# TECHNICAL NEEDS NORTH, INC.
# DBA Tech Needs

## TEMPORARY EMPLOYEE'S HANDBOOK

**DATED October 1, 2016 AND SUPERSEDING ALL PREVIOUS HANDBOOKS**

## OFFICES LOCATED AT:


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**Web Site: www.techneeds.com E-Mail: info@techneeds .com**

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# BE ALERT!
# FOLLOWING SAFETY PROCEDURES KEEPS EVERYONE SAFE



## THERE'S ONLY ONE RIGHT WAY – THE SAFE WAY

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Disclaimer

Temporary Employee Handbook Acknowledgement Form

## Disclaimer

This Handbook has been drafted as a guideline for our Temporary Employees. Nothing contained anywhere in this Handbook shall be treated or relied upon as a contract or an offer to form a contract binding upon Technical Needs North Inc. (Tech Needs or the Company) as to any benefit, policy, procedure, or other term contained in it. Nothing in this Handbook shall entitle an Employee to be or remain employed by Tech Needs. Tech Needs and the Employee shall each have the right to terminate the employment of the Employee at any time, with or without cause or advanced notice (At-Will Employment).

Tech Needs may, at its discretion, change or eliminate any benefit, policy, procedure or other term in this handbook at any time without notice, as permitted by applicable law, and any such change may apply to existing Employees as well as future Employees. Any agreements concerning employment terms must be in writing, signed by an authorized Officer of the Company and no oral understanding or representations as to employment terms shall be binding on the Company.

NOTE: You are an employee of Tech Needs and are not an employee of any Client of Tech Needs, even though you may report to work and perform work assignments for a Client directly. Furthermore, nothing in this Handbook shall be construed as providing you with any benefits, procedures or policies from any Client.

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## Welcome To Tech Needs

Congratulations on your new position! Tech Needs is New Hampshire's first staffing firm. We are a family owned company, building a legacy through three generations by committing ourselves to excellence, flexibility, honesty, integrity and continuous improvement. Since 1976, our company has grown from one small office to four branches that service our employees throughout New England.

Through our decades of experience, we are here to help you find a position that meets your career goals.

Our dedication to you and your career doesn't stop once we've placed you in a job. We're still here to help you. We consider our employees to be our most valuable resource.

Working with Tech Needs, our goal is to help you build your skill sets, get experience in a variety of industries, and make yourself more marketable as your career progresses. Tech Needs offers a wide range of job opportunities in New England – including a lot of jobs you won't find anywhere else.

We're the first call leading employers make when a position needs to be filled. Many of the companies we work with don't advertise on job boards. They rely on us to find the right person for them, for both temp and temp-to-perm opportunities.

When you work with Tech Needs, you'll have the support you need to go after your goals.

We strive to make sure you have the right position at the right company. Be sure to visit the techneeds.com website for future updates to this Handbook and other exciting information about our Company.

We hope that you find your work experience with Tech Needs to be a rewarding relationship for years to come.

## Our Mission

Our mission is clear. We dedicate our experience to maintaining a Company based on honesty, reliability, and continuous improvement by holding ourselves to the highest ethical standards in our industry.

# POLICIES AND PROCEDURES

Our Employee Handbook cannot anticipate every circumstance or question. Moreover, it may be necessary to change policies and other terms described in this Handbook. Therefore, Tech Needs reserves the right, in its sole and absolute discretion, to revise, supplement, or rescind any portion of this Handbook from time to time, without notice. Tech Needs will attempt to notify you of the changes as they occur.

## Equal Opportunity

It is the policy of Tech Needs to provide equal opportunity in employment to all employees and applicants for employment. No person shall be discriminated against in employment because of their race, color, religious creed, national origin, sex, sexual orientation, gender identity, genetic information, military service, age, ancestry, or disability and protected activity under applicable Federal and State law. Tech Needs adheres to all guidelines of the Equal Employment Opportunity Commission and Americans with Disabilities Act and any similar requirements under applicable Federal and State law.

## Americans with Disabilities Act

Tech Needs provides reasonable accommodations to qualified applicants and employees with disabilities, unless doing so would result in an undue hardship to the business.

Employees with disabilities may request reasonable accommodations to assist in performing the essential junctions of their jobs. Requests must be submitted in writing to Human Resources. Requests should include an explanation of how the disability affects job duties and the accommodations the employee is seeking.

When the Company receives a reasonable accommodation request, it may contact the employee's supervisor as necessary to determine the practicality of the proposed accommodation and whether it would create an undue hardship. The Company will notify the employee of the decision on the request. If the request is denied, the Company will discuss possible alternatives with the employee and make a reasonable effort to assist the employee in finding ways to perform the essential functions of the job successfully.

