



EMPLOYEE HANDBOOK

WIREONE LLC

Last Revised: April 28, 2020

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INTRODUCTION

Welcome to **WIREONE**! Whether you are beginning the onboarding process or are a tenured member of the **WIREONE** team, we hope that you will find the Company a dynamic and rewarding place in which to work. We consider our employees to be our most valuable resources. This Employee Handbook is presented to you as an overview of the employment relationship. This Handbook is updated on a periodic basis to respond to the needs of our organization. The latest version of the Handbook is always available in the **WIREONE** Employee App which can be accessed by technicians at TeamWireOne.com/tools and the office team at TeamWireOne.com/office-tools.

There are several things to keep in mind about this Handbook:

The purpose of this handbook is to provide employees with a clear understanding of our present policies and procedures and contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the **WIREONE** Management Team. We welcome open and honest communication, and hope that you feel comfortable discussing the issues presented in this Handbook candidly.

This handbook is NOT a contract, either expressed or implied. It furnishes guidelines, but not promises of any kind. It does guarantee any fixed terms and conditions of your employment. Consistent with the laws of the State of Iowa, **WIREONE** is an at-will employer. Employment is not offered, contracted, or promised for any specific length of time. Employees have the right to end their employment at any time, with or without cause and with or without notice, and **WIREONE** has the same right. No representative of **WIREONE** 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.

THIS HANDBOOK PROVIDES GUIDELINES ONLY AND IS NOT A CONTRACT OF EMPLOYMENT.

While we are excited about the growth and future of **WIREONE**, we are not able to foresee the future. Therefore, benefits, work rules, or guidelines described in this handbook may need to be supplemented, modified, or eliminated. Except as to the agreement to mediation and arbitration as described below, we reserve the right to exercise our discretion unilaterally to make deletions from or additions to this Handbook. Each employee's continued employment constitutes acceptance of such changes.

Some subjects described in this Handbook are covered in detail in official policy documents. Refer to these documents for specific information because the Handbook only briefly summarizes those guidelines and benefits. These documents are available upon request from the Management team.

It is our hope that adherence to the policies in this Handbook will make your employment with **WIREONE** productive, enjoyable, and rewarding.

ABOUT WIREONE

2.01 WELCOME FROM OUR FOUNDER

On behalf of the dedicated and special people of **WIREONE**, I want to personally extend a warm welcome and congratulate you on your decision to join one of the leading electric service firms in our area.

Our successful growth stems from a highly selective employment process that effectively matches individual and organizational values, coupled with an entrepreneurial environment that promotes creativity, constant improvement, and excellence in every aspect of our personal and professional lives.

You have been selected because we believe you possess the skills, abilities, and personal values that closely match our company's standards.

The **WIREONE** story is simply a composite of the many successes of our individual employees; people with diverse backgrounds and unique abilities who have come together to build, share, and contribute to a common vision.

There are many things about our company and your job that are new to you and may be unclear until you become settled in your new surroundings. We understand this and will work with you to help resolve the questions or problems you have as you learn your job and the way the Company operates.

In order to accomplish this goal, we ask that you familiarize yourself with this handbook, which has been developed for use by employees. We hope you will find it a useful guide, a ready reference, and a source of information to help you learn about the Company and benefits of working here. Of course, no handbook can contain everything you need to know about your job and how the Company operates. This handbook outlines some of the rules, policies, and regulations, but it is not your only source of information. With the help of your supervisor and the **WIREONE** Management Team, you need to familiarize yourself with all policies and practices of the company.

If you have any questions about our policies or do not understand a policy, please raise your questions as soon as they arise.

Again, welcome to **WIREONE**. We hope that your experience here will be challenging, enjoyable, and rewarding.

2.02 HISTORY OF THE COMPANY

WIREONE was founded by Jake and Amber Wheeler in 2009. Jake had spent his career working for a large local electrical contractor and felt that there was a need in the marketplace for a Company that could provide the top local electricians with an opportunity to earn more, while continuing to advance their skills through ongoing training and professional development.

WIREONE was founded as a place that would provide those opportunities.

WIREONE is run on a win-win-win philosophy that rewards employees for their contributions and service with a competitive base wage and a market-leading, performance-based commission structure. As **WIREONE** has grown, we have never laid off a single employee, and have continually reinvested in our company to provide more opportunities for our team through ongoing training, increased benefits, new bonus and commission programs, and improved sales and marketing strategies.

Today, our goal remains simple. We want to become the leading electrical service provider in the region and the best place for the area's leading electricians to build their careers.

2.03 MISSION

WIREONE is working to become the leading electrical contractor in the region through a customer-centric approach that rewards employees for their contributions and service with a competitive base wage and a market-leading, performance-based commission structure.

2.04 VISION

At **WIREONE**, we are dedicated to transforming lives:

- First we transform the lives of our customers by providing convenient and cost-effective electrical solutions that improve safety and change the way our customers view their homes and offices.
- Second, we transform the lives of our employees by providing stable careers with consistent growth and market-leading earning potential, and the fulfillment that results from performing work that matters.
- Third, we transform our community by providing the best customer experience in our region, creating rewarding careers for our neighbors and setting aside time to serve those in need with our professional and personal gifts.

Our commitment to transformation drives everything we do. We know that when people love what they do and find purpose in their work, a job becomes more than just a place to punch a time clock - it becomes the foundation for a life filled with fulfillment, purpose, and meaning.

2.05 VALUES

WIREONE is a values-driven company and we believe that **WIREONE** is more than a place to punch a timeclock. We believe that **WIREONE** is a place where we can become the best possible version of ourselves while performing work that is meaningful and fulfilling.

In accordance with those ideals, our team shares the following values:

Righteous: We are genuine in our concern and consistent in our character. We are accurate and honest in our work and excellent in our execution.

Faithful Steward: We are diligent to do everything to the best of our ability. We realize that we are all accountable for our actions.

Servant's Heart: We are willing to sacrifice when necessary. We treat others how we would like to be treated. We proactively watch for opportunities to help our customers, our team-members, and the public at large. We are willing to sacrifice when necessary for the good of someone else

Positive, Open and Honest Communication: We always speak the truth with compassion and respect. We realize that some communication is sensitive and we handle it as such. We also

always say what needs to be said, when it needs to be said, with respect. We do not tolerate gossip of any kind, negatives are handed up and positives are handed down.

Constant Pursuit of Wisdom: We always seek the counsel and direction of those who have gone before us. We learn from the experience of others and freely share knowledge and ideas. We realize that none of us are as smart as all of us and we never stop striving to increase our understanding

Fun: We don't take work, others, or ourselves too seriously. We laugh at least twice a day, but never at someone else. We celebrate wins enthusiastically – both our own successes and the successes of our teammates.

EMPLOYMENT PRACTICES

3.01 EQUAL OPPORTUNITY

WIREONE is committed to providing work environments, personnel policies and practices that are free of discrimination. We are committed to a diverse workforce where we value the talents of all employees and we support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

In keeping with this commitment, and in compliance with Federal and State law, we prohibit any form of unlawful employee harassment based on race, color, religion, sex, national origin, citizenship, age, disability, status as a veteran, or status in any group protected by state or local law where we operate. We will not tolerate any form of unlawful discrimination or harassment against our employees by anyone, including supervisors, other employees, vendors, or clients.

We are committed to ensuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, departmental transfers, training, and opportunities for advancement are administered without regard to any characteristic protected by state, federal or local law; and
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

Furthermore, all employees are expected to avoid any behavior or conduct that could be interpreted as discrimination or harassment.

Employees who believe they are being discriminated against by co-worker, manager, supervisor, customer, or other individual (whether employed by **WIREONE** or not) or who believes their

employment is adversely affected by such conduct, should report such incidents to a member of the Management Team immediately. A prompt and thorough investigation of the complaint will be conducted.

Employees who file a complaint under the policy are assured that neither no reprisal will be made nor will their job status in any way be affected because of their registering a complaint with management.

3.02 BACKGROUND CHECKS

Prior to making an offer of employment, **WIREONE** may conduct a job-related background check. Third-party services may be hired to perform these checks. All offers of employment and continued employment are contingent upon a satisfactory background check. During the course of employment, **WIREONE** retains the right to perform such additional background checks at any time.

Background checks will include:

- **Social Security Verification:** validates the applicant's Social Security number, date of birth and former addresses.
- **Prior Employment Verification:** confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.
- **Personal and Professional References:** calls will be placed to individuals listed as references by the applicant.
- **Educational Verification:** confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received.
- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
 - The nature of the crime and its relationship to the position;
 - The time since the conviction;
 - The number of convictions for the same offense; and,
 - Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

The following additional background searches will be required if applicable to the position:

- **Motor Vehicle Records:** provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position.
- **Credit History:** confirms candidate's credit history. This search will be run for positions that involve management of **WIREONE** funds and/or handling of cash or credit cards.

3.03 EMPLOYMENT “AT-WILL”

The State of Iowa is an “at-will” state and we conduct our business operations with this in mind. Employment is not offered, contracted, or promised for any specific length of time. Employees have the right to end their employment at any time, with or without cause and with or without notice, and **WIREONE** has the same right. No representative of **WIREONE** 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.

3.04 ORIENTATION AND TRAINING PERIOD

All new employees serve an orientation period of up to ninety (90) calendar days. If **WIREONE** determines that the designated orientation period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specific period.

This orientation and training period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether a new position meets their expectations.

WIREONE evaluates performance on a continuing basis and more formally at periodic intervals. The first such evaluation usually occurs during the orientation period. At any time during or after the orientation and training period, either the employee or **WIREONE** may end the employment relationship at-will, with or without cause or advance notice.

3.05 EMPLOYMENT ELIGIBILITY VERIFICATION PROCESS

The Immigration Reform and Control Act of 1986 requires **WIREONE** to verify and document both the identity and employment eligibility of all persons hired after November 6, 1986. You will be presented an I-9 form to complete and to attest that you are eligible for employment. **WIREONE** is required to examine documentation presented by you establishing identity and employment

eligibility. The I-9 form will be placed in an I-9 file and retained for the longer of three years or one year after your employment ends.

