

MaintenanceBest.com

MARCH 1, 2018

MaintenanceBest.com

Employee Handbook

Part Two: Applicable to Regular Full Time and Regular Part Time
Employees

March 2018

MaintenanceBest.com

MARCH 1, 2018

Table of Contents

Part 2	PB Form Number
Attendance and Punctuality Policy Acknowledgement Form	2-01
Employee Privacy and Company Equipment Policy Acknowledgement Forms	2-02
Open Door Policy	2-03
Union Avoidance Policy	2-04
Business Conduct and Ethics	2-05
Employee Termination - Recall	2-06
Relocation and Temporary Assignments for Salaried Employees	2-07
Travel	2-08
Contact with the Media	2-09
Rules of Conduct	2-10
Alcohol/Drugs/Smoking	2-11
Political Activities	2-12
Company-Owned Facilities and Equipment	2-13
Environmental, Safety & Health	2-14
Lunch Meal Breaks	2-15
Requests for Time Off	2-16
Solicitation & Distribution	2-17
E-mail & Internet Policy	2-18
Performance Appraisals	2-19
Work Day – Week and Pay Dates	2-20
Immigration Compliance	2-21
Hiring Relatives Staff Relationships	2-22
Attendance & Punctuality	2-23
Holiday Pay	2-24
Vacation Policy	2-25
Sick Pay	2-26
Time Off From Work for Salaried and Hourly Employees	2-27
Bereavement Leave	2-28
Jury Duty	2-29
Computer Usage	2-30

Attendance & Punctuality Policy Acknowledgement Form

I acknowledge that I have received a copy of the MaintenanceBest.com's Attendance & Punctuality Policy. I agree to read it thoroughly, and agree that if there is any provision in policy I do not understand, I will seek clarification from the Human Resources Department.

I understand that as an employee of MaintenanceBest.com, I will be expected to be punctual, regular in attendance, report to work as scheduled, on time, and prepared to start work. In cases of absences or tardiness, I also agree to provide my supervisor with an honest reason or explanation and inform my supervisor of the expected duration of any absence. I understand that excessive absenteeism or tardiness, whether excused or not, will not be tolerated. I also understand that MaintenanceBest.com uses a point system to determine excessive absenteeism and tardiness:

1. An Absence equals one (1) point. If the Absence is a No Call/No Show, because of the severity of impact on the operations, the absence equals three (3) points and the individual will receive a documented verbal warning for the first offense.
2. A Tardy equals one-half (1/2) point.
3. Employees are given a maximum of seven (7) "incidents" (points) in any twelve (12) month period before they are terminated.
4. Each point or group of points takes one year before it(they) is(are) vacated from an employee's record.
5. Once an employee gets four (4) points, he/she may receive a documented verbal warning. The employee will also be ineligible for any employee incentive programs until the points are vacated.
6. Once an employee reaches five (5) points, they may receive a written warning and be counseled.
7. Once the employee reaches six (6) points, they will receive a two day suspension without pay.
8. Once an employee reaches seven (7) points, they will be terminated.

If an employee fails to report for work without any notification to their supervisor and the absence continues for a period of three (3) days, MaintenanceBest.com will consider that the employee has abandoned their employment.

Employee's Signature _____

Employee's Printed Name _____

Date _____

MARCH 1, 2018

PB Form 2-02

Employee Privacy & Company Equipment Acknowledgement Form

I acknowledge that I have received a copy of MaintenanceBest.com's "Employee Privacy & Company Equipment Policy". I agree to read it thoroughly and agree that if there is any policy or provision in the policy I do not understand, I will seek clarification from the Human Resources Department.

I understand that my use of MaintenanceBest.com's equipment constitutes my consent to all the terms and conditions of that policy.

In particular, I understand that (1) the equipment must be kept clean at all times, (2) that no personal locks will be used to secure equipment without furnishing a key or the combination to management, (3) that I will not store any personal valuables or belongings of value in the workplace, and (4) that management may inspect and search, with or without notice, with or without my consent and without my being present at any time of their choosing.

I also understand that upon termination from the company any personal items left in Company equipment or the workplace are subject to disposal if not claimed upon termination.

Date: _____

Signature: _____

Print Name: _____

MARCH 1, 2018

Policy 2-03

Open Door Policy

Suggestions for improving MaintenanceBest.com are always welcome. You may have a complaint, suggestion or question about your job, your working conditions or your compensation and benefits. Your good-faith complaints, questions and suggestions also are of concern to the Company. Employees should generally use the chain of command to raise suggestions or complaints to allow local management the opportunity to resolve issues. Therefore, employees should first discuss their concerns with their supervisor and local management. This may include the Supervisor, Manager, General Manager and responsible Vice President before contacting the Corporate Office using the following steps:

- Within a week of the occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation.
- If the problem persists, you may describe it in writing and present it to the next higher level of management as well as the personnel manager, who will investigate and provide a solution or explanation. If you need assistance with your complaint, or you prefer to make a complaint in person, contact the Human Resources department. We encourage you to bring the matter to the next level of management as soon as possible after you believe that your immediate supervisor has failed to or cannot resolve it.
- If, after using the chain of management, the problem is not resolved, you may present the problem in writing to the CEO of MaintenanceBest.com, who will attempt to reach a final resolution. If you need assistance with the written complaint, you may continue to contact Human Resources who can provide the necessary assistance.

This procedure, which we believe is important for both you and the Company, cannot guarantee that every problem will be resolved to your satisfaction. However, MaintenanceBest.com values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

MARCH 1, 2018

Policy 2-04

UNION AVOIDANCE POLICY

MaintenanceBest.com is committed to treating our employees with respect and dignity and to providing them with excellent benefits, safe working conditions and competitive wages. We understand that at times employees have concerns and suggestions for improvements. We encourage all our employees to speak up and take advantage of the open-door policy our managers follow. We listen to our employees and take their comments seriously.

The direct personal relationship between our employees and their managers ensures the best environment for achievement of our individual and company goals. We believe that a third-party influence would erode a successful employee-manager relationship. A union would not benefit our employees, our clients or our company.

BUSINESS CONDUCT & ETHICS POLICY

MaintenanceBest.com takes great pride in its reputation for being fair and ethical in all areas. We will manage and operate our worldwide business activities in conformity with applicable laws and high ethical standards. Both the Board of Directors and management are determined to comply fully with the law, and to maintain the Company's reputation for integrity and fairness in business dealings with others.

To that end, it is imperative that every employee, officer, and director working for the Company conducts him/herself in the highest ethical manner. MaintenanceBest.com members must perpetuate these high standards in every aspect when providing services to our customers. The Company will NOT tolerate conduct that is unethical, immoral, unprofessional or against the law. Failure to comply with this policy will be grounds for immediate termination.

SCOPE

This policy applies to all employees, officers and directors at all MaintenanceBest.com locations.

RESPONSIBILITY

All employees, officers, and directors are expected to adhere to all ethical and legal standards as outlined in this policy and to preserve the MaintenanceBest.com's integrity and reputation.

PROVISIONS

Financial Record-Keeping

It is the policy of MaintenanceBest.com, to fully and fairly disclose the financial condition of the Company in compliance with applicable accounting principles, laws, rules and regulations and to make full, fair, accurate, timely and understandable disclosure in our periodic reports and in other communications to appropriate individuals, analysts, and investors. Honest and accurate recording and reporting of information is critical to our ability to make responsible business decisions. The Company's accounting records are relied upon to produce reports for the Company's management, investors, creditors and other governmental agencies. Therefore, our financial statements and the books and records on which they are based must accurately reflect all corporate transactions and conform to all legal and accounting requirements. Our system of internal control is designed to provide this information.

All employees have a responsibility to ensure that the Company's accounting records do not contain any false or intentionally misleading entries. Information on which our accounting records are based is the responsibility of all employees.

We do not permit intentional miscalculation of transactions as to accounts, departments or accounting periods. In particular we require that:

- All Company accounting records, as well as reports produced from those records, are kept and presented in accordance with the laws of each applicable jurisdictions;
- All records fairly and accurately reflect the transactions or occurrences to which they relate;

- All records fairly and accurately reflect in reasonable detail the Company's assets, liabilities, revenues, and expenses,
- The Company's accounting records do not contain intentionally false or misleading entries;
- No transactions are misclassified as to accounts, departments or accounting periods;
- All transactions are supported by accurate documentation in reasonable detail and recorded in the proper account and in the proper accounting period;
- All Company accounting financial reports be prepared in accordance with generally accepted accounting principles; and
- The Company's system of internal accounting controls, including compensation controls, is followed at all times.

Improper Payments

No payment or transfer of Company funds or assets shall be made that is not authorized, properly accounted for and clearly identified on the Company's books. Payment or transfer of the Company's funds and assets are to be used only as specified in the supporting documentation.

No employee, officer, or director may authorize any payment or use any funds or assets for a bribe, "kickback," or similar payment that is directly or indirectly for the benefit of any individual (including any government official, agent or employee anywhere in the world), company or organization in the United States or any foreign country, and which is designed to secure favorable treatment for the Company. Under federal legislation it is a felony to make payments of this kind to foreign government officials.

Political Contributions

It is the Company's policy not to contribute any Company funds or assets to any political party, committee, organization, or candidate for any office (federal, state, or local) in the United States or any foreign country. Employees may, on their own time, support individual candidates or political committees, all subject to applicable laws, and may make voluntary contributions to such candidates or committees, including any Company-related political action committee.

Acceptance of Payments

Employees, officers and directors may not seek or accept either directly or indirectly, any payments, fees, services, or other gratuities (irrespective of size or amount) outside the normal course of the employee's business duties from any other person, company or organization that does or seeks to do business with the Company. Gifts of cash or cash equivalents of any amount are strictly prohibited. The receipt of common courtesies, sales promotion items of nominal value, occasional meals, and reasonable entertainment appropriate to a business relationship and associated with business discussions are permissible.

Business Entertainment

All solicitations or dealings with suppliers, customers, or others doing or seeking to do business with the Company shall be conducted solely on a basis that reflects both the Company's best business interests and its high ethical standards. The Company does permit the providing of common courtesies, entertainment, and occasional meals for potential or actual suppliers, customers, or others involved with the Company's

business, in a manner appropriate to the Company's relationship and associated with business discussions. Expenses in this connection must be reasonable, customary, and properly authorized.

Corporate Opportunities

No employee, officer or director of the Company shall for personal or any other person's or entity's gain deprive the Company of any business opportunity or benefit which could be construed as related to any existing or reasonably anticipated future activity of the Company. Employees, officers and directors who learn of any such opportunity through their association with the Company may not disclose it to a third party or invest in the opportunity without first offering it to the Company.

Compliance with Laws and Regulations

MaintenanceBest.com requires all employees, officers, and directors to comply with all applicable laws and regulations in countries where the Company does business. Violation of domestic or foreign laws and regulations may subject an individual, as well as the Company, to civil and/or criminal penalties. Employees have an obligation to comply with all laws and regulations, policies and procedures, and to promptly notify senior management of any deviation from any of these, whether intentional or unintentional, as quickly as possible.

It is Company to comply with the all applicable antitrust laws. If the legality of any contemplated transaction, agreement or arrangement is in doubt, then employees, officers, and directors must consult senior management and Company legal counsel.

