provide)

3.6 Initial Start Date and Employee Orientation

The formal welcoming process, or “employee orientation,” is conducted by a Human Resources representative, and includes an overview of Bigmerica, Inc. at the time of hire prior to placement to ensure that employees are informed of Bigmerica, Inc. ’s policies, procedures, and benefits.

On the initial start date, employees will complete required HR, benefits and payroll forms as a part of the new hire orientation. The documents will include but are not limited to Form I-9 with a copy of supporting I-9 documentation, Federal and state tax forms, health insurance enrollment or decline forms and any other required related insurance forms. Employees must complete the necessary paperwork in Human Resources. An employee cannot be placed on payroll without the appropriate signed documentation.

Training and development is also provided for all new employees in order to maintain their competency and to provide for their growth and development. Topics covered in initial basic training are: NCI, CPR, First Aid, Blood Borne Pathogens, Seizure Management, Client Rights, Confidentiality/HIPPA and CST documentation. Training within 90 days of employment and ongoing training includes but is not limited to: Rights of Persons Served, Person-and family-centered services, Prevention of workplace violence, Confidentiality requirements, Cultural Competency and Expectations regarding professional conduct, CSS Service Definition, Crisis Response, Person Centered Thinking, and QP Responsible for PCP Instructional Elements.

An employee cannot begin to provide direct services unless all required regulatory or state mandated training and/or orientation is completed. Bigmerica, Inc. will implement ongoing orientation and training and development utilizing a variety of techniques to include but not limited to holding staff meetings focused on theoretical concepts, presenting training films or guest speakers, or reviewing other reference materials, which could include books, articles, professional journals, magazines, newspaper a, and Internet access. By utilizing this orientation and training program, the new employee can obtain a broad overview of Bigmerica, Inc. and see where his/her position fits in with the goals and policies of Bigmerica, Inc. A specific schedule of education and training has been established in accordance with regulatory requirements. In addition, Bigmerica, Inc. encourages all interested employees to take advantage of continuing education offerings. More details regarding training can be found in the Bigmerica, Inc. Training Manual.

3.7 Driving Record Check Policy

Driver's license checks will be performed on all applicants after a conditional offer of employment has been made and annually thereafter for all employees where driving is an essential job function. Applicants and employees will be subject to the status classification system listed below.

Satisfactory - Eligible to drive. Driving record reflects less than or equal to:

0 one (1) moving violation in 12 months

Probationary - Eligible to drive with the stipulation that the individual's motor vehicle record will be checked periodically over the period of probation and their driving record reflects greater than the criteria for Satisfactory status or equal to:

0 two (2) moving violations in past 24 months

Unacceptable - Applicants will not be hired if their driving record reflects:

1 suspended or revoked license on record at time of hire

1 or more moving violations which resulted in a reckless driving conviction or accident

1 or more DUIs/DWIs

Leaving the scene of an accident

APPLICANTS - Bigmerica, Inc. will check the motor vehicle records of any job applicant where driving is an essential job function. The applicant's job offer is contingent upon this driving record check. The driving record check will include review of any appropriate state records based on the employee's application and resume. If the applicant does not have a valid driver's license, the applicant will not be hired. If an applicant has a driving record that meets or exceeds the criteria listed under the Unacceptable Status, the applicant will not be hired. If the applicant meets the Probationary Status criteria he/she will be placed into that status.

EXISTING EMPLOYEES - Bigmerica, Inc. will check the motor vehicle records for all current employees on an annual basis. Any employee without a valid driver's license will not be allowed to operate a company vehicle or drive on Bigmerica, Inc. business. If driving is an essential job function, and the employee cannot be reasonably accommodated, the employee will be terminated. If an existing employee has a valid driver's license, however if the employee's driving record

meets or exceeds Probationary Status criteria, the employee will be placed on Probationary Status and will be subjected to the requirements of that status until the end of the probation. If during a subsequent periodic motor vehicle record check, the employee's record indicates further violations, Bigmerica, Inc. will review the specific circumstances surrounding the individual and determine appropriate action. It is the employee's responsibility to report any violation listed immediately if it occurs prior to the next annual check.

3.8 Anniversary Date

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute various benefits where length of service is required for eligibility.

3.9 Personnel Records and Administration

The task of handling personnel records and related administration functions at Bigmerica, Inc. has been assigned to the Human Resources Department. Records for personnel will be kept confidential at all times and will contain at a minimum the following documents:

- The employment application.
- Verification of credentials, including certification, license, or registration, when applicable, and/or competencies.
- Evidence of orientation
- Performance evaluation reports.
- Criminal background checks, when applicable.
- Other information required by law or regulatory compliance.

Access to personnel records will be restricted to authorized HR staff and appropriate management staff. All files will be signed out if the viewer takes them outside of the HR Department. Medical records and results of background checks will be kept in a separate confidential file.

3.10 Change of Personal Data

Any change in an employee's name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to the Human Resources Department.

3.11 Safety

The safety and health of employees is a priority. Bigmerica, Inc. makes every effort to comply with all federal and state workplace safety requirements. Bigmerica, Inc.'s workplace safety rules and regulations are the following:

General Instructions

- Comply with all safety training, instructions, and signs.
- Keep work area and equipment clean and in a sanitary condition.
- Keep aisles and passageways clear with no obstructions.
- Maintain all safety guards and devices in place at all times.
- Wear assigned personal protective equipment at all times.
- Refrain from horseplay, fighting, and other disruptive activities.

Injuries

Notify your supervisor immediately of all accidents and injuries and complete an incident report as soon as possible. If you need medical treatment, your supervisor can direct you to the nearest approved facility.

Footwear

Employees are to wear footwear appropriate to their job responsibilities.

Emergency Kits

Emergency kits that can be used to save a life until medical care can be instituted are located throughout the building. Every employee is expected to know the location of the closest emergency kit.

The purposes of the contents of the emergency kits are to: (1) control bleeding; (2) treat shock; (3) neutralize chemicals; (4) control personal injury resulting from burning clothing; (5) treat heart attacks until medical assistance arrives.