As an employee, we give employees' social security numbers to a number of agencies (such as insurance, and the Social Security Administration). If we are told that an employee's number is not valid and if the employee is unable to resolve any inconsistencies, they will be terminated.

3.06 PERSONNEL RECORDS

WIREONE is required to maintain personnel records for applicants, employees, and past employees in order to document employment-related decisions, evaluate and assess policies, and comply with legal record keeping and reporting requirements. We attempt to balance our need to obtain, use, and retain employment information with a concern for individual employee rights of privacy; therefore, all personnel information is closely controlled and confidential.

It is the responsibility of the employee to keep Company personnel files updated. In order to maintain a current employee database, it is necessary for you to promptly notify your supervisor of any changes in personal data. If you are interested in reviewing your file, you may make an appointment to do so. The following information must be provided at the time of employment and changes should be submitted promptly by the employee in writing:

- Name;
- Address;
- Telephone number;
- Marital status (for benefits and tax withholding purposes only);
- Number of dependents;
- Addresses and telephone numbers of dependents and spouse or former spouse for insurance purposes only;
- Beneficiary designations for any of **WIREONE's** insurance, disability, flex/cafeteria and 401(k);
- Persons to be notified in case of an emergency; and,
- Educational accomplishments and licenses.

In addition, employees who have a change in the number of dependents or marital status must complete a new Form W-4 for income tax withholding purposes within ten (10) days of the change, if it results in a decrease in the number of dependents.

WIREONE may also request other personal information for celebratory purposes, such as family birthdays and anniversary dates. Providing this type of personal information is entirely voluntary, gathered strictly for celebratory purposes, and is in no way relevant to your employment.

WIREONE will not normally release personal information, other than date of hire, date of termination, title of last position, and rate of pay. Only the designated management official will answer requests for employment verification and references about current or former employees. Any other requested information will not be released unless authorized by the employee in writing. Exceptions may be made to cooperate with legal, safety, and medical officials who need specific employee information.

WIREONE will cooperate with federal, state, and local government agencies investigating an employee if the investigators furnish proper identification and proof of legal authority to investigate and/or in response to compulsory process. However, we reserve the right to seek advice from legal counsel. We may, subject to local, state or federal laws, permit a government investigator to review a personnel file.

3.07 OPEN COMMUNICATION AND PROBLEM SOLVING

Communication is widely accepted as a primary path to understanding between individuals — something essential to accomplishment, progress, and personal satisfaction. Your suggestions are welcome, and we encourage you to provide your thoughts on improving your job or other work-related conditions.

In the **WIREONE** Employee App, you will find an online form that will allow you to submit ideas to management. In the App, you will also find a virtual “whiteboard” that contains ideas that have been suggested.

If you have a problem, discuss it with the Management Team. In most cases it can be settled on the spot. We believe all problems have solutions and can be best settled on a friendly basis. If no satisfactory solution results from this meeting, you may meet and discuss the subject continuing up the chain of command. All employees are encouraged to follow this procedure in a sincere effort to find answers that are fair and honest.

SAFETY

4.01 ETHICS AND FRAUD

WIREONE maintains that as an ethical corporate citizen of this company, you are required to report any violations, whether they relate to safety, ethics, or any other area, to the Management Team.

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

The continued success of **WIREONE** is dependent upon the quality of the services we perform, and we are dedicated to preserving that quality.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the **WIREONE** Management Team.

Compliance with this policy of business ethics and conduct is the responsibility of every **WIREONE** employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

4.02 SAFETY POLICY

The importance of safety cannot be overemphasized and **WIREONE** strives to provide a safe working environment for its employees. To provide a safe and healthy work environment for employees, customers, and visitors, **WIREONE** has established a workplace safety program. Each employee is expected to obey safety rules and exercise caution in all work activities. **WIREONE** encourages suggestions from its employees as to how it may reasonably improve safety conditions.

Employees must immediately report any unsafe conditions to the appropriate supervisor or to the Management Team. Employees who violate safety standards or who cause hazardous or dangerous situations and/or who fail to report, or where appropriate remedy such situations, may be subject to disciplinary action, up to and including termination.

Employees involved in a work related injury or accident or who engage in unsafe, job-related activities that pose a danger to others or the overall operation of **WIREONE**, may be subject to a drug screening. If an employee sustains a work-related injury that was caused by unsafe behavior and/or non-compliance with safety policies, it may result in disciplinary action, up to and including termination.

4.03 REPORTING INJURIES

In the event an employee becomes injured or witnesses an injury during working hours, regardless of how insignificant the injury may appear, they must report it immediately to the Management Team and complete an Incident Report Form as soon as practical. Such reports are necessary to comply with laws and initiate insurance and workers compensation benefits procedures.

The Incident Report Form is available in the Employee App for technicians at TeamWireOne.com/tools and office personnel at TeamWireOne.com/office_tools.

4.04 WORKERS' COMPENSATION

WIREONE provides workers' compensation insurance at no cost to the employee. This plan covers any injury or illness sustained in the course of employment. Benefits may include payment for medical treatment, loss of income, and disability. These benefits shall not be limited, expanded or modified by any statements of Company personnel or Company documents. Any discrepancies shall be determined by reference to the insurance contracts.

You must advise your supervisor immediately of any work-related injury or illness, regardless of how minor it may be. This will enable us to arrange for proper medical evaluation and treatment, if necessary, and prevent complications.

If a job injury causes you to leave or miss a workday, the Company must have medical authorization to show that you are physically able to return to work.

If you are released to return to work with physical restrictions, every reasonable attempt will be made to accommodate your restrictions.

You were provided worker's compensation network information and procedures when signing your new enrollment paperwork. Please let your supervisor know if you need additional information pertaining to the network or procedure at any time.

Neither **WIREONE** nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during your voluntary participation in any off-duty recreational, social, or athletic activity.

4.05 EMERGENCY RESPONSE PROCEDURES

In case of an emergency, employees are to render any assistance requested by supervisor, manager, or designee. Any questions asked by law enforcement or fire officials making an investigative report should be answered giving only factual information and avoiding speculation. During the stress of an emergency, individuals often make assumptions that are incorrect. Therefore, liability for personal injury or property damage should never be assumed or admitted in answering an investigatory question asked by law enforcement or fire officials. Employees should report all non-functioning, hazardous equipment to the Management Team immediately.

Medical Emergencies: Medical emergencies are divided into three categories: life threatening, serious, and minor. In the event an injury is life threatening, call 911 for help. If there is any question about how serious an injury is, call 911. Serious injuries can range from a simple fracture to a cut that requires sutures. For injuries of this type, transport the injured party to the nearest medical facility equipped to handle medical emergencies. Minor injuries are those that can be treated by the injured party without assistance. First Aid Kits are available for this purpose.

First Aid and CPR: All employees are encouraged to learn first aid and CPR. To prevent exposure to the HIV or Hepatitis B viruses, you should wear latex gloves when providing first aid. Never allow blood or other bodily fluids to come in contact with your skin or mucous membranes.

4.06 VIOLENCE IN THE WORKPLACE

We are concerned about the increased violence in the workplace and have taken steps to help prevent incidents of violence from occurring. **WIREONE** expressly prohibits any acts or threats of violence by any employee or former employee against any employee, customer, or visitor on our

premises at any time or while they are engaged in business with, or on behalf of, **WIREONE**, on or off our premises.

Employees have a “duty to warn” their supervisor or other management official of any suspicious workplace activity, or situations or incidents that they observe or that they are aware of. This includes, for example, threats of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. **WIREONE** will not condone any form of retaliation against any employee for making a report under this policy.

WIREONE has zero tolerance for violent acts or threats of violence. Acts of violence or intimidation of others will not be tolerated. Any employee who commits, or threatens to commit a violent act against any person while on Company premises will be subject to immediate termination.

4.07 DRUGS AND ALCOHOL

WIREONE is committed to providing a safe, quality-oriented, and productive work environment consistent with the standards of the community in which the Company operates. Alcohol and drug abuse pose a threat to the health and safety of our team and to the security of our equipment and facilities. For these reasons, **WIREONE** is committed to maintaining a drug- and alcohol-free workplace.

Drug and Alcohol-Free Workplace

Our employees are required to be fit for duty when they report to work and are prohibited from the following when reporting for work, while on the job, on the premises of any **WIREONE** customer, or while operating any of **WIREONE**'s vehicles, equipment or machinery (whether on or off duty):

- The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia;
- The unauthorized use, possession, transportation, manufacture, sale, dispensation or other distribution of alcohol; and,
- Being under the influence of alcohol or any illegal or controlled substance, or having any detectable amount of alcohol or any illegal or controlled substance in the blood or urine (“controlled substance” means a drug or other substance as defined in applicable Federal laws on drug abuse prevention.)