Discussions with competitors regarding MaintenanceBest.com's pricing, credit terms, terms and conditions of sale, strategies, or other confidential, sensitive, or proprietary information are not allowed and are against the law. This applies to both to individual discussions and to the participation in trade and professional associations and other business associations or organizations. If a competitor initiates such a discussion, the Company member should immediately refuse to participate or request that legal counsel be contacted. The Company members should seek guidance from the Company's senior management and the Company's legal counsel when appropriate.

Fair Dealing

MaintenanceBest.com employees, officers, and directors will deal fairly with the Company's suppliers, competitors, and employees. No one will take unfair advantage of any of the above either through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice. Information about the Company's competitors must be used in an ethical manner and in compliance with the law. Under no circumstances should information be obtained through theft, illegal entry, blackmail, coercion, electronic eavesdropping, or misrepresentations by employees of their affiliation or relationship with the Company. Any proprietary or non-public information about the Company's competitors should not be used if it is suspected that such information was obtained improperly.

MARCH 1, 2018

Policy 2-05

While MaintenanceBest.com may be on occasion the target of unscrupulous managers and competitors spreading falsehoods and misinformation, the Company's members will never respond in kind and shall maintain the highest ethical standards.

Employment of Relatives

MaintenanceBest.com policy requires advance approval before a relative of an employee is hired by MaintenanceBest.com or is engaged as a consultant or independent contractor. A "relative" may include a member of the Company's member's family (spouse, child, parent, sibling, or in-law), or any individual who is living with or has a significant relationship with the Company's member, or the relative of such an individual. When in doubt, MaintenanceBest.com's senior management and/or legal counsel should be consulted.

Duty to Report Violations

Each MaintenanceBest.com employee, officer, and director is responsible for promptly reporting to the Company any circumstances that such person believes, in good faith, may constitute a violation of this policy. This includes any complaint regarding accounting, internal accounting controls or auditing matters. Any policy violations will be reported (including confidential and anonymous report) to the Company's CEO.

No retribution against any individual who reports, in good faith, any violations of this policy will be permitted. However, the reporting of the violation will not excuse the violation itself. The Company will investigate any matter which is reported using Board of Inquiry type procedures.

Violations of Policy

Violations of any of the foregoing provisions may expose the Company and the individuals involved to lawsuits and possible criminal action. Staff members who violate this policy are subject to appropriate disciplinary action, up to and including termination. Any alleged violations of this policy will be reviewed by the Company's Human Resource and legal counsel and other appropriate staff members.

EMPLOYEE TERMINATION – RECALL

RESIGNATION

When an employee decides to leave for any reason, his/her supervisor and the Human Resources Department would like the opportunity to discuss the resignation before final action is taken. MAINTENANCEBEST.COM often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide MAINTENANCEBEST.COM with two weeks advance notice. With the consent of the General Manager or Station Manager, an employee's supervisor may decide that it is in the best interests of MAINTENANCEBEST.COM if the employee stops working prior to the expiration of the notice period. In this event, the employee will be paid for the remainder of the notice period.

Employment At-Will

Every MAINTENANCEBEST.COM employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in MAINTENANCEBEST.COM's employ. MAINTENANCEBEST.COM may terminate an employee's employment, and an employee may terminate his/her employment at will, with or without cause, and with or without notice, at any time for any reason. No supervisor or other representative of the Company (except the CEO) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. Only the CEO can alter the employment relationship, but only if done so expressly in writing, signed by both the CEO and the employee.

Dismissals

THE FOLLOWING GUIDELINES MAY BE APPLIED
AT THE DISCRETION OF MAINTENANCEBEST'S MANAGEMENT:

IMMEDIATE DISMISSALS/MISCONDUCT

Any employee whose conduct, actions or performance violates or conflicts with MAINTENANCEBEST.COM's policies may be terminated immediately and without warning.

For additional information, see Policy 21: Rules of Conduct. The following are some examples of grounds for immediate dismissal of an employee:

- Breach of trust or dishonesty
- Conviction of a felony
- Willful violation of an established policy or rule
- Falsification of Company records
- Gross negligence
- Insubordination
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Time card or sign-in book violations

MARCH 1, 2018

Policy 2-06

- Undue and unauthorized absence from duty during regularly scheduled work hours
- Deliberate non-performance of work
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of MAINTENANCEBEST.COM
- Possession of dangerous weapons on the premises
- Unauthorized possession, use or copying of any records that are the property of MAINTENANCEBEST.COM
- Unauthorized posting or removal of notices from bulletin boards
- Excessive absenteeism or lateness
- Marring, defacing or other willful destruction of any supplies, equipment or property of MAINTENANCEBEST.COM
- Failure to call or directly contact your supervisor when you will be late or absent from work
- Fighting or serious breach of acceptable behavior
- Violation of the Alcohol or Drug Policy
- Theft
- Violation of the Company's Conflict of Interest/Outside Employment Policy and/or Confidentiality Policy
- Gambling, conducting games of chance or possession of such devices on the premises or during work hours
- Leaving the work premises without authorization during work hours
- Sleeping on duty

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive, and is not intended to be comprehensive and does not change the employment-at-will relationship between the employee and the Company.

In the event of dismissal for misconduct, all benefits end at the end of the month. COBRA may not be available to anyone dismissed from MAINTENANCEBEST.COM for gross misconduct.

Layoff

There are various reasons for a company layoff. Reductions in contracts due to airline changes, changed work requirements or reorganizations may necessitate employee layoff for an indefinite period or a permanent reduction in force.

Should it be necessary to implement a mass layoff, MAINTENANCEBEST.COM will adhere to all provisions under the Worker Adjustment and Retraining Notification (WARN) Act, and similar state statutes where and if applicable.

In most cases, employees still in their probationary period will be selected for layoffs first. If the termination of probationary employees does not satisfy the Company's reduction or operational needs, other employees in the job classification(s) identified within the department specified for a reduction, shall be selected for layoff based on the basis of skill, qualifications, ability, seniority as well as Company needs. Notwithstanding length of service criteria, an employee who cannot satisfactorily perform the remaining work will be selected for layoff.

MARCH 1, 2018

Policy 2-06

Human Resources shall assist an employee scheduled for layoff or who goes on layoff status in exploring other employment opportunities within the Company, for which she or he appears qualified.

If an employee has the option to take a layoff in lieu of a downgrade, the following criteria will be followed:

- Regular, full time employees cannot be displaced by part-time, temporary, or employees who are still in their probationary period.
- A regular, full time employee can elect to take layoff instead of displacing a part-time employee.

Employee References

When an employee leaves MAINTENANCEBEST.COM, very often subsequent companies will contact MAINTENANCEBEST.COM as a reference and to verify employee work information while working at MAINTENANCEBEST.COM.

All requests for references must be directed to the personnel manager. No other manager, supervisor, or employee is authorized to release references for current or former employees.

By policy, MAINTENANCEBEST.COM discloses only the dates of employment and the title of the last position held of former employees. If you authorize the disclosure in writing, MAINTENANCEBEST.COM also will inform prospective employers of the amount of salary or wage you last earned.

Exit Interview

Human Resources is responsible for scheduling an exit interview with a terminating employee on the employee's last day of employment and for arranging the return of Company property including:

- Company Security Card
- Picture Identification Card
- Office keys
- Company-issued credit cards
- Company manuals
- Any additional Company-owned or issued property

In order to receive a disbursement of any amounts due from the Retirement Plan, the employee is required to complete and sign a distribution form and submit it to the Human Resources Department. Specific information will be provided at the exit interview.

Recalled Employees

All recalled employees must go through an additional thirty (30) day probationary period. During their probationary period, recalled employees will not be eligible for benefits. Employees who are transferred or re-assigned to a new position must also go through a thirty (30) day probationary period. However, these employees will continue to receive and accrue the same benefits they were receiving and accruing prior to their transfer or re-assignment. At the discretion of management, this probationary period may be extended for further evaluation.

Employees who are recalled within twelve (12) months of their layoff date, retain their previous seniority for benefit calculation purposes.

Bridging of Time

MaintenanceBest.com will give credit to employees previously employed by the Company, provided the break in service does not exceed 365 days. The break in service will be deducted from the employee's original service date for the purposes of the following:

- Seniority date
- Vacation accrual
- Sick leave accrual
- Retirement

Employees whose break in service is less than one-hundred twenty (120) days will be reinstated into the health benefit plan in which they were enrolled prior to their termination, if available.

RELOCATION & TEMPORARY ASSIGNMENTS FOR SALARIED EMPLOYEES

If MAINTENANCEBEST.COM has requested an employee to relocate or to accept a temporary assignment, MAINTENANCEBEST.COM will pay for the reasonable expenses related to the move. For positions below a director, the reimbursable amount will not be greater than \$10,000. For any level above a director, the expense will be negotiable.

MAINTENANCEBEST.COM will pay the cost of packing, transporting and unpacking ordinary household items from their main residence to the new residence. This includes two (2) vehicles. Total maximum weight will be 16,000 pounds. Should the household goods need to be stored, MAINTENANCEBEST.COM will pay up to two (2) months storage rent. In addition, MAINTENANCEBEST.COM will pay for the disconnection and reconnection for appliances such as icemaker, washer and dryer.

Expenses Not Covered

Transportation of animals, boats, planes, RV's, plants, perishable foods, items used in a side business, bulky items such as firewood, maid/cleaning service, gratuities, job counseling for non MAINTENANCEBEST.COM employees, cost of loans, or the unloading of the household goods into a temporary residence to be later moved into a permanent residence.

Expenses Covered for Relocation

Reasonable one-way travel expenses which includes lodging and meals for employee and family from main residence to new residence are covered. If traveling by air, the class is coach, if driving, MAINTENANCEBEST.COM will pay for all tolls, mileage (up to 2 cars) taking the most direct route, and reasonable lodging expenses not to exceed \$100/person per night or \$200/family per night. Maximum reimbursement per person per day for meals will be \$35. Receipts are required.

Transitional Living Expenses

MAINTENANCEBEST.COM will pay for temporary living expenses in the event an employee is needed at the new location prior to their new residence's availability. The time cannot exceed sixty (60) days and the employee must stay at a cost-effective hotel or apartment. If the stay is in an apartment, MAINTENANCEBEST.COM will reimburse for the installation and reasonable use of a telephone. Hotel accommodations, including laundry and phone, cannot exceed \$100 per night for employee only or \$200 for a family. Meal allowance is not to exceed \$35 per person per day. If the temporary accommodations include laundry and cooking facilities, there will be no reimbursement for laundry or meals.

Pre-Relocation Visits

With corporate management approval, a pre-relocation visit may be authorized for the employee and spouse/significant other. This visit cannot exceed five (5) days or two (2) weekend trips. This visit is included as part of the sixty (60) day Transitional Living Expenses. Employee will be reimbursed for two coach class air fares, car rental and meals as delineated in the Temporary Living Expenses.

Agreement

Any relocation is based on the condition that the employee remains in the employ of MAINTENANCEBEST.COM for a minimum of twelve (12) months after the relocation. A reimbursement will be requested in the event the employee's termination is terminated within the twelve (12) month period.

Taxes

Relocation expenses are subject to withholding and payroll taxes. These sums will be reported to state and federal government. It is the employee's responsibility to consult a tax professional for assistance with the tax laws.