At least three employees in every department are to be trained in the use of the emergency kits and in cardio-pulmonary resuscitation (CPR). The company will pay employees at their normal hourly rate for the time spent in training in the use of emergency kits and CPR.

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

3.12 Security

Security problems and violations cannot be handled in a constructive manner unless Bigmerica, Inc. management is aware of them. Our security policy, therefore, places a strong emphasis on reporting security-related incidents so that the proper action can be taken.

In an emergency, contact the Site Service Coordinator to determine the immediate action to take and then complete a security incident report.

Security Incident Reporting Procedures

Written reports should be prepared by Site Service Manager (or appropriate personnel) and submitted to the appropriate senior manager responsible. The report must cover any and all information relating to; who, what, when, where, why, and how aspects of the incident. If time is a critical factor, the report can be made first over the telephone, cell phone, pager, e-mail, or text messaging, and later confirmed in writing.

The following types of incidents must be reported:

- Bomb threats via telephone, e-mail, mail, etc., or actual bomb incidents.
- Suspicious letters or packages that may contain biological agents or explosives.
- Actual or suspected espionage or subversive activity.
- Natural or man-made disasters.
- Any acts of violence or threats of violence.
- Theft or misappropriation of company assets.
- Shortages of stored materials, especially hazardous materials, pesticides, fertilizer, etc.
- Loss, theft, or suspected theft of proprietary information, as well as any inadvertent or unauthorized disclosure of proprietary data.
- Any breach of the company's contraband policy.
- Criminal acts on company property, including gambling, and the possession or use of narcotics.
- Damage to company property or an employee's personal property while on company premises involving actual or suspected mischief, vandalism, or criminal negligence.
- Attempts by persons to misrepresent themselves as employees or agents.
- Any illegal action proposed by a purchasing agent or contractor representative.
- Any breach of computer security.
- Any intoxication.

Security Prevention Procedures

- Employees who violate security rules are subject to discipline up to and including discharge.

Bigmerica, Inc. Employment Manual

- Supervisors are responsible for training employees regarding security matters such as evacuations, securing doors, and turning on alarm systems.
- Supervisors are to test alarm systems in accordance with their security checklist.
- Supervisors are responsible for securing their areas at closing. Each item on the security list is to be checked off.
- The company reserves the right to use any lawful means to investigate a breach of security or its policies.
- Employees are expected to cooperate with any investigation. Employees who fail or refuse to cooperate may be disciplined, which may include discharge.
- Any employee who provides false information or omits information during an investigation is subject to discipline, including discharge.

Workplace Weapons Policy

In order to ensure a safe environment for employees and customers, Bigmerica, Inc. prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons in our facilities, or on our property and/or while transporting consumers. Any employee in possession of a firearm or other weapon within our facilities/property or while otherwise fulfilling job responsibilities may face disciplinary action including termination. Possession of a valid concealed weapons permit authorized by the state of North Carolina is not an exemption under this policy. To the extent allowed by law, Bigmerica, Inc. prohibits clients or visitors from carrying weapons in our facilities or on our property.

Firearms or other dangerous weapons mean:

- Any device from which a projectile may be fired by an explosive.
- Any simulated firearm operated by gas or compressed air.
- Slingshot.
- Sand club.
- Metal knuckles.
- Any spring-blade knife.
- Any knife that opens or is ejected open by an outward, downward thrust or movement.
- Any instrument that can be used as a club and poses a reasonable risk of injury.

This policy *does not* apply to:

- Any law enforcement personnel engaged in official duties.
- Any security personnel engaged in official duties.
- Any person engaged in military activities sponsored by the federal or state government, while engaged in official duties.

Bigmerica, Inc. Employment Manual

Management or security personnel should be notified immediately if any staff member, client, or visitor is found with a firearm or other dangerous weapon in violation of this policy. Local law enforcement will be called promptly, if necessary, to help handle a situation.

Note: Check local laws and legal counsel concerning firearm prohibition issues for clients and visitors.

3.13 Personal Property

Bigmerica, Inc. maintains a property management system that efficiently tracks lost and found property reports. Persons seeking information about lost or found property may do so by contacting the Bigmerica, Inc. Administrative Office. Bigmerica, Inc. assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at the office.

3.14 Health-related Issues

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

3.15 Employee Requiring Medical Attention

Employees should report all work-related injuries and accidents immediately to their immediate supervisor, and then follow these steps:

1. Seek first aid or emergency treatment if required. If emergency treatment is deemed necessary, this may be done before reporting to supervisor.
2. Complete incident report.

3.16 Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area and sign in and sign out at the front desk. Under no circumstance should visitors be allowed while providing services to consumers unless authorized by management.

3.17 Employment of Relatives

Bigmerica, Inc. is pleased to consider for employment qualified applicants who are related to employees. When Bigmerica, Inc. employs more than one member of a

family, one family member may not supervise the other. If such a situation should arise and the employees are unable to develop a workable solution, management will decide which employee may be transferred.

3.18 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.

4 STANDARDS OF CONDUCT

4.1 General Guidelines

All employees are urged to become familiar with Bigmerica, Inc. rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the business of Bigmerica, Inc. . (Refer to Bigmerica, Inc. Ethics Policy for more detail)

4.2 Attendance and Punctuality

Bigmerica, Inc. expects employees to be ready to work at the beginning of assigned daily work hours or scheduled appointments with consumers, and to reasonably complete their projects/or assignments by the end of assigned work hours or within expected time frames for completed billable documentation.

4.3 Work Schedule

Unless otherwise specified, regular full-time employees are expected to work at least 40 hours per workweek.

4.4 Absence and Lateness

Occasionally, it may be necessary for an employee to be late or absent from work. Bigmerica, Inc. is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

4.5 Meal and Break Periods

Employees are allowed a one-hour lunch break generally between the hours of 11:00 a.m. and 2:00 p.m. Bigmerica, Inc. encourages employees to take a rest period and provides a paid rest period of ten minutes in the morning work period and ten minutes in the afternoon work period.