Testing Procedures

- Pre-employment Testing: All applicants must pass a drug test before beginning work. If a pre-employment drug test is not possible due to scheduling, it must be completed as soon after the employment begins as practical.
- Reasonable Suspicion: Employees are subject to testing in instances in which a manager has a reasonable suspicion that an employee is in violation of this policy. In an instance where a manager has a reasonable suspicion that an employee is in violation of this policy, he or she must contact the General Manager and complete the “Observation Checklist” to document specific observations and behaviors that create a reasonable suspicion that the person is under the influence of illegal drugs or alcohol. If the results of the Observation Checklist indicate further action is justified, the manager should confront the employee with the documentation with the General Manager or another member of management if the General Manager is not available. Under no circumstances will the employee be allowed to drive himself or herself to the testing facility. A manager must then escort the employee to the testing facility and make arrangements for the employee to be transported home after the test is complete.
- Post-Accident Testing: Employees are subject to mandatory testing when they cause or contribute to any accident that: causes damage to tools, equipment, machinery, or vehicles owned or utilized by **WIREONE**, it’s customers or agents; causes damage to the premises of **WIREONE**, it’s customers or agents; or, causes any injury to themselves, an employee or agent of **WIREONE**, a customer, or any other individual. In any of these instances, the investigation and subsequent testing must take place as soon as practical after the accident. Under no circumstances will the employee be allowed to drive himself or herself to the testing facility.
- Post-Rehab Testing: When an employee has had a confirmed positive test result or has been sent to a drug dependency program at the request of **WIREONE**, as a condition of continued employment, **WIREONE** will require the taking and passing by the employee of follow-up drug tests during a probationary period within the two-year period after the employee’s return to work.
- Random Testing: **WIREONE** will randomly test employees for compliance with this Policy. As used in this policy, “random testing” means a method of selection of employees for testing, performed by an outside third party. The selection will result in an equal probability that any employee from a group of employees will be tested. WireOne has no discretion to waive the selection of an employee selected by this random selection method.

- Scheduled Periodic Testing: **WIREONE** reserves the right to conduct periodic testing on a regularly scheduled basis for employees in designated departments, classifications or workgroups.

Testing Methods

All testing will be conducted by a licensed independent medical laboratory, which will follow testing standards established by the state or federal government. Testing will be conducted on a urine sample provided by the employee to the testing laboratory under procedures established by the laboratory to ensure privacy of the employee, while protecting against tampering/alteration of the test results.

Employees will be considered to be engaged at work for the time spent in taking any tests and will be compensated for such time at their regular rate. **WIREONE** will pay for the cost of the testing, including the confirmation of any positive test result by gas chromatography. The testing lab will retain samples in accordance with state law, so that an employee may request a retest of the sample at his or her own expense if the employee disagrees with the test result.

Refusal To Undergo Testing

Employees who refuse to submit to a test are subject to immediate discharge.

Right to Confirmation Test

If an employee tests positive on an initial screening test, the employee may request a confirmation test. If a confirmation test is requested, the employee will be temporarily suspended while the confirmation test is conducted. Such repeat testing will be at the expense of the individual, unless the repeat test overturns the original report of the lab, in which case **WIREONE** will reimburse the employee for the costs incurred for the retest.

Impact of Lawful Prescribed Substances

Where the employee or applicant believes that the positive test result was affected by taking lawful or prescribed substances, the individual may be suspended without pay pending receipt of confirming information to substantiate the claims of the individual. Normally, the individual will be provided no more than five business days in which to provide this additional information.

Right to Explain Test Results

All employees and applicants have the right to meet with the testing laboratory personnel, and with **WIREONE**, to explain their test results. These discussions should be considered confidential except that information disclosed in such tests will be communicated to personnel within **WIREONE** or within the lab who need to know such information to make proper decisions regarding the test results or regarding the employment of the individual. Employees have a right to obtain copies of all test results from the testing laboratory, or from **WIREONE**.

Mandatory Reporting

WIREONE does not desire to intrude into the private lives of its employees, but recognizes that employees' off-the-job involvement with drugs and alcohol may have an impact on the workplace. Therefore, **WIREONE** reserves the right to take appropriate disciplinary action for drug use, sale or distribution while off company premises. All employees who are convicted of, plead guilty to or are sentenced for a crime involving an illegal drug or alcohol abuse are required to report the conviction, plea or sentence to **WIREONE's** General Manager within 48 hours. Failure to comply will result in automatic discharge. Cooperation in complying may result in suspension without pay to allow management to review the nature of the charges and the employee's past record with **WIREONE**.

Inspections

WIREONE reserves the right to inspect all portions of its premises, vehicles and equipment for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline, up to and including discharge.

Discipline

An employee who is found to be in violation of this Policy will be subject to disciplinary action, up to and including discharge. Discipline selected by **WIREONE** will depend on a variety of factors, including the prior work record of the employee, the length of prior employment, the prior accident and attendance record of the employee, the circumstances that led to the testing, and the proposals by the employee to address the problem.

Confidentiality

All records concerning test results will be kept in medical files that are maintained separately from the personnel file of the employee. Testing laboratories may conduct testing only for substances included on the disclosure list provided to the individual, and may not conduct general testing related to the medical conditions of the individual that are unrelated to drug use.

4.08 SMOKING POLICY

WIREONE is committed to providing a safe and healthy employment environment to all employees. Consistent with this commitment, smoking is not permitted in any Company buildings, facilities, work sites or vehicles, or while visiting a customer's property.

WIREONE respects a person's right to choose whether or not to use tobacco products during non-working time and in non-working areas as subject to an individual's choice. It is against Company policy for employees to use tobacco products in areas other than those specifically designated for such during working hours. Smoking in designated areas will be restricted to meal and break times. These break times may be strictly enforced. Smoking or using tobacco products on **WIREONE's** clients' properties is strictly prohibited. Smoking on a client's property will result in immediate termination of employment.

For questions, concerns or complaints regarding the statewide non-smoking policy/law and how it applies to this company you may contact the Iowa Department of Public Health at (888) 944-2247 or www.iowaSmokefreeAir.gov.

4.09 SEVERE WEATHER POLICY

Although it is extremely rare for **WIREONE** to close operations due to weather, reasonable considerations will be taken when deciding to open or keep the offices open during severe weather. In the event that a winter blizzard or other severe weather occurs during non-working hours, employees should monitor their text messages and email systems to determine if they should come into work.

4.10 DRIVING SAFETY

The safety and well-being of our employees, and the safety and well-being of the public, is of critical importance to **WIREONE**. Each of us have a responsibility to protect ourselves when on the road and those around us. Furthermore, company vehicles represent a significant investment in the **WIREONE** brand. Anyone operating a company vehicle must be constantly aware that respectful driving is as important as safe driving.

The following actions in company vehicles will be viewed as serious breaches of conduct and may result in immediate dismissal:

- Drinking or under the influence of drugs while driving;
- Driving while disqualified, or not correctly licensed;
- Reckless or dangerous driving;
- Text messaging or using a cell phone while driving;
- Failing to stop after a crash; and,
- Any actions which warrant suspension of license.

To ensure the safety of all **WIREONE** staff, drivers of company vehicles will:

- Ensure that they hold a current and valid driver's license for the state of Iowa and for the class of vehicle they are driving;
- Immediately notify the Management Team if their driver's license has been suspended or cancelled, or has had any limitations placed upon the license during employment with **WIREONE**;
- Wear safety belt at all times, whether a driver or passenger;
- Never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt;
- Keep doors locked at all times;
- Be responsible for and accountable for their actions when operating company vehicles;
- When stopped in traffic, leave enough room to see the rear tires of the car in front of you;
- Display the highest level of professional conduct when driving company vehicles;
- Assess hazards while driving and drive defensively;
- Drive within legal speed limits, including driving for the conditions;
- Report vehicle defects to the Management Team as soon as they are noticed;
- Comply with traffic legislation when driving a company vehicle;
- Report any near hits, crashes or damages to your manager, including those that do not result in injury; and,
- Use daylight running lights at all times.

4.11 DISTRACTED DRIVING AND USE OF ELECTRONIC DEVICES WHILE DRIVING

We are concerned with the rise of distracted driving and the use of electronic devices while driving. To ensure the safety of our drivers and the public, and to set an example for other drivers, the following additional provisions must be followed:

- Use of handheld devices, whether personal or Company-owned, while behind the wheel of a moving vehicle is strictly prohibited. This includes the use for making or receiving phone calls, sending or receiving text messages or emails, and downloading information from the web. If an employee needs to engage in any of these activities while driving, they must pull over to a safe location and stop the vehicle prior to using any device.
- Employees are required to turn off cell phones or put them on vibrate before starting their car. Employees may consider changing their voicemail message to indicate that they are unavailable to talk, as they are driving. Employees are permitted and encouraged to communicate to clients, associates, and business partners of the policy as an explanation as to why calls may not be returned immediately.
- Although use of cell phones under any circumstances is strongly discouraged while driving, the use of hands-free technology may be warranted in emergency circumstances only.
- The use of other handheld electronic devices, such as iPads, iPods, laptops, electronic readers, and the like are strictly prohibited while driving a vehicle on Company business.
- Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading, or changing radio stations or music is also strongly discouraged while driving, even when in slow-moving traffic.

4.12 COMPANY VEHICLE ACCIDENTS

All company vehicles carry proper insurance coverage. If an employee is in an incident with a company vehicle, it is necessary that he or she:

- Check for injured persons and be sure they are cared for;
- Call for necessary help (police, ambulance, wrecker, etc.);
- Obtain names of witnesses;
- Notify the Management Team or Dispatcher immediately; and,
- Fill out an incident report as soon as practical and not more than 12 hours after the incident.

These steps must be followed regardless of the severity of the accident. Fines for traffic violations received while driving company-owned vehicles will be the responsibility of the employee driving

the vehicle. This includes ANY citations received through traffic enforcement cameras or the violation of state cell phone laws.

If an employee receives any personal traffic citation [for driving a company or personal car] that prevents the Company's insurance carrier from allowing them to drive company vehicles, the employee may be terminated or demoted to a position that does not allow for the driving of company vehicles.

Employees are required to obey traffic regulations at all times, including the utilization of seat belts. There is absolutely no use of cell phones or similar electronic devices for calls or texting while driving a company vehicle. If an employee for any reason is not competent to operate a vehicle within the law and in a safe and reasonable manner, the employee may not utilize a company vehicle.

4.13 DRIVING IN INCLEMENT WEATHER

In the event of inclement weather, the decision of whether or not to drive is at the sole discretion of the driver. If the driver feels road conditions are unsafe and the driver is uncomfortable about the prospect of driving in these conditions, DO NOT DRIVE. It is much better for a service to be rescheduled than for a driver's safety to be in jeopardy.