Temporary Assignment

A temporary assignment is for 90 days or less. Under certain circumstances, it may last longer. The employee will receive his/her normal rates of pay and will be reimbursed for actual temporary housing expenses with a maximum of \$100 per night and \$35 for meals. If laundry facilities and a kitchen are included in the accommodations, no reimbursement will be given for meals or laundry service.

An expense report must be submitted with all original receipts attached in order to be reimbursed.

TRAVEL

All travel must be approved in advance by an employee's immediate supervisor. Travel arrangements must be made through MAINTENANCEBEST.COM's designated travel department. All expenses for travel must be *reasonable* and kept to a minimum.

Employees are allowed to travel with a companion, at their own expense, unless this will interfere with the business at hand. Personal travel can be combined with business travel with prior management approval.

Should an accident or an injury occur while on business travel, this must be reported to your immediate supervisor immediately. Non-MAINTENANCEBEST.COM employees are forbidden to drive a car that has been rented by a MAINTENANCEBEST.COM employee for MAINTENANCEBEST.COM business.

REIMBURSABLE BUSINESS EXPENSES

It is the policy of MAINTENANCEBEST.COM to reimburse employees for actual, reasonable, and necessary expenses incurred on behalf of the Company. All travel must be coordinated and approved ahead of time by an individual's immediate supervisor. Request for travel will include the duration, the approximate cost, and the justification, as well as an explanation as to the necessity. If approved, then travel expenses will comply with the following guidelines.

GENERAL INFORMATION

EXPENSE REPORTS

Expense Reports with all required original receipts attached must be submitted within seven (7) days of completion of business travel. The following are some additional rules for proper expense report submittal:

- Each expenditure must be listed on the specific day the expense was incurred.
- One day per date-do not combine multiple days under one day.
- Only one foreign exchange rate per page.
- Any reimbursement for an expenditure greater than ten dollars (\$10) must be accompanied by a receipt.
- The use of a cost center other than your own must be approved by the responsible party for that cost center prior to payment.
- MAINTENANCEBEST.COM will not be responsible for any delinquent charges due to late submission of expense reports.

REIMBURSEMENT REQUIREMENTS

To receive reimbursement for MAINTENANCEBEST.COM expenses, MAINTENANCEBEST.COM PB Form 10 Expense Report must be completed. Each expense must be detailed and any single expense over \$10 must be accompanied by a receipt. Expense Reports will be reviewed and approved

MARCH 1, 2018

Policy 2-08

by the appropriate supervisor or department head prior to payment. Travel expenses are not allowed to be paid via Petty Cash.

TYPES OF REIMBURSABLE BUSINESS EXPENSES

TRAVEL

- **AUTO ALLOWANCE.** MAINTENANCEBEST.COM reimburses individuals based upon the amount allowed by the IRS. This rate changes periodically. The current amount reimbursed by MAINTENANCEBEST.COM is located on the Expense Report form at A1. Use this figure and multiply it by the actual number of miles you drove your own personal car. Mileage does not include the regular commuting distance to and from your personal residence and office. If more than one person is in the vehicle, only the driver can request reimbursement. Except for rental cars, DO NOT submit gas receipts for reimbursement.
- **AIR TRAVEL.** It is encouraged that all employees purchase tickets in advance to take advantage of discounts. Level of travel is as follows: Domestic travel is coach, International travel (excludes Mexico and Canada) is business class. Exceptions will be permitted when only one class of service is available.

Mileage for frequent flyer programs is not controlled by the company, but under no circumstances will employees purchase a more expensive ticket so as to fly with a particular carrier because of a frequent flyer program. Employees will not expense the company for upgrade coupons, but may use frequent flyer mileage, if they choose to do so.

- **BUSINESS CAR RENTAL.** Traveler is required to keep these expenses as low as possible. To that end, it is expected the traveler will verify that cheaper transport is available prior to renting a vehicle. If renting a vehicle, the traveler is expected to shop around for the best price.

When renting a vehicle as a result of MAINTENANCEBEST.COM travel, the traveler is covered for rental liability insurance. Therefore, MAINTENANCEBEST.COM will not pay for any additional insurance. Due to insurance liabilities, **only** MAINTENANCEBEST.COM employees are allowed to drive a rental car that has been rented on behalf of MAINTENANCEBEST.COM.

- **CAB AND OTHER TRANSPORTATION FARES.** Includes cab, shuttle to and from airport and/or hotel, trains, etc. Employees are required to utilize the thriftiest mode of transportation possible.
- **LODGING.** Employees are encouraged to make reservations early and find the most economical lodging available. Use of any of the online discount hotel reservation services is recommended to find the most economical rate.
- **TRAVEL MEALS.** This is the total amount incurred by the traveler per day for breakfast, lunch and dinner, including tips. Meals for the day cannot exceed \$50. These are only the meals for which the employee paid.
- **BUSINESS ENTERTAINMENT.** This section is for expenses such as meetings, social activities and/or recreation. Such events are primarily of a social nature and are held outside the

MARCH 1, 2018

Policy 2-08

organization (i.e. dinner-dance, sporting events, shows, etc.) Included in this section are expenses for meals, refreshments, cost of event and hospitality suite. Must include name of location, and the names of attendees. For tax reporting purposes, it is critical that the business purpose/what was discussed be included on the expense report.

- **BUSINESS MEETINGS/CONFERENCES.** This section is for expenses incurred for meetings and conferences participated in and/or sponsored by MAINTENANCEBEST.COM for such purpose as obtaining and disseminating trade, technical, professional recruitment; business development and negotiations; fulfilling community and public service obligations; improving employee work conditions, relations and morale; and other activities deemed necessary to be in the best interest of MAINTENANCEBEST.COM. Additional expenses in this section include, but are not limited to: facility rental, video rental, materials shipping and other presentation expensed but **excluding** meals. Must include name of location, names of attendees, business purpose/what was discussed.
- **BUSINESS MEALS.** Any meal or refreshment incurred in conjunction with a meeting and/or conference.

DISALLOWED, MISCELLANEOUS NON-TRAVEL RELATED EXPENDITURES

- Life or accident insurance
- Clothing or personal grooming items
- Personal entertainment (non-business related)
- Babysitting, animal kenneling, etc. costs during travel
- Tuxedo rental
- Excessive meal costs
- Department staff lunches
- Golfing events not directly related to business activities
- Luxury accommodations/suites, if business necessity not fully justified
- Rental of luxury automobile
- Hosting meals or refreshments for other Company employees unless specifically approved in advance
- Fines and penalties
- Office equipment. Procurement of these items must be in accordance the Purchasing Policies and Procedures.
- Employee spousal travel-except where such travel is determined to be for the benefit of the company and with prior approval of the CEO. All approved spousal travel expenses must be documented and included within the employee's expense report.

CORPORATE CHARGE CARD

An employee who has been issued a corporate credit card will not use this card for personal expenditures. All invoices must be turned in to the accounting department with the appropriate account and cost center included on them attached to AMX Form 203. All other travel expenses procured by cash or personal credit card, is to be included on MAINTENANCEBEST.COM PB Form 10 Expense Report.

RELOCATION EXPENSES

These expenses are to be submitted on a MAINTENANCEBEST.COM PB Form 10 Expense Report and must be approved by senior management in advance. The Human Resources Department will also be advised because these types of expenses may typically have a tax consequence to the individual.

EXPENSE REPORT FORM INSTRUCTIONS

All employees are required to properly complete a MAINTENANCEBEST.COM Expense Report in accordance with the following instructions to correspond to the attached expense report:

1. Employee Name
2. Employee Number
3. Cost Center where employee is normally charged
4. Location employee normally works
5. Date Expense Report is prepared
6. Departing City
7. Destination Cities
8. Reason for the Expense Report.
9. City where the expenses were incurred for that day
10. Date of expenditures-one date per column
11. Auto allowance when you drive your own *personal* car
12. Air Fare
13. Car Rental
14. Transportation other than car rental
15. Lodging costs only
16. Travel meals for the day. See above for description.
17. Business Entertainment expenses for the day. See above for description.
18. Business Meetings/Conferences for the day. See above for description.
19. Business Meals for the day. See above for description.
20. Cost of telephone, fax or internet for the day.
21. Miscellaneous business expenses not included in 11-20.
22. Insert the lower-case letter to the corresponding foreign country exchange rate for that day such as "f" to represent francs, "e" to represent Euro dollars.
23. The foreign exchange rate for that day.
24. Reference the column and line number for any Business Entertainment, Business Meetings/Conferences or Business Meals (Lines 7, 8 and 9) on this report.
25. Name and location where No. 24 took place
26. Names of attendees and business purpose of this expense
27. Reference the column and line number for all Miscellaneous expenses
28. Description corresponding to No. 27
29. Cost Center where report is to be allocated. Use a separate sheet of paper if all expenses and cost centers do not fit on one sheet.
30. The total of the expenses broken out with the correct corresponding account and cost center.
31. Signature of traveler
32. Date traveler completed this expense report
33. Signature of General Manager or higher
34. Date expense report was approved and forwarded to Accounting Department

MARCH 1, 2018

Policy 2-09

CONTACT WITH THE MEDIA

Employees may be approached for interviews or comments by the news media. Only people designated by the CEO may comment to reporters or the media about MAINTENANCEBEST.COM or on behalf of MAINTENANCEBEST.COM.

Rules of Conduct

All MaintenanceBest.com employees, officers and directors are expected to adhere to a professional Rules of Conduct. This includes behavior on and off the job, preventing conflict of interest and protecting confidential and proprietary information. Doing so will not only ensure the safety of all employees and equipment, but also present the professionalism expected from MaintenanceBest.com.

Because all MaintenanceBest.com members are representatives of the company in the public eye; MaintenanceBest.com members need to conduct themselves in a professional manner not only while at work, but also in places such as a client's office. Therefore, MaintenanceBest.com rules of conduct apply to behavior while in public or in a client's office. If a MaintenanceBest.com member does not adhere to MaintenanceBest.com rules of conduct on such occasions, behavior can and will be subject to disciplinary action.

Subcontractors employed by MaintenanceBest.com are required to adhere to MaintenanceBest.com's rules of conduct. Subcontractors will be required to sign the Rules of Conduct acknowledgement form and are subject to disciplinary action including termination if the rules are violated.

BEHAVIOR

For additional information, see PB Form 16 Employee Termination-Recall. The following is a list of conduct, that if not followed, could result in disciplinary action, up to and including, termination.

This policy will be applied in compliance with relevant state and federal law.

- **ATTENDANCE**
 - Failure to notify supervisor in the event of tardiness or absenteeism prior to a scheduled work shift
 - Chronic or repeated tardiness or absenteeism
 - Leaving work area without prior approval during shift hours
 - Exceeding specified break or lunch times
- **APPEARANCE**
 - All employees are expected to present a neat, clean, professional appearance and to dress in the appropriate attire for their position
 - Employees who fail to maintain appropriate attire and professional appearance will be sent home. If directed to return to work in proper attire, employees will only be compensated for actual hours worked.
 - Failure to wear/use required safety gear and equipment
 - Employees given uniforms are expected to wear them and keep them clean.
- **CONDUCT**
 - Discourtesy or abusiveness towards others
 - Gambling, smoking in prohibited areas, using or possessing drugs or any other illegal substances while at work. This includes being under the influence as well.