4.6 Harassment Policy

Bigmerica, Inc. will not tolerate any unlawful harassment of its employees. Types of unlawful harassment covered by this policy include harassment against an individual because of that person's race, sex, religion, color or national origin, age, disability, or any other classification protected by federal, state or local law. The policy applies to

harassment by any of the Bigmerica, Inc.'s employees as well as any non-employees present in the Bigmerica, Inc. workplace such as contractors, vendors, and/or suppliers, interacting with the Bigmerica, Inc.'s employees in connection with their work. Such prohibited harassment can arise from a broad range of physical or verbal behavior, which may include, but is not limited to, the following:

- Physical or mental abuse;
- Insults, jokes, slurs, comments based on an individual's race, sex, religion, color or national origin, age, disability, or any other classification protected by federal, state, or local law;
- Display of suggestive, offensive or discrimination-oriented pictures or materials.

Accordingly, Bigmerica, Inc. will not tolerate harassment within its organization, including all of the Bigmerica, Inc. facilities and agencies. As outlined below, Bigmerica, Inc. takes seriously any harassment claim and specifically prohibits any supervisor or any other Bigmerica, Inc. employee from unlawful harassment.

4.7 Sexual Harassment

Bigmerica, Inc. does not tolerate sexual harassment. Sexual harassment is a specific form of illegal harassment that requires more explanation. Bigmerica, Inc. bases its definition of sexual harassment on information provided by the Equal Employment Opportunity Commission (EEOC). According to EEOC guidelines, sexual harassment includes, but is not necessarily limited to unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such conduct explicitly or implicitly affects an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following: The victim as well as the harasser may be a woman or man. The victim does not have to be of the opposite sex. The harasser can be the victim's supervisor, an agent of the employer, and a supervisor in another area, a co-worker, or a non-employee. Unlawful sexual harassment may occur without economic injury to or discharge of the victim. The harasser's conduct must be unwelcome.

4.8 Complaint Procedure

It is the shared obligation of all employees to report any and all incidents of suspected harassment, including but not limited to sexual, to Bigmerica, Inc.

management. Any employee who believes he or she has been subjected to unlawful harassment or believes he/she has witnessed one or more incidents of unlawful harassment should immediately report the incident(s) to his or her supervisor, or alternatively, to his or her Director or Human Resources.

If the employee feels that any one of these individuals is involved in the alleged harassment in any way, or believes that for some other reason anyone of these individuals cannot be approached, then the employee should report his or her claim to any of the other individuals listed.

Bigmerica, Inc. encourages reporting of such acts as they happen. All reports of unlawful harassment will be investigated promptly. Supervisors who fail to effectuate this policy or fail to investigate conduct of allegations of the type, which are prohibited by this policy, will be subject to disciplinary action.

Bigmerica, Inc. will promptly investigate all reported harassment claims. The investigation may include, but is not limited to, an interview of the employee lodging the complaint and the alleged harasser and any witnesses involved. In all cases, the employee who reports unlawful harassment will be advised of the results of the investigation. To the greatest extent possible, Bigmerica, Inc. will attempt to maintain the confidentiality of any harassment investigation. Bigmerica, Inc. will take reasonable measures to keep the reporting and investigation of harassment claims as confidential as possible under the circumstances.

If an employee believes that a reported harassment incident is not being timely or adequately addressed, the employee should bring his/her concerns to the attention of the President.

Disciplinary Measures

If Bigmerica, Inc.'s investigation leads to a determination that illegal harassment has occurred or is occurring, Bigmerica, Inc. will initiate prompt corrective action reasonably calculated immediately to end the harassment and in accordance with the Bigmerica, Inc. disciplinary procedure. Such corrective action may include, but is not necessarily limited to, disciplinary action against any employee engaged in harassing behavior, up to and including termination of employment.

Protection against Retaliation

Every employee is entitled to report potential incidents of harassment without reprisal. No employee who in good faith reports or participates in the investigation of harassment will suffer any retaliatory action. Therefore, if in response to an employee's report of suspected harassment, a supervisor or other employee retaliates or threatens to retaliate against the employee or his or her job, the affected employee should promptly report the incident(s) to his or her supervisor or, alternatively, to his or her Director or Human Resources.

Any questions regarding the Bigmerica, Inc. Harassment Policy should be addressed to the Human Resources Department.

4.9 Violence in the Workplace

Bigmerica, Inc. has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect Bigmerica, Inc. or which occur on Bigmerica, Inc. or client property, will not be tolerated.

4.10 Confidential Information and Nondisclosure

By continuing employment with Bigmerica, Inc., employees agree that they will not disclose or use any of Bigmerica, Inc.'s confidential information, either during or after their employment. Bigmerica, Inc. sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, upon employment with Bigmerica, Inc. the new hire automatically assumes an obligation to maintain confidentiality, even after leaving Bigmerica, Inc.'s employ.

4.11 Ethical Standards

Bigmerica, Inc. insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind Bigmerica, Inc.'s great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with Bigmerica, Inc.'s principles and code of ethics.

4.12 Dress Code

Employees of Bigmerica, Inc. are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Bigmerica, Inc.'s reputation or image is not acceptable.

4.13 Use of Equipment

Bigmerica, Inc. will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of Bigmerica, Inc. —unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

4.14 Use of Computer, Phone, and Mail

Bigmerica, Inc. property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and

occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

4.15 Use of Internet

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

4.16 Use of Computer Software

Bigmerica, Inc. does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the user’s right to make a backup copy for archival purposes (Section 117).

4.17 Smoking Policy

No smoking or use of tobacco products of any kind is permitted inside any Bigmerica, Inc. office or while transporting consumers. Smoking may take place only in designated smoking areas outside Bigmerica, Inc. facilities.

4.18 Drug-Free Workplace

It shall be the policy of Bigmerica, Inc. to maintain a drug-free workplace for all of its Employees and comply with the requirements of the Drug-Free Workplace Act of 1988.

Covered Substances: This policy covers the following substances:

- Alcoholic beverages of any kind.
- Controlled or illegal drugs or substances, which include all forms of Narcotics, hallucinogens, depressants, stimulants, and other drugs whose use, possession, or transfer is restricted or prohibited by law.
- Exceptions: Drugs prescribed by a physician, dentist, or other person licensed to prescribe or dispense controlled substances or drugs used in accordance with their instructions are not subject to this policy. However, employees are prohibited from using substances, drugs, or medicines that cause drowsiness

Bigmerica, Inc. Employment Manual

or other side effects that may impair an employee's capability to perform the job properly and safety. Each employee is obligated to inform that person's immediate Supervisor or Supervisor of the use of any such medications.