EMPLOYMENT PRACTICES

5.01 CONFIDENTIALITY

Any and all information about our operations, marketing, people, and the business activities of our clients, is proprietary information and must not be discussed with anyone outside of our company. All information about our business must remain within the organization.

WIREONE offers training to employees in its operating and marketing systems. Many of the concepts are unique in our industry and considered trade secrets. **WIREONE** has invested heavily in these systems and must therefore require all employees to safeguard them. Employees are not permitted to retain copies or duplicate any **WIREONE** information unless instructed to do so by their supervisor. In a very real sense, corporate and individual job security is dependent upon a mutual commitment to protect company information. Failure to comply with this policy may result in disciplinary action, including termination of employment and/or legal action.

Employees must understand how important this information is and what information constitutes “trade secrets”. **WIREONE** insists that each employee adopt as their personal code the following policies:

- I will not disclose any confidential information to anyone unless his/her responsibilities to **WIREONE** provide for that disclosure. If I have any doubt about whether or not I should disclose any information, I will consult with the General Manager.
- I will not disclose any confidential information to outside parties or to fellow employees who are not authorized to have access to the information. I will secure all confidential documents and files in any form and will maintain access to that information at all times according to established procedures.
- All information of a confidential nature will be returned upon request, when the need for the information is completed, or at the time of my separation from employment. I will not keep duplicates in any form of any confidential information.

WIREONE's staff, and anyone coming into possession of **WIREONE's** confidential information, will to the best of their ability, ensure confidentiality and privacy with regard to history, records, and discussions about the people they serve. Staff will not disclose any information about a person, including the fact that the person is or is not served by the organization to anyone outside of this organization unless authorized by the President or other authorized personnel. All records will also remain confidential and will not be released to anyone without the permission of the President. The principle of confidentiality must be maintained in all programs, departments, functions, and activities of **WIREONE**.

This policy outlines the duties of all employees. Any employees who disclose trade secrets or confidential information will be subject to disciplinary action up to and including termination, and possible legal action, even if he or she does not actually benefit from the disclosed information.

Without exception, as a condition of employment, each employee must sign and support **WIREONE's** "Confidentiality, Non-compete, and Non-Solicitation Agreement." That document is incorporated herein by reference. If you would like a copy of the Agreement, you may request it from the Management Team.

5.02 HOURS OF OPERATION

Our main purpose in maintaining regular office hours is to assure that we provide support and respond to the needs of our clients. While standard office hours will usually be 7:00 a.m. to 7:00 p.m., you will be advised of your specific schedule and breaks. Individual hours of work may be different from standard, or may be changed when necessary, to better meet our business requirements and the needs of those whom we serve.

Non-exempt employees must accurately record all time worked, regardless of when and where the work is performed.

Meal Periods

Employees are entitled to take a non-compensated meal period each workday of 30 minutes. There must be at least one employee working during this period. Any variation in the normal schedule must be approved in advance.

5.03 TIMEKEEPING, MEALS, AND BREAKS

For office staff, timekeeping is performed through the manual clock-in and clock-out of timekeeping software. Clocking in and out of the system is the responsibility of each employee. Falsifying time records or consistently failing to properly clock-in and out of the system are grounds for disciplinary action.

Each non-exempt, office staff member is entitled to take a non-compensated meal period each workday of 30 minutes. There must be at least one employee working during this period.

For field technicians, timekeeping is performed by **WIREONE's** GPS-tracking system pursuant to the following procedures:

- A technician's time begins when they arrive at the first client location of the day. If a technician needs to acquire parts or supplies for the first assignment and has received a Purchase Order, the technician's time will begin when they arrive at the supplier's location.
- A technician's time stops when they depart from the last client location. If a technician needs to acquire parts or supplies for the following day and has received a Purchase Order, the technician's time will end when they depart the supplier's location.
- For their health and well-being **WIREONE** technicians enjoy a non-compensated meal period each workday of 30 minutes. If a technician elects to travel away from the job location for the meal, the break will begin when the technician departs a job location and will end when the technician returns to a job location. If a situation arises that requires this meal period to be altered or skipped you must receive approval from your direct supervisor so that timekeeping records remain accurate.
- In an effort to maximize work-life balance by streamlining travel to and from work, technicians operating company-owned vehicles are entitled to one 15-minute fuel stop each workday.

5.04 ABSENCES AND PUNCTUALITY

Employee attendance is a major concern of **WIREONE**. Because our work results from client inquiries, calls, and orders, it is critical that we support and incorporate the company's commitment to total client satisfaction. This cannot be done unless we regularly demonstrate our personal commitment to reporting for work on a regular and prompt basis. Many times our tasks cannot be made up with extra hours.

In the event you are unable to report as scheduled, you must call your supervisor. This should be done no later than your starting time and occur each day until you either return or are given other reporting instructions. Leaving a message with a co-worker does not relieve you of your reporting responsibility.

In addition to calling your supervisor, an unplanned absence form must be submitted via the online request form which is available to technicians at TeamWireOne.com/tools and office personnel at TeamWireOne.com/office_tools.

Arriving late, being absent, or leaving early without an acceptable excuse is a serious problem. Notice of absence and/or tardiness alone, without a good excuse and without a reasonable explanation of the reasons for and extent of the absence or tardiness does not fulfill the employee's obligation. Likewise, a good excuse does not necessarily justify lack of notice. Absenteeism and tardiness should be considered excessive when it is more than twice in any thirty-day period. Excessive absenteeism or tardiness may result in disciplinary action, up to and including termination.

Two or more attendance issues in consecutive days, or attendance issues resulting in 12 or more hours missed in a given seven-day period, will require documentation from a medical doctor. Documentation must be provided to your supervisor upon return. An absence of three or more days without proper notification to your supervisor will be considered job abandonment and will be grounds for immediate termination. Serious medical emergencies and/or hospitalization are excluded from being considered job abandonment. Please notify your supervisor as soon as possible in this event.

All absences are to be arranged as far in advance as possible. This includes vacations and time off for other reasons. If a doctor or dental appointment must be scheduled during the workday, it should be scheduled as early in the morning or late in the afternoon as possible.

5.05 APPEARANCE

The **WIREONE** dress code is intended to project an "image of excellence." All employees have a direct impact on this image, and by following the guidelines below, enhance the company's public relations investment. Individual questions or concerns should be directed to your supervisor.

Dress, grooming and personal cleanliness contributes to the morale of all associates and affects the business image we present to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their position. Employees who appear for work inappropriately dressed or with poor personal hygiene will be sent home and directed to return to work in proper attire and proper personal hygiene. Under such circumstances, employees will not be compensated for time away from work. All employees are expected to observe daily personal hygiene and use good judgment regarding appropriate dress and grooming.

The final decision regarding proper attire and grooming is the responsibility of the employee's supervisor or manager who shall make decisions consistent with the policies contained herein. Consult your supervisor or manager if you have questions as to what constitutes appropriate attire.

Office Staff

WIREONE office staff are requested to dress business casual. The office staff is allowed to wear jeans on Friday. The jeans must be clean, pressed, suitable for business (no low-riding jeans permitted) and in good repair (no rips or holes). Dress shoes are expected to be worn with office attire on Monday through Thursday. Flip flops are not permitted. Open toe shoes may be worn as long as they are business appropriate and fastened for safety. Tennis shoes (clean and in good repair) are allowed to be worn with Friday's attire.

Technicians and Apprentices

WIREONE provides work attire for technicians. Technicians and apprentices are expected to wear the company issued uniform shirts and coats/jackets, and dark or khaki trousers. Uniforms should be changed mid-day when they become excessively soiled or wet from sweat.

The following represents some guidelines relative to the policy:

- Wrinkled, stained or dirty clothing is considered inappropriate at all times.
- Ripped or jeans with holes are not permitted. "Distressed clothes" are inappropriate.
- No low-riding pants or jeans are permitted at any time.
- Be sure to check that garments are not too transparent, tight, revealing or distracting to others.
- Work boots or hiking boots are required. No athletic shoes may be worn.
- DO NOT WEAR sunglasses when speaking to your clients.
- Hats are not allowed except for a company provided hat in winter or on colder days.

Shoe Covers, Drop Cloths, Clean Up Towels

- Shoe covers must be put on immediately upon entering the home, at the entryway (in the presence of the client) and worn whenever inside the client's home.

- Drop cloths or rugs should be used as needed.
- Tools and toolboxes should be placed on protective mat or rug.
- Clean up towels must be cleaned before being reused.

5.06 PERSONAL GROOMING STANDARDS

Male employees

WIREONE prefers no beards, mustaches or goatees; if present, facial hair should be kept neatly trimmed and clean. Hair must be neatly cut, clean and kept off the ears. The hair must be no longer in the back than the top of a tailored shirt collar. Tails, ponytails or otherwise are not allowed. Fad hairstyles including, but not limited to, unnatural coloring of hair, dreadlocks, Mohawks or unconventional cuts are not permitted.

Visible tattoos must be completely covered while on duty.

Jewelry: Small rings and/or wedding bands are permitted, but must not be worn while performing jobs where they might present a hazard to the employee. Earrings shall not be worn, including visible body piercing. This includes earrings, nose rings, eyebrow rings, tongue rings, and other visible piercing.

Any cigarette or cigar smoke on the body must be neutralized with a spray to mask odor.

Employees are expected to maintain excellent personal hygiene at all times. Employees must bathe daily, maintain proper oral hygiene, and wear deodorant/antiperspirant.

Female Employees

Hair must be neatly cut and clean. Hair below shoulder length may need some confinement so as not to fall forward over the face or otherwise endanger the employee while working. Fad hairstyles including, but not limited to, unnatural hair coloring, dreadlocks, Mohawks, or unconventional cuts are not permitted.

Visible tattoos must be completely covered while on duty.

Excessive make-up is not acceptable.