MARCH 1, 2018

Policy 2-10

- Hindering or limiting normal operations or interfering with another employee's work
- Carelessness
- Any and all illegal conduct
- Incompetency, neglect of duty or unsatisfactory performance of assigned job duties
- Failure or refusal to comply with a supervisor's or responsible administrator's instructions, unless the instructions are illegal or endanger the employee's health or safety
- Insubordination
- Sleeping on duty
- Unlawful or unauthorized use, carrying or possession of firearms, explosives or other potentially dangerous weapons in the workplace
- Unwelcome sexual contact or unlawful harassment of any kind
- **COMPANY PROPERTY**
 - Carelessness or inattention to duty resulting in injury to property or person(s)
 - Concealing, falsifying, altering, misusing or removing records
 - Theft of property and/or records or copies of such
 - Misuse, or negligent use, of Company property and/or resources, including, but not limited to, employees, facilities, mail, supplies, equipment or telephones
- **RULES AND REGULATIONS**
 - It is the employee's responsibility to immediately inform the Human Resources department of any change in personnel data, including, but not limited to address, telephone numbers, names of dependents and emergency contacts
 - Failure to follow all prescribed rules, regulations, policies or procedures of the Company
 - Violation of safety rules or common safety practices
 - Failure to promptly report any injury or accident
 - The accepting of gifts for gratuities in excess of \$50 is prohibited unless receipt of the item is otherwise consistent with the Company's Business Conduct and Ethics Policy herein.

CONFLICT OF INTEREST

Every employee, officer and director is expected to conduct MaintenanceBest.com business with professional loyalty and to mitigate any activities so as to be free of any undue influence of outside interests. No MaintenanceBest.com member shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with outside firms. The term "conflict of interest" refers to situations in which financial or other personal considerations may compromise, or have the appearance of compromising, an employee's professional judgment. In particular, every employee, officer and director has an obligation to avoid any activity, agreement, business investment or interest or other situation that might, in fact or in appearance, cause an individual to place his or her own interest, or that of any other person or entity, above his or her obligation to the Company. The words "in appearance" should be noted

particularly since the appearance of an action might tend to impair confidence even if the individual may not actually do anything wrong.

To avoid potential or perceived conflicts of interest, MaintenanceBest.com will adhere to the following:

- Employees, officers and directors are prohibited from accepting gratuities from potential customers/vendors.
- The decision to purchase a goods and service should be based solely on price, quality and scheduling requirements used in conjunction with the competitive bidding process. Should a MaintenanceBest.com member deal with a vendor who is considered a “sole source,” complete documentation of such must be readily available for proof.
- Employees, officers and directors are forbidden from having any material relationship with firms dealing with the company. Any and all interest or association with a vendor must be disclosed to senior management immediately. In the case of an officer and Directors, conflicts of interest must be reported immediately to a senior officer or the Company’s CEO as applicable, and its legal counsel.

CONFIDENTIAL INFORMATION

MaintenanceBest.com employees, officers and directors have access to various forms of information which is considered confidential, proprietary or sensitive in nature. Such information may include, but is not limited to financial records and reports, marketing and strategic planning information, employee-related documents, pricing data, information related to potential mergers and acquisitions and other materials that MaintenanceBest.com would not want disclosed to a competitor or any unauthorized recipient. This also may include other materials that MaintenanceBest.com would not want disclosed and may be considered harmful to MaintenanceBest.com or its customers whether or not such information is marked “confidential.” Confidential Information also includes information concerning possible transactions with other companies or information about MaintenanceBest.com’s customers and suppliers. Or joint venture partners which MaintenanceBest.com is under obligation to maintain as confidential.

Employees, officers and directors may not use Confidential Information for their own personal benefit or the benefit of persons or entities outside MaintenanceBest.com. MaintenanceBest.com members must exercise caution and discretion with respect to any appropriate removal of confidential or sensitive information from the Company’s premises. In addition, MaintenanceBest.com members should carefully safeguard such information from unintended disclosure or loss. MaintenanceBest.com members must at all times adhere to the Company’s policies regarding the transmission and storage of MaintenanceBest.com’s confidential or sensitive information.

PROPRIETARY BUSINESS DATA

Company policy prohibits ALL employees and agents from disclosing or using Company confidential or proprietary information outside the Company for personal gain, either during or after employment, without proper written authorization to do so. An unauthorized disclosure could be harmful to the Company or a customer or helpful to a competitor.

Information, ideas and intellectual property assets of the Company are important to our success. Employees should exercise care to ensure that ALL intellectual property rights, including but not limited to marketing strategies, business development, business plans, compensation data, trademarks, patents,

copyrights, customer information, financial information and technological or scientific data is carefully maintained and managed to preserve and protect its value.

NON-DISCLOSURE AGREEMENT

Employees, officers and directors may be required to sign a *Non-Disclosure Agreement*. Improper use or disclosure of proprietary information is grounds for disciplinary action up to and including termination. Controls must be maintained over all MaintenanceBest.com data to prevent unauthorized disclosure.

RELEASE OF INFORMATION

All employees, officers and directors must maintain the confidentiality of private company information. Disclosure of this information must be at the approval of the CEO.

PERSONNEL INFORMATION

Salary, benefit and other personal information relating to employees shall be treated as confidential. Personnel files, payroll information, disciplinary matters and similar information shall be maintained in a manner designed to ensure confidentiality in accordance with applicable laws. All employees must exercise due care to prevent the release or sharing of information beyond those persons who may need such information to fulfill their job function.

Personnel files are the property of MaintenanceBest.com and can only be viewed by the individual employee and those in management with a valid need to know. All requests for personnel information must be made through the Human Resources department. Should any personnel information be in print form, the manager who is in possession of this information must use the utmost care to ensure others will not see the information. If the information is in electronic form, the file must be in a password protected file.

MARCH 1, 2018

Policy 2-11

ALCOHOL / DRUGS / SMOKING

Alcohol and Drugs

MAINTENANCEBEST is committed to providing its employees a safe, productive and drug-free environment. Use of alcohol, illegal drugs, or controlled substances, whether on or off the job can detract from an employee's work performance, efficiency, safety, and health, and therefore seriously impair the employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect an employee's job performance and may seriously impair the employee's value to the Company.

"Impairment" or "being impaired" means that an employee's normal physical or mental abilities or faculties while at work have been adversely affected by the use of drugs or alcohol.

The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action. Severe disciplinary action can include suspension, dismissal or any other penalty appropriate under the circumstances. Likewise the use, possession, transfer or sale of alcohol or illegal drugs during working hours, on company premises or in any MAINTENANCEBEST storage area or job site is prohibited. Employees who violate this rule are subject to severe disciplinary action, including immediate termination. In all instances disciplinary action to be administered shall be at the sole discretion and determination of the company.

The following rules and standards of conduct apply to all employees either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy and could subject an employee to severe disciplinary action, including immediate termination, includes:

- Possession or use of alcohol, an illegal or controlled substance, or being under the influence of alcohol, or an illegal or controlled substance during working hours, while on Company premises or at a job site;
- Driving a Company vehicle while under the influence of alcohol or an illegal or controlled substance; and
- Distribution, sale, or purchase of alcohol or an illegal or controlled substance during working hours, while on Company premises or at a job site.

Violation of these rules and standards of conduct will not be tolerated. MAINTENANCEBEST also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, MAINTENANCEBEST reserves the right to conduct searches of Company property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

An employee's felony conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct, even though off duty, reflects adversely

MARCH 1, 2018

Policy 2-11

on MAINTENANCEBEST. In addition, the Company must keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances themselves off the premises.

Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

MAINTENANCEBEST will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave. Leave will be granted unless it would result in an undue hardship to provide the time-off. The Company is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the Company obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency. This policy on treatment and rehabilitation is not intended to affect the Company's treatment of employees who violate the regulations described previously. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

A supervisor or manager who suspects an employee of drug or alcohol abuse, should discuss the situation immediately with another member of MAINTENANCEBEST management. Because of the critical nature of MAINTENANCEBEST' operations to airport safety and security, MAINTENANCEBEST reserves the right to send an employee whom they suspect of drug/alcohol use to drug/alcohol testing. An employee who fails to cooperate or refuses to take the test, will be subject to disciplinary action including termination. Because each case is different, the handling and referral of the case must be coordinated among the supervisor or manager's superior, MAINTENANCEBEST senior management, and the Human Resources Manager.

Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and the risks associated with alcohol use. Alcoholic beverages shall not be served or used on the MAINTENANCEBEST premises at any time. Alcoholic beverages shall not be used in conjunction with any company business meeting.

Social activities held off-premises and paid for on a personal basis are not affected by this policy. If management considers it appropriate, light alcoholic beverages may be served at company-sponsored events held off-premises and for purely social reasons provided that a buddy driving system is set up so that no one is allowed to drink and drive. The service must be managed in good taste and with good judgment.

The company is concerned with its employee's privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the company shall maintain employee medical and personal information in confidence and release this information to authorized company personnel on a "need to know" basis. An exception to this policy is when the employee signs a release for the transfer of such information on forms acceptable to the company to designated persons or agencies.

Nothing contained in this section shall eliminate or modify the company's right to terminate any employee at any time for any reason.

Smoking

Smoking is prohibited in **all** workplace areas which includes, but is not limited to garages, restrooms, company owned vehicles, individual offices/work spaces, etc. Unless prohibited, smoking is allowed outside the building. Employees who are excessively absent from their work station due to smoking, can be subject to disciplinary action up to and including termination.

POLITICAL ACTIVITIES

In recognition of its responsibilities as a business citizen, MAINTENANCEBEST.COM encourages its employees to accept the personal responsibility of good citizenship, including participation in civic and political activities, in accordance with their interests and on their personal time.

MAINTENANCEBEST.COM accepts without reservation the basic democratic principle that all employees are free to make their own individual decisions in civic and political matters. Therefore, no employee's status with the company will be affected, in any way whatsoever, because of participation or nonparticipation in lawful civic and political activities.

Participation in civic and political activities is considered to be a personal matter and, as such, is generally to be carried on outside of normal working hours. No political activities or solicitations will be permitted on company premises.

Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of, or in concert with, any individual candidate for political office, or of a political party, which seek to influence the election of candidates to federal, state or local offices. The definition includes employees who are or may be candidates for political office.

COMPANY-OWNED FACILITIES & EQUIPMENT

Property owned by MAINTENANCEBEST, or for which the Company is responsible, may not be used for the personal purposes of any individual employee or group of employees, unless such use is specifically permitted by management

All property is defined as, but not limited to, land, buildings, facilities, equipment, and supplies.

When the company issues property to an employee, an *Authorization for Deduction* form must be filled out. This form specifies the company-owned equipment issued to the employee as well as its replacement cost. Upon termination, the employee is required to return all items on the list or their final paycheck will be deducted. Where allowed by law, MAINTENANCEBEST will withhold the final paycheck until items are returned.

Telephones

The use of the company telephone for personal use is prohibited. Should an emergency arise and an employee needs to use the phone, approval by supervision is necessary. This applies to the use of cell phones during working hours, as well. Public phones or the employee's personal cell phone should be used to make personal calls and should only be used during the employees' breaks.

Cell Phone Usage While Operating a Motor Vehicle

Employees will operate all motor vehicles in a safe manner. **Employees are prohibited from conducting company business on handheld cell phones while driving at any time.** This applies to both personal and company issued phones and personal or company issued cell phones and includes company business of any kind.