The following activities are prohibited while employed by Bigmerica, Inc.:

The manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any controlled substance or illegal drug; the consumption of alcoholic beverages; under the influence of alcohol or illegal substances while performing duties on behalf of Bigmerica, Inc. .

- Off-premise use: The following actions, even if not occurring while performing duties on behalf of Bigmerica, Inc. or during working hours, are considered to endanger Bigmerica, Inc. 's reputation for honesty, integrity, and safety:
- Indictment or conviction for criminal offenses related to the manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any controlled substances or illegal drugs.
- Any other actions involving alcohol or controlled or illegal substances that, in the opinion of the administration, endanger Bigmerica, Inc. 's reputation for honesty, integrity, and safety.
- An employee who engages in these activities may be subject to disciplinary action, up to and including immediate dismissal.
- Employees who are convicted of controlled substances-related violations under state or federal law or who plead guilty to such charges must inform Bigmerica, Inc. , in writing, within five days of the conviction or plea. Failure to do so will result in disciplinary action, including termination from employment.

4.19 Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a consumer. Employees are not permitted to give unauthorized gifts to consumers.

4.20 Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non-company literature in work areas at any time during working time.

4.21 Complaint /Grievance Procedure

Policy

It is Bigmerica, Inc.'s purpose to provide an effective way for employees to bring problems concerning their well being at work to the attention of management. Therefore, an informal grievance procedure has been established for the benefit and use of the employees.

When an employee believes a work related issue or condition is unjust, inequitable, a hindrance to effective operation or creates a problem, he/she is encouraged to discuss the condition or treatment with his or her immediate supervisor/ manager.

Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the employee believes is detrimental to himself/herself or Bigmerica, Inc. , the employee should follow the procedure described below for bringing the complaint to management's attention.

Procedure

- a. Discussion of the problem with the immediate supervisor is encouraged as a first step. If the employee does not believe a discussion with the supervisor is appropriate, the employee should proceed directly to Step b.
- b. If the problem is not resolved after discussion with the supervisor or if the employee thinks a discussion with the supervisor is inappropriate, the employee is then encouraged to request a meeting with the Bigmerica, Inc. Site Service Manager. The employee will submit in writing their complaint and the Site Service Manager will conduct an investigation and consider the facts and review the matter with Human Resources. The employee will normally receive a written response regarding the problem within five working days of meeting with the Site Service Manager. In the event the employee remains dissatisfied with the outcome he/she may request that he/she meet with Human Resources and the appropriate Senior Manager for further review. In the event the Senior Manager is the subject of the grievance, the employee may contact Human Resources Management to consider the facts and review the matter with the CEO. The employee will normally receive a written response regarding the problem within seven working days of meeting with Human Resources.
- c. If the employee is not satisfied with the decision and wishes to pursue the matter further, he/she may prepare a written summary of the concerns and request that the Ethics Committee review the matter. This request should be made through the

Bigmerica, Inc. Employment Manual

Human Resources Director, who will notify the CEO/President and the Ethics Committee Chairperson. The Committee, after a full review of the facts (which may include a review of the written summary of the problem, interviews with the people involved, and further investigation if necessary), will inform the employee of its decision, usually within 15 working days. The decision of the Committee will be final.

4.22 Corrective Action

Employment with Bigmerica, Inc. is "at will," which means it is subject to termination by either Bigmerica, Inc. or the employee at any time, for any reason. There are no contractual relationships between Bigmerica, Inc. and an employee, and letters, benefit or policy statements, performance appraisals, employee handbooks or other employee communications should not be interpreted as such. No one has the authority to enter into any oral or written employment contract without the signed explicit written approval of the an officer of Bigmerica, Inc. , and no written employment contract will be valid without the signature of the appropriate Senior Manager of Bigmerica, Inc. . To monitor this at-will relationship, Bigmerica, Inc. has developed guidelines to track performance.

Employee Responsibility

It is the duty and the responsibility of every employee to be aware of and abide by existing rules and regulations.

It is also the responsibility of the employee to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established. Employees are encouraged to take advantage of all learning opportunities available and request additional instruction when needed.

Responsibilities of Supervisors, Managers and Directors

The immediate supervisor, manager or director must approach corrective measures in an objective manner. If the employee's performance of assigned task is the issue, the supervisor, manager or director should generally look to see that proper instructions, appropriate orientation and training have been given and that the employee is aware of the job expectations. Not only single incidents, but also patterns of poor performance should be of concern as these are indicative of overall performance. If misconduct is the issue, the supervisor, manager or director should take steps to make sure that the employee has been made aware of Bigmerica, Inc.'s policies and regulations regarding the infraction. If in either case appropriate instruction or information was not communicated, a plan for such communication should be immediately developed and reviewed with the employee.

Employee Conduct

Bigmerica, Inc. supports the use of progressive discipline to address conduct issues such as poor work performance or misconduct and to encourage employees to become more productive workers and conform their behavior to Bigmerica, Inc.'s standards and expectations. Generally, a supervisor gives a warning to an employee to explain behavior that the supervisor has found unacceptable. There are two types of warning, verbal and written.

A verbal warning is when a supervisor verbally counsels an employee about an issue or concern. A written record of the discussion, noting the date, event and recommended action, is usually placed in the employee's file for future reference.

Written warnings are used for behavior or violations which a supervisor considers serious or where a verbal warning has not helped to change unacceptable behavior. An employee should recognize the grave nature of the written warning.

Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the Site Service Manager, in consultation with the Human Resources Department or designate, may place the employee on a performance improvement plan. This status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the employee will either be returned to regular employee status or, if established goals are not met, dismissal may occur.

Bigmerica, Inc. reserves the right to administer appropriate disciplinary action for all forms of disruptive and/or inappropriate behavior. Each situation will be dealt with on an individual basis.