Jewelry: Rings, necklaces, bracelets and earrings are permitted if present professional appearance, but must not be worn while performing work where they might present a hazard to

the employee. Visible body piercing is not permitted including nose rings, eyebrow rings, tongue rings or other visible piercings other than earrings.

Employees are expected to maintain excellent personal hygiene at all times. Employees must bathe daily, maintain proper oral hygiene and wear deodorant/antiperspirant.

5.07 OUTSIDE ACTIVITIES

Outside employment can have a bad effect on performance and should be considered carefully. Outside employment will be considered a conflict of interest if it has any actual or potential adverse impact on the Company. For example, working for a competitor would certainly not be in the Company's best interest as this has potential for adverse impact. Accordingly, this is not permitted at any time during your employment.

Soliciting business for personal gain from a company client through direct contact or through company marketing items and/or media will be means for termination. Discussing your plan for an additional position with us may help avoid a conflict situation.

Should it be determined that your outside work interferes with your performance or ability to meet the requirements of your job, you will be asked to terminate the outside employment.

Without exception, as a condition of employment, each employee must sign and support **WIREONE's** "Moonlighting Agreement." That document is incorporated herein by reference. If you would like a copy of the Agreement, you may request it from the Management Team.

5.08 GIFTS

Employees should not profit personally from **WIREONE** doing business with other organizations or individual customers. Employees may not solicit or accept for personal use any gratuity of more than nominal value. Acceptance of gifts, discounts, travel, entertainment or cash is strictly prohibited. Violation of this policy will result in disciplinary action up to and including termination.

5.09 ELECTRONIC ASSET USAGE

WIREONE recognizes that use of the internet has many benefits for the Company and its employees. The internet and email make communication more efficient and effective. Therefore,

employees are encouraged to use the internet appropriately if required by their job. Unacceptable usage of the internet can place the Company and others at risk.

The following guidelines have been established for using the internet and email in an appropriate, ethical, and professional manner:

- Company internet and email access may not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory or harassing nature, or materials that are obscene. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes, sexual preference, or any other federal or state protected status shall be transmitted. Harassment of any kind is prohibited.
- Disparaging, abusive, profane, or offensive language (materials that would adversely or negatively reflect upon **WIREONE** or be contrary to the Company's best interests) and any illegal activities including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the internet or email are forbidden.
- Copyrighted materials belonging to entities other than **WIREONE** may not be transmitted by employees on the Company's network. All employees obtaining access to another company's or individual's materials must respect all copyrights and may not copy, retrieve, modify, or forward copyrighted materials except with permission or as a single copy to reference only. If employees find something on the internet that may be interesting to others, they should not copy or download it. Instead, they can give the URL or "address" to the person who may be interested in the information and have that person look at it on their own.
- Employees should not use the system in a way that disrupts its use by others. This includes excessive phone usage, sending or receiving many large files, and "spamming" (sending email messages to an excessive amount of users).
- The internet is full of useful programs that can be downloaded, but some of them may contain computer viruses or spyware that can extensively damage our computers and compromise security of Company information. Be sure to virus-check downloaded files immediately. Also, many browser add-on packages (called "plug-ins") are available to download. There is no guarantee that such will be compatible with other programs on the network and such may cause problems; therefore, please refrain from downloading plug-ins.
- Each employee is responsible for the content of all text, audio, or images that they place on Company drives or send over the Company's internet and email system. No email or

other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else. Also, be aware that **WIREONE's** name is attached to all messages so use discretion in formulating messages.

- Email is not guaranteed to be private or confidential. All electronic communications are Company property. Therefore, **WIREONE** reserves the right to examine, monitor and regulate email messages, directories and files, as well as internet usage. Also, the internet is not secure so don't assume that others cannot read or possibly alter messages.
- Internal and external email messages are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending email within and outside the Company.

All Company-supplied technology including computer systems and Company-related work records belong to **WIREONE** and not the employee. **WIREONE** routinely monitors usage patterns for its email and internet communications. Although encouraged to explore the resources available on the internet, employees should use discretion in the sites that are accessed.

Since all the computer systems and software, as well as the email and internet connection are Company-owned, all Company policies are in effect at all times. Any employee who abuses the privilege of Company-facilitated access to email or the internet may be denied access to the internet and, if appropriate, be subject to disciplinary action up to and including termination.

5.10 BRING YOUR OWN DEVICE

Use of personal electronic devices for work purposes, including but not limited to smartphones, tablets, laptops and computers is allowed only when management has provided written authorization and may be limited to certain employees or departments.

During working hours and while conducting Company business, employees must exercise the same discretion in using their personal devices as is expected for the use of Company devices. All Company policies in effect pertaining to harassment, discrimination, retaliation, proprietary information, trade secrets, confidential information, and ethics apply to the use of personal devices for and during work-related activities.

Employees may not use their personal devices for work purposes during periods of unpaid leave without prior management authorization. **WIREONE** reserves the right to deactivate the Company's information and access on the employee's personal device during periods of unpaid leave.

To ensure the security of proprietary Company information and technology, employees who have been authorized by management to use personal devices are required to comply with Company requirements regarding the installation of antivirus software, additional encryption software, and “remote-wipe” software. All Company-related information and applications must be stored in a way that is password-protected and secure. Cloud-based applications or backup software programs may not be used unless authorized specifically by management as these programs may allow Company-related information to be transferred to unsecure parties. Additionally, employees may not use unsecure internet connections.

Employees using personal devices that have camera, video, or recording technology are restricted from using those capabilities anywhere on Company property at any time unless authorized in writing, in advance, by management.

When personal devices are being used for work purposes, employees should not expect any privacy except that which is governed by law. **WIREONE** has the right, at any time, to monitor any communications that utilize the Company’s networks in any way, including data, voicemail, telephone logs, internet use, network traffic, etc. to determine proper use. The Company reserves the right to review, retain, monitor or release personal and/or Company-related data on personal devices to government agencies or third parties during an investigation or litigation. The Company may review the activity and analyze usage patterns and may choose to publicize these data to assure that **WIREONE**’s resources in these areas are being utilized according to this policy. Finally, no employee shall knowingly disable, tamper with, alter, or destroy any network software or system identified as a monitoring application.

Employees are expected to reasonably protect personal devices used for work-related purposes from loss, damage, and theft. If a personal device is lost or stolen the employee must notify the Company immediately. **WIREONE** may choose to remotely wipe Company-related data. **WIREONE** is not responsible for the loss or damage of other data and applications on the device when it is remotely wiped. **WIREONE** bears no responsibility for replacing or repairing personal devices that are damaged, even if that damage occurs on Company property and/or during working hours.

The employee may be asked to produce any personal device used for work purposes at any time for inspection or review of compliance with policy. When an employee resigns or is terminated, the employee must cooperate in allowing access to the personal device so that **WIREONE** can remove all Company data.

Failure to follow these policies and procedures may result in disciplinary action up to and including termination of employment.



5.11 PERSONAL USE OF TELEPHONES

The telephones of the Company are to be restricted to business calls for Company business. All employees are required to be professional and conscientious at all times when using Company phones.

The use of personal cell phones or other devices is prohibited during working hours for personal use, including phone calls, texting and downloading of web content unless subject to emergency situations and/or as authorized by a supervisor or manager. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

5.12 SOCIAL MEDIA

WIREONE understands that social media can be a fun and rewarding way to share an employee's life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist employees in making responsible decisions about their use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all **WIREONE** employees.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the internet, including to an employee's own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether or not associated or affiliated with the **WIREONE**, as well as any other form of electronic communication.

The same principles and guidelines found in **WIREONE** policies apply to employee activities online. Ultimately, employees are solely responsible for what they post online. Before creating online content, employees should consider some of the risks and rewards that are involved. Employees should keep in mind that any conduct that adversely affects an employee's job performance, the performance of fellow employees, or otherwise adversely affects members, customers, suppliers, people who work on behalf of **WIREONE**, or **WIREONE**'s legitimate business interests may result in disciplinary action up to and including termination.

Know and Follow the Rules

Carefully read these guidelines, the General Conduct Guidelines, the Sexual and Other Unlawful Harassment and Anti-Bullying policies, and ensure your postings are consistent with these. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to disciplinary action up to and including termination.

Be Respectful

Employees should always be fair and courteous to fellow employees, customers, members, suppliers, or people who work on behalf of **WIREONE**. Also, employees should keep in mind that they are more likely to resolve work-related complaints by speaking directly with their co-workers or by utilizing our Complaint Procedure than by posting complaints to a social media outlet. Nevertheless, an employee decides to post complaints or criticism, they should avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating; that disparage customers, members, employees, or suppliers; or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy.

Post Only Appropriate and Respectful Content

- Employees must maintain the confidentiality of **WIREONE** trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Employees should not post internal reports, policies, procedures or other internal business-related confidential communications.
- Financial disclosure laws must always be respected. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.
- Employees should not create a link from their blog, website or other social networking site to a **WIREONE** website.
- Only personal opinions should be expressed. Employees should never represent themselves as a spokesperson for **WIREONE**.

Using Social Media at Work

Employees must refrain from using social media while on work time or on **WIREONE** equipment, unless it is work-related as authorized by a manager or consistent with the Electronics Assets Usage policy. Employees may not use **WIREONE** email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Retaliation is Prohibited

WIREONE prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

For More Information

If an employee has questions or needs further guidance, they should contact the Management Team.

5.13 MEDIA CONTACTS

Employees should not speak to the media on the **WIREONE's** behalf without contacting the Company President. All media inquiries should be directed to him.

5.14 HARASSMENT POLICY

It is **WIREONE's** intent to provide a working environment free of discriminatory intimidation and/or sexual harassment. Harassment involves verbal or physical conduct that harms or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, physical or mental disability, any other protected class or status, or that of his or her relatives, friends, or associates and that (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; (3) otherwise adversely affects an individual's employment opportunities.

Sexual harassment involves (1) making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment; (2)

making submission to or rejection of such conduct the basis for employment decisions; and/or (3) creating an intimidating, offensive, or hostile working environment by such conduct.