Use of Company Vehicle

The use of any Company Vehicle is restricted to company use unless prior management approval has been obtained. MAINTENANCEBEST maintains appropriate levels of insurance on all company owned and operated vehicles. However, due to insurance liabilities and limitations, only authorized employees of MAINTENANCEBEST, who are properly licensed and trained, will be allowed to operate company vehicles. Under **no** circumstances will a non-MAINTENANCEBEST employee be allowed to operate company equipment. Any deviation to this policy must have the prior written authorization of the CEO of MAINTENANCEBEST.

Employees Required to Drive

Employees who are required to drive a Company vehicle or their own vehicles on Company business will be required to show proof of current valid driver's licenses and current effective insurance coverage before the first day of employment.

MAINTENANCEBEST retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under the Company's policy,

Computer Usage

Access to computers, computing systems and networks owned by MAINTENANCEBEST is a privilege which imposes certain responsibilities and obligations. All users of these resources must comply with specific policies and guidelines governing their use, and act responsibly while using shared computing and network resources including wireless. MAINTENANCEBEST reserves the right to monitor e-mail usage.

Each person using the MAINTENANCEBEST computer and network resources should:

- Use security measures to protect the integrity of information, data, and systems. Users are responsible for safeguarding their identification codes and passwords, and for using them only as authorized.
- Clearly and accurately identify one's self in electronic communications
- Use company computer resources and networks for legitimate work-related purposes only. Incidental personal use is permissible to the extent that it does not interfere with the performance of employee's duties. Use of your computer or the network for activities that are not approved by appropriate supervisory personnel is prohibited.

Off Duty Use of Facilities

Employees are prohibited from remaining on MAINTENANCEBEST premises or making use of Company facilities while not on duty. Employees are expressly prohibited from using Company facilities, Company property, or Company equipment for personal use.

ENVIRONMENTAL, SAFETY AND HEALTH (E S & H)

SAFETY POLICY

Safety, quality and productivity are of equal importance to the Company and its clients. Therefore management needs to consider the effect on each of these concepts when making operational decisions to maintain the desired balance.

ENVIRONMENTAL PROGRAM

Each MAINTENANCEBEST.COM location is responsible for maintaining, to the extent reasonably practicable, a workplace free of recognized hazards that are causing or are likely to cause harm to the environment. Furthermore, the General Manager and all its employees at each location are to comply with all MAINTENANCEBEST.COM policies and procedures, applicable environmental Federal, State and Local regulations and the location's own written environmental program, if any. The program shall be designed and implemented according to specific guidelines provided by the CEO.

SAFETY & HEALTH PROGRAM

Each MAINTENANCEBEST.COM location is responsible for maintaining a workplace free of recognized hazards that are causing or are likely to cause physical harm to MAINTENANCEBEST.COM employees, vendors or visitors. Furthermore, the General Manager and all of its employees at each location are to comply with all MAINTENANCEBEST.COM policies and procedures, applicable Federal or State Occupational Safety & Health Administration (OSHA) regulations and the location's own written injury and illness prevention program (IIPP), if any. The IIPP shall be designed and implemented according to specific guidelines provided by the senior officer responsible for Risk Management.

MARCH 1, 2018

Policy 2-15

Lunch/Meal Breaks

MaintenanceBest.com has two identified meal period options. Based on your position or client needs, a meal period may be assigned. All staff members may request a review to change the option. Such requests are made to your Supervisor. All new designation changes must be submitted to Human Resources.

Option 1: Provides a 30-minute paid meal period. This meal period must be taken on-site and is considered a working lunch. You must be fully available for any work-related issues that may arise during this period.

Option 2: Provides a 30-minute unpaid meal period. This meal period can be taken on or off-site, and is undisturbed. You are not to perform any work-related activities during this period.

You may be granted an exception to your regularly assigned option with pre-approval from your Supervisor.

Requests for Time Off

Employees are required to submit requests for time off (both paid and unpaid) through the MaintenanceBest.com's timekeeping system. Location or department managers will establish guidelines on the amount of advance notice required for requests for time off.

Supervisors will make every effort to grant requests for time off. However, requests may be denied based on business needs and staffing constraints. Requests may also be denied if it is determined the employee is abusing the company's paid time off policies.

MARCH 1, 2018

Policy 2-17

Solicitation and Distribution

MaintenanceBest.com prohibits the solicitation, distribution and posting of materials on or at Company property by any employee or non-employee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by MaintenanceBest.com management and Company-sponsored programs related to MaintenanceBest.com products and services.

PROVISIONS

Non-employees may not solicit employees or distribute literature of any kind on MaintenanceBest.com's premises at any time. Employees may only admit non-employees to work areas with management approval or as part of a Company-sponsored program. These visits should not disrupt workflow. The MaintenanceBest.com employee must accompany the non-employee at all times. Former employees are not permitted onto Company property except for official Company business.

Employees may not solicit other employees during work times, except in connection with a Company-approved or sponsored event.

Employees may not distribute literature of any kind during work times, or in any work area at any time, except in connection with a Company-sponsored event

The posting of materials or electronic announcements are permitted with approval from Human Resources.

Violation of this policy should be reported to Human Resources.

MARCH 1, 2018

Policy 2-18

E-Mail and Internet Policy

Every MaintenanceBest.com employee is responsible for using the electronic mail (E-mail) system properly and in accordance with this policy. Any questions about this policy should be addressed to the Human Resources Department.

The E-mail system is the property of MaintenanceBest.com. It has been provided by MaintenanceBest.com for use in conducting company business. All communications and information transmitted by, received from or stored in this system are company records and property of MaintenanceBest.com. The E-mail system is to be used for company purposes only. Use of the E-mail system for personal purposes is prohibited.

Employees have no right of personal privacy in any matter stored in, created, received or sent over the MaintenanceBest.com mail system.

MaintenanceBest.com, in its discretion as owner of the E-mail system, reserves and may exercise the right to monitor, access, retrieve and delete any matter stored in, created, received or sent over the E-mail system, for any reason and without the permission of any employee.

Use of passwords or other security measures does not in any way diminish MaintenanceBest.com's rights to access materials on its system, or create any privacy rights of employees in the messages and files on the system. Any password used by employees must be revealed to MaintenanceBest.com as E-mail files may need to be accessed by the company.

Employees should be aware that deletion of any E-mail messages or files will not truly eliminate the messages from the system. All E-mail messages are stored on a central back-up system in the normal course of data management.

Even though MaintenanceBest.com has the right to retrieve and read any E-mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any E-mail messages that are not sent to them. Any exception to this policy must receive the prior approval of MaintenanceBest.com management.

MaintenanceBest.com's policies against sexual or other harassment apply fully to the E-mail system, and any violation of those policies is grounds for discipline up to and including discharge. Therefore, no E-mail messages should be created, sent or received if they contain intimidating, hostile or offensive material concerning race, color, religion, sex, age, national origin, disability or any other classification protected by law.

The E-mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations or other non-job related solicitations.

The E-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials without prior authorization from MaintenanceBest.com management. Employees, if uncertain about whether certain information is copyrighted, proprietary or otherwise inappropriate for transfer, should resolve all doubts in favor of not transferring the information and consult the Human Resources Department.

Although MaintenanceBest.com recognizes that the Internet may have useful applications to MaintenanceBest.com's business, employees may not engage in Internet use without prior written approval

MARCH 1, 2018

Policy 2-18

from the Human Resources Department, and unless a specific business purpose requires such use. Absent such approval, employees may not access the Internet using MaintenanceBest.com's computer systems, at any time or for any reason. "Surfing the Net" is not a legitimate business activity.

Management approval is required before anyone can post any information on commercial on-line systems or the Internet. Any approved material that is posted should obtain all proper copyright and trademark notices. Absent prior approval from MaintenanceBest.com to act as an official representative of MaintenanceBest.com, employees posting information must include a disclaimer in that information stating, "Views expressed by the author do not necessarily represent those of MaintenanceBest.com."

Users should routinely delete outdated or otherwise unnecessary E-mails and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. E-mails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write E-mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on MaintenanceBest.com letterhead.

Any employee who discovers misuse of the E-mail system should immediately contact the Human Resources Department.

Violations of MaintenanceBest.com's E-mail policy may result in disciplinary action up to and including discharge.

MaintenanceBest.com reserves the right to modify this policy at any time, with or without notice.

Employees are required to sign an E-mail and Internet policy Acknowledgment Form as a condition of employment. The form is to be signed on acceptance of an employment offer by MaintenanceBest.com.

INTERNET USE POLICY

Certain employees may be provided with access to the Internet to assist them in performing their jobs. The Internet can be a valuable source of information and research. Use of the Internet, however, must be tempered with common sense and good judgment.

If you abuse your right to use the Internet, it will be taken away from you. In addition, you may be subject to disciplinary action, including possible termination, and civil and criminal liability.

Your use of the Internet is governed by this policy and the E-Mail Policy.

Disclaimer of liability for use of Internet. MaintenanceBest.com is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

MARCH 1, 2018

Policy 2-18

Duty not to waste computer resources. Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents or otherwise creating unnecessary network traffic. Because audio, video and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related.

No expectation of privacy. The computers and computer accounts given to employees are to assist them in performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send or receive on the computer system. The computer system belongs to the Company and may only be used for business purposes.

Monitoring computer usage. The Company has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users of Company-provided Internet, and reviewing Company e-mail sent and received by users.

Blocking of inappropriate content. The Company may use software to identify inappropriate or sexually explicit Internet sites. Such sites may be blocked from access by Company networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to company blocking software.

Prohibited activities. Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful, inappropriate, offensive (including offensive material concerning sex, race, color, national origin, religion, age, disability or any other characteristic protected by law), or violative of MaintenanceBest.com's equal employment opportunity policy and its policies against sexual or other harassment may not be downloaded from the Internet or displayed or stored in MaintenanceBest.com's computers. Employees encountering or receiving this kind of material should immediately report the incident to their supervisors or the Human Resources Department. MaintenanceBest.com's equal employment opportunity policy and its policies against sexual or other harassment apply fully to the use of the Internet and any violation of those policies is grounds for discipline up to and including discharge.

Games and entertainment software. Employees may not use the company's Internet connection to download games or other entertainment software, including wallpaper and screen savers, or to play games over the Internet.

Illegal copying. Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of your supervisor.

Accessing the Internet. To ensure security and to avoid the spread of viruses, employees accessing the Internet through a computer attached to MaintenanceBest.com's network must do so through an approved Internet firewall. Accessing the Internet directly by modem is strictly prohibited unless the computer you are using is not connected to the Company's network.

MARCH 1, 2018

Policy 2-18

Virus detection. Files obtained from sources outside the Company, including disks, thumb drives and other portable media brought from home; files downloaded from the Internet, newsgroups, bulletin boards or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Company's computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders or use portable media from non-Company sources, without first scanning the material with Company-approved virus checking software. If you suspect that a virus has been introduced into the Company's network, notify your supervisor immediately.

Sending unsolicited e-mail (spamming). Without the express permission of their supervisors, employees may not send unsolicited e-mail to persons with whom they do not have a prior relationship.

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, and civil and criminal liability.

Use of the Internet via MAINTENANCEBEST's computer system constitutes consent by the user to all of the terms and conditions of this policy.