Bigmerica, Inc. has established general guidelines to govern the conduct of its employees. No list of rules can include all instances of conduct that can result in discipline and the examples below do not replace sound judgment or common sense behavior. Examples of employee conduct that would lead to discipline and the usual course of disciplinary action have been separated into four groups, according to the usual severity and impact of the infraction. Different violations may be handled differently depending on the group they are in. On the other hand, Bigmerica, Inc. reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including but not limited to demotion, oral and written warnings, suspension with or without pay and discharge. All recommendations for discipline resulting in suspension and/or dismissal must be approved by consultation with Human Resources and will be administered only after appropriate investigation

Bigmerica, Inc. Employment Manual

has occurred. Because of FLSA requirements, exempt employees should not be suspended without pay for less than a week.

Group 1

1st Offense: Documented verbal warning.

2nd Offense: Documented written warning.

3rd Offense: Three-day suspension after consultation with Human Resources

4th Offense: Termination of employment after consultation with Human Resources

1. Creating conflict with coworkers, supervisors, patients, visitors or volunteers.
2. Failing to follow hygiene practices as needed for the specific job assignment.
3. Contributing to unsanitary or unsafe conditions.
4. Smoking in non-smoking areas.
5. Leaving the assigned work area or facility without the supervisor's permission.
6. Loitering or loafing while on duty.
7. Using facility telephones for unauthorized purposes.
8. Disregarding the organization's dress code.
9. Damaging or using organization-owned equipment without authorization.
10. Abusing lunch and break periods.
11. Removing, posting or altering notices on any bulletin board on company property without permission by your manager or Human Resources Department.
12. Eating food and/or drinking beverages in undesignated areas.
13. Violating other rules or policies not specifically listed.

Group 2

1st Offense: Written warning.

2nd Offense: Suspension after consultation with Human Resources.

3rd Offense: Termination after consultation with Human Resources

1. Failing to report injuries, damage to or an accident involving company equipment.
2. Violating any safety rule.
3. Negligence.
4. Horseplay that results in personal injury or equipment damage.
5. Spreading malicious rumors.
6. Engaging in vulgar or abusive language or conduct toward others.
7. Copying facility documents for personal use.
8. Using facility communication systems inappropriately.
9. Treating customers or coworkers in a discourteous, inattentive or unprofessional manner.
10. Quitting early without notification or permission.

Bigmerica, Inc. Employment Manual

11. Being absent for less than three days without notification or permission.
12. Not complying with personnel file requirements for employment eligibility.
13. Not following department guidelines concerning notification of absenteeism.

Group 3

1st Offense: Dismissal after consultation with Human Resources.

Dismissal is an immediate termination of employee for serious breaches of responsibility, unsatisfactory performance or misconduct. A Site Service Manager may impose dismissal after consultation with the Human Resources Department.

1. Being absent for three or more days without notification or permission (also referred to as a voluntary quit or job abandonment).
2. Fighting.
3. Demonstrating insubordination, including but not limited to:
 - Refusal to do an assigned job.
 - Refusal to work overtime when required.
 - Refusal to render assistance.
 - Refusal to accept holiday work when assigned.
 - Insolent response to a work order.
 - Delay in carrying out an assignment.
4. Being dishonest, including but not limited to deception, fraud, lying, cheating, or theft.
5. Having time reporting or billing violations.
6. Sabotaging the facility, grounds or equipment.
7. Falsifying company records, such as employment applications and time cards, in any way.
8. Engaging in indecent behavior.
9. Possessing, being under the influence of or drinking intoxicants on the job.
10. Sleeping while on duty.
11. Concealing defective work.
12. Carrying a weapon on company property, including the parking lot.
13. Disclosing confidential records or information (facility, employee or patient).
14. Soliciting gifts or tips from business-related contracts.
15. Using the facility's computer systems, including accessing confidential computer files and data, without authorization.
16. Demonstrating gross misconduct or other serious violations of Bigmerica, Inc. of Americas policies or procedures.
17. Failing to comply with licensure and certification requirements.

Absenteeism and Tardiness

Unscheduled, unexcused absences due to injury or illness, even when following appropriate guidelines, may still be deemed excessive. Discipline for otherwise unexcused tardiness and absenteeism is generally applied according to the guidelines in the Paid Time Off Policy.

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Decision-Making Paid or Un Paid Leave, Counseling Session, (d) Termination, or (e) a Combination of any of the aforementioned.

4.23 Crisis Suspension

An employee who commits any serious violation of Bigmerica, Inc. policies, at minimum, will be suspended without pay pending an investigation of the situation after consultation with Human Resources. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

4.24 Transfer Policy

Bigmerica, Inc. recognizes that a desire for career growth and other needs may lead an employee to request a transfer to another position. An employee with proper qualifications will be eligible for consideration for transfer to another site provided that the transfer does not occur within one year of the employee's date of hire or within one year of any previous transfer.

4.25 Secondary Employment

Employees may not take secondary employment, either for pay or as a donation of their personal time, with a customer or competitor of Bigmerica, Inc. ; nor may employees work on their own if it competes or interferes in any way with the sales of products or services that Bigmerica, Inc. provides to its clients.

4.26 Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of Bigmerica, Inc. practices, rules, or standards of conduct, following a Decision-Making Leave, employment with Bigmerica, Inc. will be terminated. A voluntary separation and/or resignation requires a two-week notification in writing.

4.27 Exit Interview

In a voluntary separation situation, Bigmerica, Inc.'s Human Resource Department would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that the employee may have about Bigmerica, Inc. Human Resources will contact the employee for the interview.

4.28 Return of Company Property

Any Bigmerica, Inc. property issued to employees, such as computer equipment, keys, first aid kits, emergency flares and any other inventory items must be returned to Bigmerica, Inc. at the time of termination. Employees will be responsible for any lost or damaged items.

5 COMPENSATION POLICIES

5.1 Base Compensation

It is Bigmerica, Inc.'s desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

5.2 Performance Bonuses

Performance bonuses may be given to Bigmerica, Inc. employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance—Profits, (b) Personal Performance. Bonus structure and amounts will vary with employee positions.