It is against Company policy for any employee, client, or other visitor to harass any employee through the use of disparaging or abusive words or phrases, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, physical or mental disability, or any other protected class or status. This includes acts that are declared to be “jokes” or “pranks,” but that might reasonably be perceived as hostile or demeaning. It is illegal and against Company policy for any employee to harass another employee, client or other visitor by making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment; by using an employee’s submission to or rejection of such conduct as the basis for or a factor in any employment decision affecting the individual; or by creating an intimidating, hostile, or offensive work environment by engaging in such conduct.

Unreasonable conduct will not be tolerated. This includes, but is not limited to, excluding employees from information regarding opportunities for advancement; denying access to information, people, or places; treating other employees as inferiors; or selecting one or a few members of a group for favorable treatment.

Employees who believe they have been subjected to harassment or sexual harassment should immediately report the alleged harassment to their supervisor or manager. If the supervisor or manager is the source of the alleged harassment, employees should report the problem to the supervisor or manager’s superior or the President. Supervisors or managers who receive a complaint of harassment or sexual harassment should immediately report the complaint to the President.

A prompt, careful and thorough investigation of the matter will be conducted. This may include questioning employees who may have knowledge of the alleged incidents or similar problems. Both the complaint and the investigative actions and findings should be documented as thoroughly as possible. Employees who are dissatisfied with an investigating supervisor or manager’s resolution of a harassment or sexual harassment problem may file a complaint in accordance with the Company’s grievance procedures by contacting their supervisor or manager.

WIREONE will permit no employee-based retaliation against anyone who brings a complaint of harassment or who speaks as a witness in the investigation of a complaint of harassment. Any employee bringing an allegation of harassment to the attention of the Company or assisting in the investigation of such a complaint will not be adversely affected in terms and conditions of employment, or discriminated against, or discharged because of the complaint.

5.15 USE OF COMPANY CREDIT CARD

Depending on the requirements of a particular position, an employee may be issued a **WIREONE** credit card. Company-issued credit cards are to be used for purchases on behalf of **WIREONE** and for any travel expenses incurred while traveling on Company business only. At no time may an employee who is in possession of a Company issued credit card use this card for purchases intended for personal use. The use of the Company issued credit card for anything other than its intended purposes may result in the credit card being revoked and disciplinary action, up to and including termination of employment.

All expense reporting guidelines are to be followed for submitting expenses charged to the Company issued credit card.

CORRECTIVE ACTION AND REPORTING

6.01 CORRECTIVE ACTION POLICY

WIREONE expects that all employees will behave in a responsible manner. Violations of work rules, instances of unacceptable behavior or misconduct, or continued poor performance will be subject to progressive corrective action.

Corrective action generally becomes increasingly severe each time an offense is repeated, but some types of misconduct are so intolerable that they can be subject to a final warning or termination at the first occurrence as discussed below.

Please note that this policy is for general guidance only and **WIREONE** reserves the right to determine which corrective action step is appropriate to individual circumstances.

6.02 PROGRESSIVE DISCIPLINE STEPS

Verbal Warning

When an employee's work performance or conduct does not meet expectations, the immediate supervisor will counsel the employee. The supervisor will explain the nature of the problem and advise the employee of any corrective action which is to be taken.

A notice of the verbal reprimand will be placed and remain in the employee's personnel file. If the conduct occurs again or performance does not improve within three months, or by the agreed upon date, a written warning will follow, unless otherwise noted in the reprimand.

Written Warning

The written warning will describe the unacceptable conduct or performance and specify the improvement needed. A copy of this warning will be retained in the employee's personnel file. If

the conduct occurs again or performance does not improve within three months or by the date on the Corrective Action form, a final warning will follow, unless otherwise noted in the warning.

Final Warning

This warning will describe the unacceptable conduct or performance and specify the improvement needed. A copy of this warning will be retained in the employee's personnel file. If the conduct occurs again within 12 months or performance does not improve within the stated time and stay at an acceptable level for 12 months, the employee will be terminated.

Multiple Violations

Corrective action for 3 different policy violations (written warnings) in a rolling 12-month time period will result in a multiple violations final warning. If the employee receives corrective action for another policy violation during the 12 months following this final warning, that employee will be terminated.

6.03 CIRCUMSTANCES RESULTING IN CORRECTIVE ACTION

The following are examples of conduct that may result in corrective action, severity of which depending upon the nature of the offense. It is not possible to list all forms of unacceptable conduct and this list is intended to be illustrative only:

- Job performance below expectations;
- Failure to properly complete timesheets, service tickets, debrief forms or other paperwork;
- Absenteeism, tardiness, extended lunch breaks or other attendance issues;
- Failure to report an accident;
- Working on personal matters during work hours;
- Improper use of company property;
- Disclosure of confidential information;
- Harassment of any employee or customer;
- Failing to be presentable in appearance;
- Unauthorized personal use of company property (i.e., telephone, fax, copier, e-mail, mail, etc.);
- Smoking in unauthorized areas;
- Unauthorized operation of tools, machinery, equipment, telephones or computers; and,
- Any violation of company policy.

6.04 CIRCUMSTANCES THAT MAY RESULT IN IMMEDIATE TERMINATION:

- Dishonesty of any sort;
- Any form of violence, including the use of abusive language or disorderly conduct;
- Theft of willful destruction of another's property;
- Insubordination;
- Use or possession of alcohol, illegal drugs or any other intoxicating substance;
- Willful violation or neglect of safety rules;
- Breach of any electrical standard; and,
- Misuse of company property including information, promotional items or other intellectual property.

6.05 SUSPENSIONS

An employee may be placed on a paid or unpaid suspension anytime during the Progressive Discipline process. The suspension may also be used to allow Human Resources time to investigate an issue or a part of the policy. The length of suspensions will vary, based on such factors as the severity of the offense, the employee's performance and disciplinary record and the time of the investigation, but will be no less than two working days and no more than 14 calendar days. If a suspension will be without pay, no vacation or other benefits may be used during a suspension. Employees can be suspended for repeated instances of minor misconduct or for a single serious offense. A record of the suspension will be retained in the employee's personnel file.

6.06 CORRECTIVE ACTION AND JOB PROMOTIONS

Corrective Action in an employee's file may affect the employee's ability to obtain an internal promotion or transfer.

If an employee receives a Final Warning or Multiple Violation Warning, that employee will be unable to be considered for any internal promotion for 12 months after the infraction.

6.07 CORRECTIVE ACTION AND DISCRETIONARY BONUSES AND WAGE INCREASES

An employee who has received Corrective Action during Bonus and/or Wage review period will see an impact in the amount of increase given to them – based on the type of action that is in their file.

6.08 CONVICTIONS

WIREONE requires that all employees inform the General Manager within five days of being convicted of or pleading guilty or no contest to any crime. At that, the Management Team may request further information. The situation will be evaluated and the employee will be informed if there is any further action including job (position) transfer or termination. Failure to report the above will result in disciplinary action, up to and including termination.

6.09 INSPECTIONS AND SEARCHES

Employees are reminded that **WIREONE** vehicles are the property of **WIREONE** and subject to periodic unannounced inspection. It is the employee's responsibility to maintain a neat and orderly vehicle. Weapons and controlled substances are explicitly prohibited.

COMPENSATION AND BENEFITS

7.01 EMPLOYMENT CLASSIFICATIONS

For purposes of salary and benefits administration, we classify employees as follows:

Full-time Regular. Employees hired to work 40 hours or more per week on a regular basis.

Part-time Regular. Employees hired to work fewer than 40 hours per week on a regular basis.

Temporary. Persons hired to work full-time or part-time with the understanding that their employment will be terminated no later than on completion of a specific assignment. (Note that a temporary employee may be offered and may accept a new temporary assignment with **WIREONE** at the conclusion of an assignment and thus extend their temporary status.) Also, **WIREONE** at the conclusion of their temporary assignment, in which case their date of employment will be when they start regular employment, not when they started their temporary assignment, may offer temporary employees regular employment.

Non-exempt. Employees who are required to be paid overtime at the rate of time and one-half their regular rate of pay for all hours worked beyond 40 hours in a workweek, in accordance with applicable federal wage and hour laws.

Exempt. Employees who are not required to be paid overtime, in accordance with applicable federal wage and hour laws, for work performed beyond 40 hours in a workweek. Executives, professional employees, outside sales representatives, and certain employees in administrative positions are typically exempt.

You will be informed of your initial employment classification and of your status as an exempt or non-exempt employee during your orientation session. If you change positions during your employment as a result of a promotion, transfer or otherwise, you will be informed of any change in your exempt status.

Please direct any questions regarding your employment classification or exempt status to your supervisor.

7.02 PAY PERIODS

All employees are paid on a weekly basis with paydays falling on Friday. The first paycheck will be held back one week. When a payday falls on a holiday, you will be paid on the last workday prior to the regular payday.

It is our policy to maintain strict confidentiality in regard to your compensation, and it is our desire that you respect the same confidentiality.

7.03 DEDUCTIONS

Deductions will be made from an employee's gross wages as required by law including, but not limited to, the following: applicable federal income tax, social security tax (OASDI and Medicare portions of FICA), applicable state and city taxes, court ordered child support, IRS wage garnishments, student loan garnishments, and other such legally mandated deductions. Employees that disagree with garnishments should contact the appropriate authority who initiated the garnishment. These garnishments are required by law and will be followed as required.

Every employee must fill out and sign a federal withholding allowance certificate (IRS Form W-4) on or before the employee's first day of employment. Deductions will be made at the highest rate permitted by law for every employee who fails to fill out a Form W-4. If an employee elects to participate in health or supplemental coverage and/or Individual Retirement Accounts, deductions may be made based on the employee's written instructions and authorization. No deductions will be made for other miscellaneous transactions unless permitted by law.

No deductions will be made from an exempt employee's wages except deductions that are allowed by applicable law.