PERFORMANCE APPRAISALS

The purpose of this policy is to establish a standardized performance and appraisal system for all employees. Using PB Form 32, the system is characterized by clearly-defined performance goals and objectives and increased employee involvement. Performance evaluations provide an opportunity for communication between the person who assigns the work and the person who performs it.

All employees will have an assigned supervisor that will complete an evaluation and an appraisal on each subordinate. Supervisors will periodically discuss with subordinates what they expect and how well those expectations are being met. Judgments are made regarding an employee's strengths and weaknesses, and what can be done to enable the employee to perform more effectively.

Employee appraisals will be completed annually and are due to the Human Resources department no later than January 15th of the year following the appraisal. The period covered by the appraisal will be January 1st through December 31st, inclusive.

Evaluations are based on the following:

- Job Knowledge: *What is the depth and currency of the employee's job knowledge?*
- Judgment & Decisions: *Is the individual consistent, accurate, and effective in making decisions?*
- Plan & Organize Work: *Is the individual timely and creative in how they plan and organize their duties?*
- Management of Resources: *Is the person efficient with the use of manpower and material? Are they entrepreneurial and looking for ways to reduce expenses and resources?*
- Leadership: *Does the individual demonstrate initiative, an understanding of human resources (meaning they get along and can work with others), and do they accept responsibility?*
- Reliability: *Is the individual dependable, prompt, and timely?*
- Company Policies: *Does the individual understand and follow company policies?*
- Safety: *Does the individual enforces and implement safe practices?*
- Communications: *Does the individual communicate effectively verbally and in writing?*
- Customer Relations: *Does the individual promote the company image? Are they professional in their dealings with customers?*
- Quality of Work: *Is work output accurate and timely?*
- Quantity of Work: *Is the individual effective in their use of time and do they have a high degree of productive output?*
- Employee Development: *Is the individual working to increase the value of themselves and/or their subordinates to the company in preparation for greater responsibility?*

Performance Appraisal while on leave

The normal performance appraisal date of an employee on an unpaid leave of absence without pay will be extended by the length of the leave.

WORK DAY – WEEK AND PAY DATES

The following is the normal work week and work day for hourly non-represented employees:

- a. The work week consists of seven 24 hour periods commencing on Saturday at 12 a.m. and ending on Friday at 11:59 p.m.
- b. The work day consists of eight (8) hours within a 24-hour period beginning at 12 a.m. unless local policy dictates otherwise.
- c. **Day Shift:** when a shift starts between the hours of 3 a.m. and 10:59 a.m.
- d. **Swing Shift:** when a shift starts between the hours of 11 a.m. and 8:29 p.m. A shift premium may be awarded.
- e. **Graveyard Shift:** when a shift starts between the hours of 8:30 p.m. and 2:59 a.m. A shift premium may be awarded.

Time Keeping Requirements

Time Cards

Unless a client company dictates otherwise, all exempt employees are required to use a time card to record time worked for payroll purposes. Employees must record their own time at the start and at the end of each work period, including before and after lunch break. Employees also must record their time whenever they leave work for any reason other than MAINTENANCEBEST business.

NOTE: UNDER NO CIRCUMSTANCES WILL AN EMPLOYEE BE ALLOWED TO SIGN IN EARLY FROM A MANDATORY LUNCH BREAK. TO DO SO MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.

Time Clocks

All non-exempt employees are required to use a time clock, when available, to record time worked for payroll purposes. Employees must punch their time card in at the start and end of each work period, as well as before and after their lunch break. Employees also must record their time whenever they leave their work area for any reason other than MAINTENANCEBEST business. Any handwritten marks or changes on the timecard must be initialed by a supervisor. Punching another employee's timecard, allowing another employee to punch your timecard, or altering a timecard is not permissible and is subject to disciplinary action.

Any errors on your timecard should be reported immediately to your supervisor.

Pay Dates

MAINTENANCEBEST pays weekly. Pay dates will be the following Friday for each pay period.

Immigration Compliance

MaintenanceBest.com is committed to compliance with federal and state laws regarding immigration. Employment of unauthorized aliens is strictly prohibited. MaintenanceBest.com participates in the E-Verify System to confirm that all individuals hired have the right to employment in the United States.

Hiring Relatives/Staff Relationships

It is the policy of MaintenanceBest.com not to discriminate in its employment and personnel actions with respect to its staff members and applicants on the basis of family status. Notwithstanding this policy, MaintenanceBest.com retains the right to refuse to hire a person into a position in the same department or at the same facility where their relationship to another staff member (whether familial, romantic or otherwise) has the potential, in the Company's sole discretion, for creating adverse impact on supervision, safety, security or morale, or involves a potential conflict of interest.

Managers and other individuals with positions of authority over other staff are prohibited from dating, pursuing or maintaining romantic or sexual relationships with other staff members in their reporting structure or chain of command, or other staff members to whom they directly or indirectly give work instructions, approve or disprove requests (e.g., leave, training or expense reimbursement) and/or other guidance regarding their employment. If a working relationship develops between staff where a close emotional, physical or romantic tie would cause a potential conflict in interest, such as where one person supervises the other or has any influence over the other's employment, performance appraisal, salary, promotions, request approvals or disapprovals or disciplinary actions, or work in a job position in which a potential problem of safety, security, supervision or morale could arise, the individuals in that relationship must disclose the relationship to MaintenanceBest.com.

The employment of relatives or close personal relations can cause various problems including charges of favoritism, conflicts of interest, family and/or personal discord, scheduling conflicts and increased potential for a hostile working environment that works to the disadvantage of both MaintenanceBest.com and its staff. Therefore, it is the policy of MaintenanceBest.com not to hire a close relative or close personal relation of any current staff member at the same location/facility.

For purposes of this policy, the term "close relative" includes the following relationships, whether established by blood, marriage or other legal action: mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, step-child, aunt, uncle, nephew, niece or cousin. The term "close personal relation" includes individuals who are involved in a close emotional, physical or romantic relationship.

When a situation occurs which results in a violation of this policy (whether because of the marriage of two staff members or some other circumstance) one of the staff members involved may, at MaintenanceBest.com's sole discretion, be reassigned to another facility/location or asked to resign. In addition, MaintenanceBest.com may require the staff members in a close personal relationship to sign a memorandum confirming that the relationship is consensual and that nothing has been promised or received in exchange for the relationship.

ATTENDANCE & PUNCTUALITY

As an employee of MAINTENANCEBEST, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow employees and your supervisor. When you are absent, your assigned work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

Unless operational necessity dictates more extended reporting times, if you are unable to report for work on any particular day, you must under all but the most extenuating circumstances call your supervisor at least two (2) hours before the time you are scheduled to begin working for that day. If you call less than two (2) hours before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day.

In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Employees also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness, whether excused or not, will not be tolerated.

MAINTENANCEBEST uses a point system to determine excessive absenteeism and tardiness. To implement this, the following rules apply:

- a. An Absence, if a call to the supervisor has been made as described above, equals one (1) point.
- b. A Tardy equals one-half (1/2) point.
- c. A No-Call/No-Show can leave an operation in serious jeopardy and place tremendous strain on other employees so a No-Call/No-Show equals four (4) points.
- d. Employees are given a maximum of seven (7) "incidents" (points) in any twelve (12) month period before they are terminated.
- e. Each point takes one year before it is vacated from an employee's record.
- f. Once an employee gets four (4) points, he/she will receive a documented verbal warning. The employee will also be ineligible for any employee incentive programs.
- g. Once an employee reaches five (5) points, they will receive a written warning and be counseled.
- h. Once the employee reaches six (6) points, they will receive a two day suspension without pay.
- i. Once an employee reaches seven (7) points, they will be terminated.

If an employee fails to report for work without any notification to their supervisor and the absence continues for a period of three (3) days, MAINTENANCEBEST will consider that the employee has abandoned their employment.

MARCH 1, 2018

Policy 2-24

HOLIDAY PAY

MAINTENANCEBEST provides six (6) paid holidays per year. These holidays are granted to all regular full-time employees who are in pay status and who have successfully completed their one-hundred twenty (120) day probationary period.

To be eligible for holiday pay, employees must work or be on an approved paid status on their last scheduled work day before and first scheduled work day after the holiday to qualify for holiday pay. If a paid holiday falls during an eligible employee's paid absence — such as jury duty, vacation — holiday pay will be provided instead of the paid time off benefit. Eligible employees shall not be paid for holidays occurring during an unpaid leave of absence.

Holiday pay is based on eight (8) hours of that employee's rate as of the date of the holiday. Holiday pay will not be counted for the purpose of determining overtime.

Full-time, hourly employees who have successfully completed their one-hundred twenty (120) day probationary period and who do not work on a holiday, will be compensated for the actual time worked during the week PLUS holiday pay, that is eight (8) hours of straight time pay. For example, a full-time employee who regularly works a forty (40) hour week does not work eight (8) hours on the holiday but works thirty-two (32) hours the rest of the week, would be paid for thirty-two (32) regular hours and eight (8) hours of holiday pay – that is a total of forty (40) hours at the straight time rate.

Full-time, hourly employees who have successfully completed their one hundred twenty (120) day probationary period AND actually work on a holiday, will be compensated for the actual time worked during the week PLUS holiday pay, that is eight (8) hours of straight time pay. The difference is that the actual time worked on the holiday will be paid at the time and a half (1 ½) rate. For example, a full-time employee who regularly works a forty (40) hour work week works seven (7) hours on the holiday and thirty-two hours the rest of the week would be paid the following: Thirty-two (32) hours of straight time, eight (8) hours of holiday pay at straight time and seven (7) hours at time and a half (1 ½).

The following are the recognized MaintenanceBest.com holidays:

January 1 – New Year's Day

May (last Monday) – Memorial Day

July 4 – Independence Day

September (first Monday) – Labor Day

November (third Thursday) – Thanksgiving Day

December 25 – Christmas Day

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

MARCH 1, 2018

Policy 2-25

Vacation Policy

MAINTENANCEBEST makes available vacation time off with pay to eligible regular full-time employees. All vacations are subject to management approval and operational requirements.

Unless location or state regulations stipulate otherwise, vacation is credited to the employee on the employee's anniversary date. Temporary, Part time and Probationary employees are not eligible for vacation pay unless state laws dictate otherwise.

Part-time employees who become full-time employees will be awarded vacation benefits on the anniversary date of their becoming full-time employees. Full-time employees who become part-time will not accrue vacation benefits on a part-time basis effective with the date of transfer.

The amount of vacation to which an employee is entitled depends on his/her length of service as follows:

Years of service as of the Anniversary Date:	Annual vacation allowance:
<i>1 year</i>	40 hours
<i>2 through 8 years</i>	80 hours
<i>8 years or more</i>	120 hours

The length of eligible service is calculated on the basis of a 'benefit year.' This is the 12-month period that begins when the employee starts working for MAINTENANCEBEST. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees enter an eligible employment classification, they will be credited with the appropriate amount of vacation on their anniversary date. After it is credited, employees may request use of vacation time in consecutive weeks, or in increments of one week, a few days, or one day. To take vacation, employees must request approval in advance from their supervisors. Requests are reviewed based on business needs and staffing requirements. Vacation is not paid in partial days.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. When a holiday falls within a vacation period, the holiday is paid in lieu of vacation.