5.3 Timekeeping Procedures

By law, Bigmerica, Inc. is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic Bigmerica, Inc. time record each week, and time records must be completed in accordance with the Bigmerica, Inc. time-reporting guidelines.

5.4 Overtime Pay

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. All overtime work performed must receive the supervisor's prior authorization.

5.5 Training Wage

New employees who are required to attend mandatory company training, lectures, or meetings upon successful completion of probationary period and /or receipt of their first paycheck based upon billable hours will be reimbursed at the applicable minimum wage. Payment will be made on the first pay period after the reimbursement criteria has been met.

Professionals, who are exempt from overtime, will not receive any additional compensation for time spent obtaining continuing education credits required to maintain their professional license.

5.6 Payroll and Paydays

Bigmerica, Inc.'s payroll distribution cycle is the 15th and the last day of each month for all employees.

5.7 Performance and Salary Reviews

Bigmerica, Inc. is committed to maintaining competent employees and providing opportunities for continued growth and development to ensure success in their jobs. In an effort to support this growth and success, Bigmerica, Inc. has an annual review process which includes a performance appraisal and competency review annually and ongoing periodic evaluations as necessary for providing formal performance feedback. The performance appraisal is based on job functions and competencies and will be conducted in collaboration with the direct supervisor. The Performance Appraisal and competency review will include performance feedback related to objectives established in the last evaluation as well as the establishment of measureable performance objectives for the next year and a performance improvement plan if necessary.

Salary/wage reviews typically occur in conjunction with the annual performance review process. The calculation and implementation of changes in base salary/wage depend on both company and personal performance and will typically occur in either April or October; whichever most closely follows the review cycle.

Bigmerica, Inc. will also review all contract personnel to assess the performance of their contracts and ensure that they follow all applicable policies, procedures and regulatory guidelines of the organization. All reviews will be conducted at a minimum annually.

5.8 Opportunities for Advancement—Progression and Promotion

Bigmerica, Inc. would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Bigmerica, Inc. will post all positions internally by announcing via the web based shared communication program and on site bulletin boards for seven days giving existing Bigmerica, Inc. employees the first opportunity to apply .

Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, Bigmerica, Inc. reserves the right to look outside the company for potential employees as well.

6 GROUP HEALTH AND RELATED BENEFITS

One of the greatest assets of any company is its employees, their efforts, and cooperation. In recognition of this, together with our interest in the welfare of each employee, certain benefit programs have been established. Our insurance program is outlined below

6.1 Benefits Summaries and Eligibility

Bigmerica, Inc. sponsors a comprehensive benefits program for eligible employees, and each benefit plan has specific eligibility conditions. The benefits are summarized in separate booklets called “summary plan descriptions,” which are provided to all eligible employees. The details of each benefit are contained in separate legal documents known as the “plan documents,” which take precedence over anything contradictory in the summaries.

All employees 30 hours/week or more will be eligible for the group health insurance plan and those with 40 hours/week or more will be eligible for all other benefits described in this policy and the individual plan summaries as soon as they meet all of the eligibility requirements for each particular benefit. Part-time employees may be eligible for certain benefits if they meet the eligibility conditions.

6.2 Health Insurance- Optional (shared cost by employee and Health Link)

Bigmerica, Inc. has made every effort to find a comprehensive medical plan that will meet the needs of both families and individuals. A detailed explanation of benefits and how to use the insurance is available in the summary plan booklet provided by the insurance company. All eligible employees 90 days after date of hire and successful completion of probationary period will be eligible. Effective coverage will begin the 1st of the month after the completion of the required 90 days. The coverage will end at the end of the contract (insurance) month following employment termination.

6.3 Dental Insurance- Voluntary (cost fully paid by employee)

Bigmerica, Inc. has made every effort to find a comprehensive dental plan that will meet the needs of both families and individuals. A detailed explanation of benefits and how to use the insurance is available in the dental summary plan booklet provided by the insurance company. All eligible employees 90 days after date of hire and successful completion of probationary period will be eligible. Effective coverage will begin the 1st of the month after the completion of the required 90 days.

6.4 Visual Care Insurance Voluntary (cost fully paid by employee)

The Bigmerica, Inc. vision plan covers employees' standard eye examinations, lenses, frames, or contacts. Certain limitations apply, and not all optical centers accept the current plan. A more detailed explanation of the plan and locations of optical centers that accept the Bigmerica, Inc. plan are available in the summary plan booklet provided by the insurance company. All eligible employees 90 days after date of hire and successful completion of probationary period will be eligible. Effective coverage will begin the 1st of the month after the completion of the required 90 days.

6.5 Disability Insurance- Voluntary (cost fully paid by employee)

Eligible employees may choose to participate in a voluntary disability plan. Bigmerica, Inc. will make this plan premium payable by payroll deductible. Disability insurance is designed to assist an employee with income should the employee become partially or totally disabled due to sickness or accident and be unable to perform the essential functions of his or her job. The summary plan descriptions explain long-term and short-term disability benefits.

6.6 Life, Accidental Death, and Dismemberment Insurance (Cost fully paid by Employer)

Eligible employees will be entitled to participate in a \$15,000 group term Life Insurance provided by Bigmerica, Inc. for their period of employment. This insurance is payable in the event of the employee's death, in accordance with the policy. Accidental Death and Dismemberment Insurance is also available. . The summary plan booklet provided by our insurance company includes details on employee life insurance and accidental death and dismemberment coverage.

6.7 COBRA Notification

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with Bigmerica, Inc. or loss of eligibility to remain covered under Bigmerica, Inc.'s group health insurance program, employees and their eligible dependents may have the right to continued coverage under Bigmerica, Inc.'s group health insurance program for a limited period of time at their own expense. Consult the Benefits Administrator for details.

6.8 Pre-tax Deductions for Expenses

Bigmerica, Inc. employees participating in any of the basic health insurance plans, i.e., group medical, dental and/or vision, are required to contribute to payment of the plan(s) premium(s) via payroll deduction cost sharing. In accordance with U.S.