Employees who believe that an improper deduction has been made from their wages should discuss it with their supervisor or manager personally or present it in writing before the next regular pay period. If an investigation reveals that a deduction was made in error, **WIREONE** will reimburse the employee for any improper deductions and take good faith efforts to prevent improper deductions in the future.

Vehicle Accident:

A Team Member who drives a **WIREONE** owned vehicle and is involved in what is determined to be an "At Fault Accident" will be subject to a payroll deduction. This payroll deduction will not exceed \$500. All accidents will be investigated thoroughly by the General Manager before any

payroll deduction is assigned. The Team Member who is assigned the deduction will have the option of paying **WIREONE** directly or having the amount deducted from his or her paycheck.

Property Damage:

A Team Member who performs work in a customer's home and damages a customer's property will be subject to a payroll deduction. Also, a Team Member who works on the property of **WIREONE** and uses company owned equipment that has been damaged will be subject to a payroll deduction. All property damages will be thoroughly investigated by **WIREONE's** President before any payroll deduction is assigned. The Team Member who is assigned the deduction will have the option of paying **WIREONE** directly or have the amount deducted from his or her paycheck. The deduction amount will not exceed \$500.

Upon termination of employment, any balance due from vehicle accident or property damage will be deducted from the last paycheck or the Team Member will have the option of paying **WIREONE** directly the balance before the last paycheck is released.

Failure to Return Company Equipment:

A Team Member who ends their employment with **WIREONE** is required to return all company equipment within 48 hours of separation, including computer equipment, telephones, tablets, keys, tools, company credit cards or any other company property. A Team Member who fails to return all company equipment will be subject to a payroll deduction equal to the value of the retained property.

7.04 PERFORMANCE BONUS PROGRAM

Recognizing that earnings are a very important part of your job, we strive to maintain a compensation system that is both fair and competitive. All positions include a "pay for performance" system that considers local area and industry rates along with your specific level and consistency of contribution.

7.05 PAY ADJUSTMENTS, PROMOTIONS, AND DEMOTIONS

WIREONE is most interested in providing maximum opportunity for employee advancement within the company, if advancement opportunities are available. Accordingly, present employees of **WIREONE** may be considered for promotions and may be preferred for promotion before any new employees are hired to fill vacancies that may arise. **WIREONE** retains sole discretion to

determine the factors to be applied in any promotion decision, and the relative weight of the factors.

All pay increases are based upon merit and market factors. There may not be an automatic annual cost of living or salary adjustment to reflect current economic conditions.

An Employee's pay may also be adjusted downward. Salary decreases may take place when there is job restructuring, job duty changes, job transfers or adverse business economic conditions.

Demotion is a reduction in responsibility, usually accompanied by a reduction in salary. If and when a demotion occurs, employees may maintain their seniority with the Company.

7.06 EXPENSE REIMBURSEMENT

Requests for reimbursement of business expenses and requests for payment of credit card bills must be submitted on the appropriate form.

While original receipts are recommended for all expenses submitted for reimbursement, they are required for all expenses greater than \$25.00. Requests for exceptions to this policy should document extenuating circumstances and be approved by management.

WIREONE complies with IRS regulations which require that all business expenses be substantiated with adequate records. This substantiation must include information relating to:

- The amount of the expenditure;
- The time and place of the expenditure;
- The business purpose of the expenditure; and,
- The names and the business relationships of individuals for whom the expenditures were made.

Requests for reimbursement lacking this information will not be processed and will be returned to the originator.

Expense reimbursement forms, together with required documentation, must be submitted to the employee's immediate supervisor for review and signature approval. In the absence of the immediate supervisor, approval from the next higher level of supervision is required. Upper management may approve expense reimbursement if the above mentioned supervisory approvals cannot be obtained due to the supervisors' absences.

Once the expense reimbursement has been approved by the employee's manager it should be submitted for processing no later than 30 days after the expenses incurred. Supervisors approving expense reports are responsible to ensure the following:

- Expenses reported are proper and reimbursable under this policy;
- The expense report has been filled out accurately and with the required documentation; and,
- The expenses are reasonable and necessary.

7.07 ADVANCES AND LOANS

WIREONE prefers not to give salary advances or loans to its employees, although these requests will be considered on a case-by-case basis in extenuating circumstances. Please contact your manager for information about this program.

7.08 TOOLS AND EQUIPMENT

As is consistent in the electrical trade, **WIREONE** provides employees with certain power tools and other specialized equipment of the trade. **WIREONE** does not provide hand tools. Employees are expressly prohibited from purchasing tools, specialized equipment, or items of a personal nature without prior authorization from management and a purchase order that specifies the approved items and the cost.

BENEFITS

8.01 PAID TIME OFF (PTO) POLICY

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

Guidelines for Use

Each full-time employee will accrue PTO weekly in hourly increments based on their length of service as defined below. PTO is added to the employee's PTO bank when the weekly paycheck is issued. PTO taken will be subtracted from the employee's accrued time bank in one-hour increments. Temporary employees, contract employees, and interns are not eligible to accrue PTO.

Eligibility to accrue PTO is contingent on the employee either working or utilizing accrued PTO for the entire weekly pay period. PTO is not earned in pay periods during which unpaid leave, short or long term disability leave or workers' compensation leave are taken.

Employees may use time from their PTO bank in hourly increments. Time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include company paid holidays, bereavement time off, required jury duty, and military service leave.

Scheduling PTO

WIREONE will attempt to grant all employees PTO at the time they desire to take it. However, **WIREONE** must maintain adequate staffing at all times. Therefore, PTO must be requested at least seven days in advance unless the PTO is used for legitimate, unexpected illness or emergencies. In all instances, PTO must be approved by the employee's supervisor in advance.

WIREONE appreciates as much notice as possible when you know you expect to miss work for a scheduled absence. Greater advance notice increases the likelihood of PTO approval.

Where conflicts develop, they will be resolved as fairly as possible. Preference will be given to the more senior employee, the employee who can demonstrate the greater need for vacation at the conflicting time or the employee who makes the earliest request.

All PTO requests must be submitted via the online request form which is available to technicians at TeamWireOne.com/tools and office personnel at TeamWireOne.com/office_tools.

Paid Time Off (PTO) Exceptions

Employees who take more than three consecutive unscheduled PTO days may be required to present a doctor's release to the Human Resources department that permits them to return to work.

PTO taken in excess of the PTO accrued can result in progressive disciplinary action up to and including employment termination. This time off will be unpaid.

PTO accrued prior to the start of a requested and approved unpaid leave of absence must be used to cover hours missed before the start of the unpaid leave.

When an employee takes an approved leave of absence, all accrued PTO time is taken before the start of the unpaid leave.

An employee who has used all of his or her FMLA and Short Term Disability benefits, and is still unable to return to work, will have his or her employment terminated.

Regardless of PTO accrued, any employee who misses three consecutive days of work without notice to their supervisor will be considered to have voluntarily quit their job.

Specific Eligibility for Paid Time Off (PTO)

PTO is earned at the following rates:

- 80 hours per year beginning after the first 90 days of employment
- 120 hours per year beginning after the second employment anniversary
- 160 hours per year beginning after the fifth employment anniversary
- 200 hours per year beginning after the tenth employment anniversary
- 240 hours per year beginning after the twentieth employment anniversary

Employees are responsible for monitoring and taking their PTO over the course of a year so that they do not lose time accrued when the current calendar year ends. (PTO is subject to supervisory approval and not every employee can take accumulated time in December; the company must continue to serve customers.)

Generally, PTO may not be carried over into a new calendar year. However, if extenuating business circumstances prevented the employee from taking scheduled PTO, this PTO may be carried over and taken in the first half of the next calendar year with the approval of the department head.

Consistent with Federal Wage and Hour laws, PTO is intended as a benefit for current employees and is not a benefit that survives the termination of employment. Accordingly, if employment terminates and an employee has used PTO that has not yet accrued, the PTO taken is deducted from the final paycheck. Employees who give two weeks notice of employment termination must work the two weeks without utilizing PTO. An employee may not claim PTO after termination and any PTO benefit that has been earned during the employment expires on the date of termination of employment.

8.02 PAID HOLIDAYS

WIREONE observes the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

All full-time employees will receive holiday pay of eight straight time hours at their regular rate, provided the following conditions are satisfied:

- Work a full shift on the employee's last scheduled work shift prior to the paid holiday;
- Work a full shift on the employee's first scheduled work shift following the holiday; and,
- Should the employee be unable to work either of these two days because of illness, proof of illness will be required in order to qualify for the paid holiday.

Holiday pay will not be paid if:

- The employee has been on the payroll for less than 90 days;
- The employee is on lay-off status;
- The employee is a temporary or seasonal employee;
- The employee is on leave of absence when the holiday occurs;

- The employee is requested to work during a paid holiday and the employee refuse to do so; and,
- The employee is absent, without an approved PTO request, for the scheduled shift immediately preceding or immediately following the holiday.

Employees who are requested to work during a paid holiday will receive holiday pay plus regular pay.

If a holiday occurs during the employee's vacation, the employee's vacation will be extended by the number of holidays falling during the vacation period or an equal number of vacation days will be carried forward for future use.

If any scheduled paid holiday falls on a Saturday, the holiday will usually be observed on the preceding Friday. If the holiday falls on a Sunday, the following Monday will usually be observed as the holiday.

Holidays are not considered a day worked for purposes of calculating overtime unless work is actually performed.

WIREONE recognizes that there may be religious holidays (other than those already designated as holidays) that employees would like to observe. It may be possible to arrange these holidays as scheduled days off, authorized absences without pay or personal time off.

8.03 HEALTH INSURANCE

Health insurance is available to full time employees after 60 days of employment. The cost of benefits can vary depending on which plan is chosen from year to year. When making plan elections, please be aware that **WIREONE** is on a cafeteria plan (pre-tax deductions for medical, vision and dental premiums), and changes can only be made during open enrollment at the end of the year or if you have a life-changing event as defined by the IRS.