The maximum vacation benefits an employee may accrue at any time shall equal two years' vacation pay at the employee's current annual vacation rate. This amount will be reviewed annually on the employee's anniversary date. At that time the employee will receive their maximum vacation credit for their years of service as outlined above provided that the maximum credit of two years' vacation pay is not exceeded.

* NOTE: In locations and states where state or local regulations require that employees accrue vacation from the date of hire rather than on the annual bases, the Weekly Accrual Schedule is .77 hours per week or 3.08 hours monthly.

Accrual Schedule is .77 hours per week or 3.08 hours monthly.

Sick Pay

MaintenanceBest.com grants sick leave to employees to guard against loss of earnings due to illness. Sick is not payable upon termination.

An employee must notify his or her supervisor on or before the first day of absence due to illness in order to be paid for sick leave. In cases of prolonged illness, employees are expected to keep their supervisors informed at regular intervals of their condition and their anticipated date of return to work, so that work may be properly scheduled or reassigned.

Full-time employees accrue sick leave benefits from the date of hire for a total of four (4) days per year. Newly hired eligible full-time employees may not take paid sick leave until they have completed one hundred twenty (120) consecutive days of employment. Sick leave benefits can accumulate year to year with a maximum of forty (40) days. Once the forty (40) days have been accumulated, sick leave will no longer accrue until the benefits have been reduced below the forty (40) days. Sick leave will not be paid for part-time absences or during the last week of employment. Absences due to illness of more than three (3) days require a doctor's note.

MaintenanceBest.com may require a medical certification from an employee's physician indicating that the employee is unable to work because of illness, before the sick leave is paid. The certificate must state the dates off from work, the date to return to work, as well as any work restrictions. If the time off is five (5) days or more, the employee must provide a physician's certificate indicating the employee may return to work.

Just as with any other absence, if an employee is calling in "sick," they must call in according to MaintenanceBest.com notification policy. Advance notice is required to minimize the impact to operations. Calling in sick will NOT result in an "absence point of one (1)" until there have been four instances of absences due to "calling in sick" within a twelve (12) month period.

Employees who have more than four instances of absences due to "calling in sick" will be subject to attendance points. An instance is an entire absence. Example: If an employee calls in sick and is absence two (2) days in a row, that absence is one (1) instance, not two (2). Regardless of an employee's employment status (full-time or part-time), it is important for ALL employees to remember the four instance rule.

NOTE: Patterns of absence due to being "sick" that are tied to scheduled days off will be duly noted and subject to possible disciplinary action. Local management should discuss the handling of absences under unusual circumstances with Corporate Human Resources before taking any disciplinary action.

Example:

A full-time employee has accrued 20 days of sick time:

- They call in sick in January and use 1 day = 1st incident
- They call in sick in March and use 2 days = 2nd incident
- They call in sick in May and use 1 day = 3rd incident
- They call in sick in June and use 3 days = 4th incident

MARCH 1, 2018

Policy 2-26

Even though this employee has only used up seven of their 20 accrued sick days, should there be another absence due to calling in sick, that absence will be subject to attendance points because the employee has used up the allowed “four (4) incidents” within a 12 month period.

Time off which is pre-approved in advance (e.g., scheduled and pre-approved doctor’s appointments or medical procedures) does not count against a team member’s attendance record. In addition, unscheduled absences which are protected by state or federal law, including state-specific earned paid sick time laws, will not be counted against the team member’s attendance record.

MaintenanceBest.com requires use of all available accrued sick time first followed by use of all available PTO at the start of a medical leave of absence.

During a leave of absence, there is no accrual of sick time.

Accrued but unused sick time hours are not eligible for cash out during employment, or at the time of termination.

MaintenanceBest.com does not allow sick time to be “gifted” to another employee.

Leave without pay provisions may apply as necessary. Federal Family and Medical Leave Act (FMLA) requirements will always be met, if the ill/injured employee meets eligibility requirements as specified in the FMLA.

Arizona Employee Sick Pay Policy

Arizona-based (residing and working in Arizona) MaintenanceBest.com employees will not be subject to the Sick Pay policy above, but rather will be subject to the following Arizona Employee Sick Pay Policy.

All Arizona employees are eligible for earned paid sick leave in accordance with the Fair Wages and Healthy Families Act. Arizona employees will accrue one (1) hour of paid sick time for every 30 hours worked up to a maximum cap of 40 hours of paid sick time each calendar year. For accrual purposes, full time, exempt employees are presumed to work 40 hours a week. Accrual for non-exempt employees will be based on actual hours worked.

Use of this benefit may begin immediately for current Arizona employees. New Arizona employees may use this benefit after the completion of at least ninety (90) days of employment with the Company.

Paid sick time may be used for the following types of events:

- i. Personal illness;
- ii. Family member illness;
- iii. Doctor’s appointments;
- iv. Public health emergency; or
- iv. For reasons associated with domestic violence, sexual violence, abuse, or stalking.

Sick time is an additional benefit for Arizona employees that is being provided above and beyond any Vacation or other leave that may be available to the employee. Sick time may not be used as additional vacation time.

MARCH 1, 2018

Policy 2-26

To use sick time, you must provide 3 days of notice to your supervisor for all foreseeable absences. In the event of an unforeseeable absence, you must provide notice to your supervisor as soon as you become aware that you need to use sick time. Notice may be provided either orally (in person or by telephone), or by email. If an employee is absent for three or more consecutive work days, the employee's supervisor may request documentation verifying the cause of the absence (e.g., doctor's note verifying an illness). Arizona employees may use sick time in increments of one hour.

Arizona employees are permitted to carry over a maximum of forty (40) hours of accrued but unused sick time from year to year.

Example: Employee A accrues 40 hours of earned paid sick time in Year 1 and does not use any of the accrued time. Employee A may carry forward the 40 hours of accrued but unused earned paid sick time to Year 2. Employee A remains entitled to accrue another 40 hours of earned paid sick time in Year 2 (for a maximum of 80 hours). If, at the end of Year 2, Employee A has 80 hours of unused earned paid sick time, Employee A may only carry forward 40 hours of earned paid sick time into Year 3 (though Employee A may accrue another 40 hours in the course of Year 3).

MaintenanceBest.com requires use of all available accrued sick time first followed by use of all available PTO at the start of a medical leave of absence.

During a leave of absence, there is no accrual of sick time.

Accrued but unused sick time hours are not eligible for cash out during employment, or at the time of termination.

MaintenanceBest.com does not allow sick time to be "gifted" to another employee.

Leave without pay provisions may apply as necessary. Federal Family and Medical Leave Act (FMLA) requirements will always be met, if the ill/injured employee meets eligibility.

Time Off From Work for Salaried and Hourly Employees

The Company offers time off from work for various qualifying situations to eligible salaried and hourly, regular full-time and regular part-time employees. This policy includes:

- Medical Leaves of Absence
- Non-Work Related Leaves of Absences
- Family and Medical Leave Act (FMLA)
- Personal Leaves of Absence
- Other Time Off

All requests for time off must be initiated by completing a *Request for Time Off Form*.

So an employee's return to work can be properly scheduled, an employee on leave is requested to provide the Company with at least two (2) weeks' advance notice of the date the employee intends to return to work. When a leave ends, the employee will be reinstated to the same position, if it is available, to an equivalent position for which the employee is qualified, or a lesser position for which the employee is qualified, at the rate for that position. However, the Company, does not guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, the Company assumes the employee has resigned.

MEDICAL LEAVE OF ABSENCE

Non-Work Related

The Company provides medical leaves of absence without pay (except for the use of available sick leave) to eligible employees who are temporarily unable to work due to a serious health condition or disability. A medical leave of absence is a period exceeding five (5) consecutive days. Absences requiring a "medical leave" are to be reported to the Corporate Human Resources and Payroll departments utilizing a *Request for Time Off* form.

Regular full-time and regular part-time employees as defined by Personnel Bulletin 10, are eligible to request medical leave as described in this policy. Eligible employees should make requests for medical leave to their supervisors at least two (2) weeks in advance of foreseeable events and as soon as possible for unforeseeable events using a *Request for Time Off* form.

A licensed medical practitioner's statement must be submitted to the employee's manager verifying the need for medical leave and the beginning and expected ending dates. The employee's manager is responsible for forwarding this information in a timely manner to the Corporate Human Resources and Payroll departments. Any changes in the original information should also be promptly reported to Corporate HR and Payroll.

Work-Related Illness or Injury

Employees who have work-related illness and injuries must submit to medical treatment by a provider selected by the company or its insurance underwriter unless the employee has on file a designated certified medical provider. MAINTENANCEBEST, in accordance with state law, provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include:

- Medical care;
- Cash benefits, tax free, to replace lost wages; and
- Assistance to help qualified injured employees return to suitable employment

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to your supervisor;
- Seek medical treatment and follow-up care if required;
- Complete a written Employee's Claim Form and return it to the Human Resources department; and
- Provide the Company with a certification from your health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work.

Upon submission of a medical certification that an employee is able to return to work after a workers' compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers' compensation leave would have been laid off had he or she not gone on leave or if the employee's position had been eliminated or filled in order to avoid undermining the Company's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Company's obligations to the employee may include reasonable accommodation, as governed by the Americans with Disabilities Act.

The law requires MAINTENANCEBEST to notify our Workers' Compensation insurance carrier of any concerns of false or fraudulent claims.

Company-Provided Physician

MAINTENANCEBEST provides medical treatment for work-related injuries through a medical provider, chosen to provide medical care to injured employees because of their experience in treating work-related injuries. Employees are to see their manager for further information.

The law requires MAINTENANCEBEST to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

Workers' Compensation and FMLA

Employees who are ill or injured as a result of work-related incident, and who are eligible for family and medical leave under state and federal law (Family Medical Leave Act (FLMA)), will be placed on FMLA during the time they are disabled and not released to return to work. The leave under these laws runs concurrently, and eligible employees will be on FMLA for a maximum of 12 weeks in a 12-month period.

Paid Sick Leave and Workers' Compensation Benefits

Paid sick leave is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by workers' compensation insurance. However, workers' compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment.

Return to Work Program

MAINTENANCEBEST utilizes a Return to Work (RTW) Program as a means of aiding ill or injured employees. RTW is an established policy that provides a structure to assist with returning employees to the workforce as soon as safely possible after an illness or injury. The Program applies to all injuries or disabilities, and seeks to provide any reasonable accommodations to assist the employee in returning to work.

The Program utilized by MAINTENANCEBEST does the following:

- Establishes one process to be used consistently throughout the company.
- Eliminates any inconsistencies in the treatment of employees with regard to accommodations for similar disabilities.
- Communicates the processes to all employees, thus eliminating confusion.
- Trains employees and their managers to think in terms of job abilities, rather than disabilities.
- Early intervention by a case manager.

It is the responsibility of the employee to report any work-related illness or injury to management as soon as possible so a complete MAINTENANCEBEST Incident Investigation Report can be accomplished in accordance with MAINTENANCEBEST Safety & Health Manual. The employee's Supervisor must complete this report prior to the end of the shift.