Internal Revenue Service provisions, Bigmerica, Inc. provides employees the opportunity to participate in (a) Section 125 Plan

6.9 Worker's Compensation

All employees are entitled to Workers' Compensation benefits paid by Bigmerica, Inc. This coverage is automatic and immediate and protects employees from work-related injury or illness. If an employee cannot work due to a work-related injury or illness, Workers' Compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

Procedure

An employee injured on the job must report the injury immediately to their supervisor and an incident report must be completed and given to Human Resources. Human Resources will notify the workers compensation representative with then insurance provider who will contact the employee and begin the claims process and manage the procedure.

6.10 Unemployment Compensation

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with Bigmerica, Inc. The Division of Unemployment Insurance of each State's Department of Labor determines eligibility for Unemployment Compensation. Bigmerica, Inc. pays the entire cost of this insurance program.

6.11 Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, Bigmerica, Inc. is required to deduct this amount from each paycheck an employee receives. In addition, Bigmerica, Inc. matches employee contribution dollar for dollar, thereby paying one-half of the cost of employee Social Security benefits.

6.12 Retirement Plans

Bigmerica, Inc. supports employee retirement preparation and investment by providing the ability to access government-approved and regulated plans for qualifying employees,. The details regarding participation, contributions, vesting, administration, and investments are provided in the Summary Plan Description.

6.13 Training and Professional Development

A specific schedule of basic training and orientation has been established for job and employment classifications in accordance with regulatory requirements. Coaching/Mentoring System provides guidance in professional development and Bigmerica, Inc. encourages all interested employees to take advantage of continuing education and further job specific training. All non mandatory courses must be approved by a supervisor and a Human Resources representative. (See Training Manual for more details)

6.14 Work/Life Benefits

In addition to traditional workplace benefits Bigmerica, Inc. will provide additional benefits that will assist employees with balancing both their work and private lives. Examples include but are not limited to: Credit Repair, Employee Discount Programs with various merchants, service providers and Health and Wellness Programs. Some programs will require a shared contribution with Bigmerica, Inc. .

7 TIME-OFF BENEFITS

Paid Time Off (PTO)

The purpose of Paid Time Off (PTO) is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice. Bigmerica, Inc.'s goal is to reduce unscheduled absences and the need for supervisory oversight.

Guidelines for PTO Use

Employees classified as full time with (40) hrs. per week will be eligible for Paid Time Off (PTO) with the completion of 1 year length of service. Part-time, temporary and contract employees are not eligible for PTO. No PTO is earned or paid until 12 months of continuous service is completed.

PTO is not earned in pay periods during which unpaid leave, short or long term disability leave or workers' compensation leave are taken. Employees may use time from their PTO bank in hourly increments. Time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include company paid holidays, bereavement time off, required jury duty, and military service leave.

To take PTO requires two week notice to the supervisor and Human Resources unless the PTO is used for legitimate, unexpected illness or emergencies. (Use the *Paid Time Off* form to request PTO.) In all instances, PTO must be approved by the employee's supervisor in advance. Health Link, as well as your consumers will appreciate as much notice as possible when you know you expect to miss work for a scheduled absence.

Paid Time Off (PTO) Exceptions

- Employees, who miss more than three consecutive unscheduled days, may be required to present a doctor's release to the Human Resources department that permits them to return to work.
- Approved time off taken in excess of the PTO accrued will be unpaid. Unapproved time off can result in progressive disciplinary action up to and including employment termination.
- The only possible exception to this policy must be granted by the appropriate senior manager.

Bigmerica, Inc. Employment Manual

- PTO accrued prior to the start of a requested and approved unpaid leave of absence must be used to cover hours missed before the start of the unpaid leave.
- Under the company's Family and Medical Leave Act (FMLA) policy, all accrued PTO time may be used in conjunction with the unpaid FMLA time.
 - Unscheduled absences due to illnesses of four hours or more which result in consecutive days absent from work are considered one absence incident in relationship to potential disciplinary action.
 - Progressive disciplinary action relative to incidents of absenteeism is administered on a rolling 12 month calendar as follows:
 - One through three incidents: No disciplinary action - Supervisory coaching
 - Fourth incident: Verbal warning with a documented coaching session
 - Fifth incident: Written warning in the employee's file
 - Sixth incident: Employment termination
- An employee who receives a second written warning in a rolling 24 month time period could have his or her employment terminated.
- An employee who has used all of his or her FMLA, and is still unable to return to work, could have his or her employment terminated.
- Any employee who misses three consecutive days of work without notice to their supervisor may be considered to have voluntarily quit their job.

Specific Eligibility for Paid Time Off (PTO)

PTO is earned on the following schedule based on a 40 hour work week. PTO is prorated based on the number of hours worked on an employee's regular schedule.

Years of Service

- 1-2: 40 working hours per year
- 3-4: 48 working hours per year
- 5-6: 56 working hours per year
- 7-8: 64 working hours per year
- 9-10: 72 working hours per year
- 11-12: 80 working hours per year
- 13-14: 88 working hours per year
- 15-16: 96 working hours per year
- 17+: 104 working hours per year

Each employee may carry 20 hours of accrued PTO over into a new calendar year. Employees are responsible for monitoring and taking their PTO over the course of a year so that they do not lose time accrued when the current calendar year ends. (PTO is subject to supervisory approval and not every employee can take

accumulated time in December; the company must continue to serve consumers.) If extenuating business circumstances prevented the employee from taking scheduled PTO, this PTO may be carried over and taken in the first half of the next calendar year with the approval of the department head and Human Resources. Employees are paid for the PTO they have accrued at employment end. Employees who give two weeks' notice of employment termination must work the two weeks without utilizing PTO. Employees who are rehired will receive credit for former time worked and accumulate current PTO for the combined time.

Request for Time Off

If it is necessary for staff to take time off, they should submit a *Request for Time Off* Form directly to their supervisors at least 2 weeks prior to leave date. The Supervisor will then make a decision and contact the employee as soon as possible with a response to the request.

If an emergency arises that requires an employee to be late or absent from work, staff must call the following people immediately: Immediate Supervisor, the adult consumer, consumer's parent or guardian, and any other agencies that are expecting staffs attendance on that particular day. When possible, employees are expected to schedule planned medical appointments in a manner that minimizes disruption of workflow

Further, employees must use PTO for its intended purpose. Managers will monitor employee use of PTO for patterns of abuse. Abuse of PTO will result in disciplinary action.