If you have questions regarding health insurance please contact the Management Team.

8.06 LEAVES OF ABSENCE

A leave of absence (LOA) is defined as an unpaid approved absence from work for a specified period of time for medical, parental, military, or personal reasons.

Failure to return to work upon the expiration of LOA or refusing an offer of reinstatement for which the employee is qualified will be considered job abandonment.

Required Documentation

All requests for a LOA must be made on a "Leave of Absence Request" form and submitted to the immediate supervisor. (This form can be obtained from the Office). An employee should generally provide 30 days' advance notice when the need for the leave or absence is foreseeable; for instance, if medical treatments or other events are planned or known in advance. If the leave of absence is not foreseeable, the employee should provide notice to his or her immediate supervisor as soon as practicable.

Physician certifications supporting the need for a LOA may be required within 14 days of the date of request or as soon as practicable for LOAs. For an extension of a medical leave of absence, recertification is required. Recertification may also be required in other circumstances.

Personal Leave

Full-time and part-time employees who have completed three months of continuous service may request unpaid personal leaves of absence for a period of up to 30 days. You must request personal leaves in writing at least two weeks before the time you wish such leave to begin. If the personal leave request is necessitated by an emergency, you or a member of your immediate family must notify your supervisor or the head of your department as soon as is practical; this should be followed with a written explanation of the nature of the leave and the expected length of your absence. In such emergency situations, the written explanation must normally be submitted within three days of the beginning of your leave.

Personal leave may be granted for justifiable reasons (for example, family or personal business) at the company's discretion, provided the leave does not seriously disrupt operations.

Reinstatement cannot be guaranteed to employees returning from personal leave. However, we endeavor to place employees returning from personal leave in their former position or in a position comparable in status and pay, subject to budgetary restrictions, the company's need to fill vacancies and our ability to find qualified temporary replacements.

Required Communication

Employees are responsible for keeping open communication about their expected attendance and or extended absences and failure to adhere to this policy could be cause for disciplinary action, up to and including termination of employment. Employees out on leave that stop communicating with **WIREONE** regarding their return to work status are considered to have abandoned their job and their employment with **WIREONE** will be terminated. Failure to provide **WIREONE** timely updates on return to work status (example: should you receive an update on

Friday to extend absence to the following Thursday, informing your manager on Monday would be considered untimely unless accompanied with good excuse) and/or failure to return when expected may result in disciplinary action, up to and including termination.

A doctor's note can routinely be requested for absences to keep in the employee's personnel file, as well as, to ensure employees do not abuse this policy or our regular attendance policy. Doctor's notes provided to the supervisor or HR Manager need only verify that the employee was unable to work for health reasons (without detailing the nature of the illness or injury), including the date(s) covered. The note must be on the doctor's stationery and contain his/her signature.

Leave for Jury or Witness Duty

WIREONE believes participation in jury service and certain absences due to compulsory process are an important part of an employee's civic responsibility. Time off will be provided to all employees with a valid subpoena, summons, or court order to appear in a civil, criminal, legislative, or administrative proceeding. All employees are allowed unpaid time off if summoned to appear in court as a witness or for jury duty.

Time off for jury or witness duty or as a result of a valid subpoena, summons, court order, or other compulsory process is excused in accordance with applicable state laws. Employees must give as much advance notice as possible of the date they will be required to serve jury or witness duty or of the dates they must be absent from work due to compulsory process. To qualify, you must submit a copy of the summons to serve to your supervisor as soon as it is received. In addition, proof of service must be submitted to your supervisor when your period of jury or witness duty is completed.

Employees are expected to contact their supervisors or managers on a daily basis to keep them informed as to probable duration of service and anticipated date of return to work. Employees must report for scheduled work when it does not conflict with jury or witness duty or other appearances due to compulsory process. Employees who are released from duty or process on the day they were previously scheduled must check in with their supervisor or manager.

8.07 BENEFITS WHILE ON LEAVE

WIREONE will pay its portion of the cost of the employee's benefits including health, dental, life and disability insurance benefits while an employee is on LOA. The employee must continue to pay his or her portion of the benefits which may be made by payroll deductions (when applicable) or by check which must be submitted to the office each pay period unless other arrangements have been made. If the employee fails to pay his or her portion of the benefits for more than 30

days, the employee's coverage(s) will be terminated and he/she will be offered COBRA to continue benefits excluding life and disability insurance.

While on leave, employees are required to use any accrued PTO benefits until returning to work or the PTO bank has a balance of five days. (See paid time-off policy.) After being absent from work for five consecutive workdays (or seven calendar days), full-time employees may be eligible to receive short-term disability benefits, provided the necessary forms have been completed and submitted to the Human Resources department.

No benefits will be accrued while an employee is on LOA. Except as otherwise provided by law, time spent on a leave of absence, except for military reserve duty, will not be counted as time employed in determining an employee's eligibility for benefits that accrue on the basis of length of employment.

8.08 BENEFITS CONTINUATION (COBRA)

The Federal Consolidated Omnibus Reconciliation Act (COBRA) gives eligible employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the company's health plan when a "qualifying event" occurs. Some common qualifying events are resignation, termination of employment or death of an employee; a reduction in working hours or a leave of absence; a divorce or legal separation; and a dependent child who no longer meets normal eligibility requirements.

Under COBRA, you or your eligible beneficiary will pay the full cost of coverage at the group rate plus a nominal administrative fee. The COBRA notification materials, used in conjunction with a "qualifying event" will provide you with more details on the terms and conditions of COBRA coverage.

It is your responsibility to notify the company within 60-days of any qualifying event, such as a divorce, legal separation or a child who no longer qualifies as a dependent under the plan, if you wish to continue coverage under COBRA.

8.09 PERFORMANCE EVALUATIONS

Each employee is entitled to know how they are performing and whether or not individual goals are properly aligned with company goals. Consequently, employee evaluations occur informally within the context of your daily activities, and formally on an annual basis.

New employees are normally evaluated during the first 90 days, following six months of service, and then annually thereafter.

An appraisal is intended to ensure proper focus and coordination of objectives. At least annually, you and your supervisor will review past accomplishments, strengths and potential, as well as areas for personal growth and development. In these sessions, you are given the opportunity to participate in creating your own career goals and addressing tasks that require more effort or a different approach.

Your supervisor will guide you through this process to ensure that your goals are consistent with **WIREONE's** mission.

A completed evaluation document is placed in your personnel file and becomes the starting point for the next measurement period.

Formal appraisals are used to provide feedback regarding your performance and appropriate personal and corporate development. The performance appraisal process does not result in automatic raises. Salary adjustments may or may not occur in conjunction with performance appraisals.

8.08 PROMOTIONS AND JOB POSTINGS

It is the policy of **WIREONE** to promote qualified individuals from within rather than to select persons from outside the organization to fill vacancies in established positions or to fill newly created positions.

When job openings occur, **WIREONE** will post those openings in order to provide Company employees the opportunity to submit their applications, at its discretion.

Management reserves its right to place employees where, and in whatever jobs it deems necessary. All job transfers, job changes, reassignments, promotions or lateral transfers are solely decided by **WIREONE**.

EMPLOYMENT SEPARATION

9.01 RESIGNATION

Employees are requested to provide a minimum of two weeks written notice of their intent to resign. An employee's notice of resignation to voluntarily terminate employment with **WIREONE** should be submitted to their supervisor or manager. An exit interview may be requested.

9.02 TERMINATION

All employment with **WIREONE** is "at will" employment. This means that the employee has not been hired for a specified duration, but that they can terminate their employment with **WIREONE** or **WIREONE** can terminate the employment relationship at any time, with or without cause, and with or without prior notice. An employee's at-will employment status cannot be changed by any oral modifications.

9.03 RETURN OF COMPANY PROPERTY

Any **WIREONE** property issued to employees, such as computer equipment, keys, tools, parking passes or Company credit cards must be returned to **WIREONE** at the time of employment separation. Employees may be responsible for any lost or damaged items. Upon separation of employment employees are to remove their personal possessions from all Company property.

9.04 EXIT INTERVIEW

Every employee has the opportunity to conduct an exit interview after their separation. Please contact the General Manager or a member of the Management Team to schedule an exit interview.

9.07 EMPLOYEE REFERENCES

WIREONE makes strict provisions regarding information provided to people outside the Company for current and former employees. This information is restricted to the employment dates and positions held in the Company for that person. This is done to protect **WIREONE** and its employees. This information will only be released by authorized management.

ACKNOWLEDGMENT

This employee handbook is intended to facilitate communication between you and the Company. It is not to be considered an employment contract obligating you or the company to any indefinite employment relationship.

Reading the entire handbook at least one time will give you a good idea of its general content. Then, you will be able to use it easily as a quick reference manual. Revisions and updates are made to this information from time to time and will be communicated to you. **WIREONE** reserves the right to make changes to the handbook at any time.

Lastly, your impressions and comments regarding ways to improve this handbook are highly desired and should be given to your supervisor.

Signature page follows.

I hereby attest to the following:

- The employee handbook was reviewed with me, and I have received my personal copy of it.
- I have been given the opportunity to ask questions and express concerns about the material contained in the handbook.
- I agree to abide by the terms and provisions contained herein.
- I understand that **WIREONE's** handbook is intended as a guide and not an employment agreement that creates a contractual relationship, and that the employment relationship may be terminated at the will of either party at any time.
- I understand that the changing needs of the business will require alteration in method, practices and policies, and that the company will unilaterally revise this handbook, as necessary, to meet these changing needs.
- Upon termination of employment, any balance due from vehicle accident or property damage will be deducted from my last paycheck or I will have the option of paying **WIREONE** directly the balance before the last paycheck is released.
- I am responsible for the information provided herein and will, upon my separation, return this handbook to my supervisor.

Employee's Name (Printed)

Employee's Signature

Date