Key to this program is working with the Attending Physician in order to develop a program that will aid in the employee's rehabilitation. In no case will an employee be asked or allowed to do any job that would violate the restrictions placed on the employee by the attending physician. Management will make every attempt to accommodate a returning employee to progress to normal work status. This may include some of the following:

MARCH 1, 2018

Policy 2-27

- MAINTENANCEBEST Modification -- temporarily change jobs to accommodate injured worker (e.g., divide job into parts that can be performed by individuals with various abilities or restrictions).
- Transitional Return to Work -- Allow employee to return to work, either full-time or part-time, in a position that will foster physical rehabilitation.
- Time Modification -- Alter injured employee's work schedule to allow time to go to physical therapy sessions, take frequent rests, etc..
- Location Modification -- Move employee's work to a more convenient location where there are no long distances to walk, stairs to climb, etc.. For certain jobs, telecommuting may be an option.
- Equipment Modification -- Replace the equipment that is normally used with additional or special equipment that will enable injured worker to do the job.
- Work Station Modification -- Consider adapting work area to fit employee's restrictions by lowering the work surface, furnishing a special chair, providing additional lighting, etc.

The Attending Physician must release the employee to return to full duty. Only then can an employee be reassigned to the job/position they held prior to the illness or injury.

Release to Return to Work

Employees who have been on medical leave are required to obtain a written release from their licensed practitioner prior to reinstatement as an active employee. Employees may be required to be cleared through the Company's medical facility.

Family and Medical Leave Act (FMLA)

When the Company reaches a total of fifty (50) employees at a location, The Company will provide family and medical leaves of absence without pay to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement of a child with the employee for adoption or for foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition;
or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military

MARCH 1, 2018

Policy 2-27

events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

FMLA General Provisions

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility such as a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Regular full time and regular part-time employees as defined in Corporate Policy No. 101 who have worked for the Company for at least one year, and for 1,250 hours over the previous 12 months, are eligible to request family leave as described in this policy. Eligible employees should make requests for family leave on the Request for Time Off form to their supervisors at least thirty (30) days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, parent, or domestic partner of the same or opposite sex, may be required to submit the Licensed Medical Practitioner's Statement of Disability verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Employees are required to first use any accrued paid sick leave time before taking unpaid family leave for their own serious health condition. Employees are required to first use any accrued vacation before taking unpaid family leave for fulfilling family obligations as defined above, other than their own serious health condition.

Eligible employees may request up to a maximum of twelve (12) weeks of family leave that must be completed within twelve (12) months of the first day of such leave taken. Any combination of family leave and medical leave may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration is given to a written request for a single extension of no more than thirty (30) calendar days.

Domestic Violence Leave

Employees who are victims of domestic violence are eligible for unpaid leave. You may request leave if you are involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your health, safety, or welfare, or that of your child.

You should provide notice and certification of your need to take leave under this policy. Certification may be sufficiently provided by any of the following:

- A police report indicating that the employee was a victim of domestic violence;

MARCH 1, 2018

Policy 2-27

- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence advocate, health-care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence.

MAINTENANCEBEST will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave under this provision.

Victims of Crime Leave

An immediate family member is defined as: a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

A registered domestic partner means a domestic partner who is registered in accordance with California state law.

The absence from work must be in order to attend judicial proceedings related to a crime under the parameters described under Domestic Violence Leave.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absence from work to attend judicial proceedings will be unpaid, unless you choose to take paid time off, such as accrued vacation, personal leave time, or sick leave.

Pregnancy

The Company does not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests are evaluated according to the medical leave policy provisions provided here and all applicable federal and state laws. Requests for time off associated with pregnancy and/or childbirth, include matters such as bonding and child care.

Medical Certification of Disability

Within five (5) days after disability becomes known, employees are required to submit certification from their physician. Managers are to report to the Corporate Human Resources and Payroll departments all employee absences due to disabilities exceeding twenty (20) days. Managers are responsible for maintaining contact with their employees who are receiving disability benefits in order to maintain positive relations, to obtain reports on employees' recovery progress and to ascertain when such employees expect to return to work.

MARCH 1, 2018

Policy 2-27

The Corporate Human Resources department may evaluate the continuing existence of a disability and may require that an employee be medically evaluated. The Corporate Human Resources department may also obtain information related to the alleged cause of the disability and the employee's status. Please be advised that any alteration of a health care provider's statement of disability status, or alternation of the certification to return to work, may result in termination for cause.

Employees accepting disability leave must use all available sick time to coordinate benefits with disability insurance so that the employee can receive no more than 100 percent of their base pay. In those states that provide a state disability income plan, payments for that plan are automatically deducted from the employee's paycheck.

Lengths of Leaves of Absence for Non-Work Related Leaves

Eligible employees are normally granted leave for the period(s) of the disability, up to a maximum of 52 weeks for non-related illnesses or injuries. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Health Insurance Benefits and Accrual During Disability Leave

Subject to the terms, conditions, and limitations of the applicable plans, the Company continues to provide health insurance benefits for up to six (6) months for salaried employees and up to three (3) months for hourly employees. All employees are required to continue to pay their weekly payroll deduction/contribution to the Company to maintain insurance benefits. Four (4) missed weekly deduction/contributions will result in the immediate cancellation of all insurance benefits (medical, dental, optional, etc.). Employees will not be eligible to re-enroll until the next Open Enrollment period following their return to active employment AND they will be subject to *prior condition* coverage limitations as established by the respective health insurance carriers.

If an employee's disability leave extends beyond the six or three month periods stated above and provided the employee has maintained their weekly deduction/contributions, medical and dental insurance benefits may be continued through the Company's COBRA program. COBRA provides for medical and dental continuation for a total of eighteen (18) months which includes the six or three month Company-provided periods. Upon enrollment in COBRA, all premiums are paid by the employee including a two percent (2%) administrative fee.

Benefit accruals, such as vacation, sick leave, or holiday benefits, are suspended after the first thirty (30) consecutive calendar days of the leave and resume upon return to active employment.

BENEFITS AND ACCRUAL DURING FAMILY LEAVE

Subject to the terms, conditions, and limitations of the applicable plans, the Company continues to provide health insurance benefits for the full period of the approved family leave provided the employee continues to pay their weekly payroll deduction/contribution to the Company to maintain insurance benefits.

MARCH 1, 2018

Policy 2-27

Four (4) missed weekly deduction/contributions will result in the immediate cancellation of all insurance benefits (medical, dental, optional, etc.). Employees will not be eligible to re-enroll until the next Open Enrollment period following their return to active employment AND they will be subject to *prior condition* coverage limitations as established by the respective health insurance carriers.

Benefit accruals, such as vacation, sick leave, or holiday benefits are suspended after the first thirty (30) consecutive calendar days of the leave and resume upon return to active employment.

UNPAID PERSONAL LEAVES OF ABSENCE

The Company also grants, at its discretion, personal leaves of absence without pay for a maximum of 180 days in any one (1) calendar year. Employees must make requests for such leaves, including a full explanation of the need for leave, by completing the Request for Time Off form (MAINTENANCEBEST PB Form 6) and giving it to their immediate supervisor/manager as soon as possible prior to taking the leave. Supervisors/managers receiving the request are to forward them to the Corporate Human Resources and Payroll departments. All requests for personal leaves of absence are approved at the discretion of that department.

Request for personal leave is evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

BENEFITS AND ACCRUAL DURING PERSONAL LEAVE

Subject to the terms, conditions, and limitations of the applicable plans, the Company continues to provide insurance benefits (medical, dental, life, optional, etc.) for the first thirty (30) days of an authorized personal leave of absence *provided the employee pays their weekly payroll deduction/contribution to the Company*. Thereafter, employees are eligible to apply for continuation of medical and dental insurance through the provisions of COBRA.

Benefit accruals, such as vacation, sick leave, or holiday benefits are suspended during the leave and resume upon return to active employment.

Bereavement Leave

Up to three (3) days of paid bereavement leave will be provided to eligible regular full-time employees. Employees who have not completed their introductory period and employees who are not full-time employees may request up to three (3) days without pay for bereavement leave. Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

MaintenanceBest.com defines “immediate family” as the employee’s:

- spouse, parent, child, sibling, current mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law or daughter-in-law, grandparents or grandchildren, or significant other.

Special consideration will also be given to any other person whose association with the employee is similar to any of the above relationships. To clarify, a “similar” relationship would be that of a stepmother, stepfather, stepbrother or stepsister. A “significant other” is defined as a domestic partner. A domestic partner is further defined as a spousal equivalent with the same “immediate family” definitions applicable as described above.

MaintenanceBest.com will grant one (1) day of paid bereavement leave due to the death of a spouse’s grandparent.

Bereavement leave will not exceed three (3) paid days per calendar year.

Bereavement pay is calculated based on the base pay rate at the time of absence and does not include any special forms of compensation, such as overtime or shift differentials.

Bereavement leave is normally granted unless there are unusual business needs or staffing requirements.

MARCH 1, 2018

Policy 2-29

Jury Duty

MaintenanceBest.com recognizes the duty of employees as citizens to serve on juries. MaintenanceBest.com will not discriminate, retaliate or discharge any employee for taking time off to serve on a jury. Employees wishing to take time off to serve on a jury must provide MaintenanceBest.com with reasonable advance notice.

Regular, full-time employees who have completed their probationary period and who are summoned to serve on a jury will be paid the difference between any fee received from the court and the employee's normal base pay, up to the maximum allowed by this policy. In order to receive this pay differential, the employee must present a certified statement of earnings from the court for the period of service. Exempt employees will receive their full salary for any week in which work is performed.

As court duty often does not require a full time commitment, employees are expected to report to work on days or reasonable portions of days when attendance in court is not required. All employees must keep their immediate supervisor thoroughly informed of their court schedule and any changes as they occur. In any case, paid jury duty may occur only once within any twelve (12) month period.

Employees may receive payment as follows. Employees who normally work eight (8) hour shifts are eligible to be paid for a maximum of two (2) days (16 hours). Employees who normally work a ten (10) hour shift are eligible to be paid for a maximum of two (2) days (20 hours). Any additional absence will be unpaid (unless the employee chooses to use vacation time). Probationary, Temporary and Part-Time employees will not be paid for jury duty.

In a case in which time away would cause operational hardships, MaintenanceBest.com may petition the appropriate officers of the court for deferment of jury or witness duty.

All employee benefits in which the employee is enrolled will continue while the employee is on any paid jury duty leave. However, the employee will be required to continue payment of any required employee contributions for any and all benefits during any unpaid jury duty leave if he/she wants to keep them in effect.



Computer Usage

Access to computers, computing systems and networks owned by MaintenanceBest.com is a privilege which imposes certain responsibilities and obligations. All users of these resources must comply with specific policies and guidelines governing their use, and act responsibly while using shared computing and network resources including wireless.

Each person using the MaintenanceBest.com computer and network resources should:

- Use security measures to protect the integrity of information, data and systems. Users are responsible for safeguarding their identification codes and passwords, and for using them only as authorized.
- Clearly and accurately identify one's self in electronic communications
- Use company computer resources and networks for legitimate work-related purposes only. Incidental personal use is permissible to the extent that it does not interfere with the performance of employee's duties. Use of your computer or the network for activities that are not approved by appropriate supervisory personnel is prohibited.
- Immediately report any suspected computer viruses or compromise of MaintenanceBest.com's data to the employee's supervisor.
- Immediately report any damaged, lost or stolen computer equipment or other Company hardware to the employee's supervisor.