Holidays

Bigmerica, Inc. recognizes the following holidays:

New Year's Day
Thanksgiving
Christmas

Since there are some staff members who are contractual, hourly employees, those employees may work on these days. Please note that holiday pay is not included in your rate of pay. Regular full-time or part-time staff required to work on these days will earn their regular rate of pay.

7.2 Bereavement

The bereavement leave policy establishes uniform guidelines for providing paid time off to employees for absences related to the death of immediate family members.

An employee who wishes to take time off due to the death of an immediate family member should notify his or her supervisor immediately.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime, or shift differentials. Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. An employee may, with his or her supervisor's approval, use any available vacation for additional time off as necessary.

Paid bereavement leave is granted according to the following schedule: Employees are allowed up to three (3) consecutive days off from regularly scheduled duty with regular pay in the event of the death of the employee's spouse, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson or stepdaughter. To be eligible for paid bereavement leave, the employee must attend the funeral of the deceased relative.

Employees are allowed one (1) day off from regular scheduled duty with regular pay in the event of death of the employee's brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, grandparent, grandchild or spouse's grandparent. To be eligible for paid bereavement leave, the employee must attend the funeral of the deceased relative.

7.3 Jury Duty

Bigmerica, Inc. is committed to supporting the communities in which Bigmerica, Inc. operates, including supporting Bigmerica, Inc. employees in fulfilling their responsibilities to serve as jurors whenever it is possible. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor and Human Resources within one business day of receiving the notice.

7.4 Military Reserves or National Guard Leaves of Absence

Employees who serve in U.S. military organizations or state militia groups such as the National Guard may take the necessary time off to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

7.5 Family/Medical Leaves of Absence

The federal Family & Medical Leave Act of 1993 as amended in 2009 (FMLA), requires employers with 50 or more employees to provide eligible employees with unpaid leave. There are two types of leave available including the basic 12-week

leave entitlement (Basic FMLA Leave), as well as the military family leave entitlements. All requests for leaves of absence should be submitted in writing to management and the Human Resources Department. Contact the Human Resources Department for more details related to how to apply for a Family/Medical Leave Absence (FMLA).

7.6 Extended Disability Leaves

If a period of disability continues beyond the 12 weeks provided for within the Family/Medical Leaves of Absence policy, an employee may apply in writing for an extended disability leave. Bigmerica, Inc. management will review the request; however the law does not require the employee's position be held beyond the guidelines of the Family Medical Leave Act.

7.7 Uniformed Services Employment and Reemployment

As an Equal Opportunity Employer, Bigmerica, Inc. is committed to providing the basic employment and reemployment services and support as set forth in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

7.8 Personal Leaves of Absence

In special circumstances, Bigmerica, Inc. may grant a leave for a personal reason, but never for taking employment elsewhere or becoming self-employed. Personal leaves of absence must be requested in writing and are subject to the discretion of management and the Human Resources Department.

8 EXPENSES

8.1 Introduction

The following is a comprehensive guide to the Bigmerica, Inc. expense policy and procedures for the reporting and reimbursement of expenses. Any manager who approves expense reports should be familiar with this policy—authorizing an expense report indicates to Bigmerica, Inc. that the expenses reported are legitimate, reasonable, and complies with this policy.

8.2 Company Supplies, Other Expenditures

Only authorized persons may purchase supplies in the name of Bigmerica, Inc. . No employee whose regular duties do not include purchasing may incur any expense on behalf of Bigmerica, Inc. . Without a properly approved purchase order, Bigmerica, Inc. is not obligated for any purchase.

8.3 Expense Reimbursement

Under ordinary circumstances, it is the policy of Bigmerica, Inc. to reimburse travel expenses on the basis of actual expenses involved. Persons traveling on Bigmerica, Inc. business are entitled to transportation, hotel accommodation, meals, and limited incidentals (for example, taxis and telephone calls) that meet reasonable and adequate standards for convenience, safety, and comfort.

8.4 Mileage Reimbursement

Employees will receive a monthly stipend for mileage expenses. The amount of the stipend will be determined based upon consumers served and the frequency of visits. The stipend will range from \$25.00/month - \$75.00/month. The Site Service Manager will recommend the amount to Human Resources for review to ensure fair and consistent application of this policy.

9 EMPLOYEE COMMUNICATIONS

9.1 Open Communication

Bigmerica, Inc. encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

9.2 Staff Meetings

In order to keep the communication channels open, Bigmerica, Inc. implements a quarterly company-wide staff meeting and encourages at minimum monthly service site staff meetings. Employees will receive communications from Human Resources about the discussion topics.

9.3 Electronic Bulletin Boards

Bigmerica, Inc. operates a company-wide electronic bulletin board service where employees can find job postings, organizational announcements, news/events, and discussions about specific topics. The employee is responsible for reading necessary information posted on the bulletin boards.

9.4 Suggestions

Bigmerica, Inc. encourages all employees to bring forward their suggestions and good ideas about making Bigmerica, Inc. a better place to work and enhancing service to Bigmerica, Inc. customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization that will be responsible for possibly implementing them. All suggestions are valued. Also, a suggestion box is available in the corporate office for input from staff members, consumers, stakeholders and others.

9.5 Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at Bigmerica, Inc. .

Bigmerica, Inc. Employment Manual

10 ACKNOWLEDGMENT

I acknowledge that I have reviewed a copy of the Bigmerica, Inc. Employment Manual and I do commit to follow these policies. A copy of the Employment Policy Manual will be available at each site for reference.

I am aware that if, at any time, I have questions regarding Bigmerica, Inc. policies I should direct them to my manager or the Human Resources Department.

I know that Bigmerica, Inc. policies and other related documents do not form a contract of employment and are not a guarantee by Bigmerica, Inc. of the conditions and benefits that are described within them. Nevertheless, the provisions of such Bigmerica, Inc. policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that Bigmerica, Inc., at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

11 APPENDICES