## Sexual and other Unlawful Harassment

Tech Needs is committed to the prevention of harassment in the workplace, whether such harassment constitutes sexual harassment or is based on gender, race, color, religion, national origin, marital status, age, disability, sexual orientation, gender identity, ancestry, genetic information, or any other inappropriate basis. Company employees are entitled to be free from harassment in the workplace, within the scope of their employment, at all work-related functions and while away on business-related travel. The Company will not tolerate harassment by any employee. Any employee who the Company determines has engaged in harassment will be subject to disciplinary action up to and including discharge from employment.

The U.S. Equal Employment Opportunity Commission defines sexual harassment as: "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as a

## Sexual and other Unlawful Harassment (continued)

basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment." Other prohibited harassment includes conduct based on gender, race, color, religion, national origin, marital status, age, disability, sexual orientation, gender identity, ancestry, genetic information, or any other inappropriate basis that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of harassment include: (a) a supervisor threatening to demote, transfer, or fire an employee, or decrease his or her wages because the employee will not submit to the supervisor's sexual requests, favors or advances; (b) a co-worker constantly telling race-based, ethnic, or sexually-explicit jokes; (c) a co-worker displaying pictures of a sexual nature on company property or transmitting them electronically to other employees; (d) any employee referring to another employee in a sexual manner or in a derogatory way based on the employee's sexual orientation or ethnicity; (e) any employee directly or indirectly saying or doing something with an overtone meant to degrade, demean, harass, or intimidate another employee based on his or her national origin or with a sexual overtone; or (f) unwelcome or inappropriate physical contact, questions, or advances.
With respect to sexual harassment, there are no gender limitations: those who are victims of sexual harassment, and those who commit sexual harassment, can be male or female. Sexual harassment can also occur between individuals of the same gender.

It is the goal of this policy to prevent harassment from occurring at the Company (and to the extent reasonably possible, at clients of the Company at which Company employees are working) and to implement procedures for taking swift and appropriate action in response to any allegation of sexual harassment. **The following is the process that employees are urged to take if they are victims of harassment or if they become aware that another employee is a victim of harassment:**

a. It is extremely important that employees report any harassment immediately.

b. Tech Needs has authorized David Gudek and Heather Walsh to be available at any time for harassment complaints. Employees may also report an incident of harassment to their supervisors or any member of management. Employees do not have to report complaints of harassment to their direct supervisors, but rather may report these complaints to any of the persons identified above.

c. The Company will take the complaint seriously and will investigate it. An authorized Company investigator will interview employees involved, witnesses, and other appropriate persons. The investigator will be available to the employee making the complaint for any questions, comments or further discussion. At the end of the investigation, the Company or the investigator will report the findings of the investigation to the employee making the complaint. If the investigator finds that this policy has been violated, the Company will take appropriate action, up to and including discharge of the harasser.

d. The Company will report to the employee making the complaint concerning the action the Company took and may meet with the employee again at a later date to ask whether any other harassment has occurred.

## Sexual and other Unlawful Harassment (continued)

e. Investigations will be conducted with care to preserve confidentiality to the extent reasonably possible. Only those who have an immediate need to know, including, but not limited to, the investigator, the complainant, and the alleged harasser and (in some cases) witnesses, will be told by the Company the identities of the parties and the allegations.

f. The Company will not take any adverse action against any employee nor tolerate harassment against any employee for reporting harassment in good faith, even if after a thorough investigation, the Company finds that no policy violation occurred.

g. If an employee unreasonably fails to complain about an incident of harassment, the Company cannot take steps to confront it, and may not be liable for whatever consequences result from that harassment.

h. The Company reserves the right to respond to harassment concerns regardless of whether a formal complaint or report of harassment has been made.

i. Tech Needs may, from time to time, offer training and education regarding harassment and this policy. Employees with questions or an interest in further training or education should inquire with Human Resources for more information.

## What We Expect From Our Employees

- Always arrive on time and ready to begin work at your assigned time.
- Make sure you are dressed appropriately for the job. Always ask your Recruiter what the dress code is. Good individual judgment is the best guideline.
- Do not hesitate to ask questions while on your assignments. Your lead person or supervisor will be glad to answer any questions that you may have to make sure that you understand how to best perform your job. Also please bring any concerns about the job to your Recruiter's attention. We care about your safety, and want you to be comfortable in any assignment that we place you in. Your success is our success and both of us can only achieve that through effective communication.
- If you have any questions about these policies and procedures, ask your Recruiter for clarification.

Meeting our expectations and the expectations of the Client you are working for will increase your chances of re-hire by our firm. It may also improve your chances of being hired directly by our Client at the end of your assignment, subject to any restrictions that may apply for direct hire.

## Absenteeism

If you will be out of work due to sickness, or for any other reason, you are responsible for notifying your Tech Needs Recruiter in advance of missing work. If you work off-shift hours, you must contact your job supervisor at the Client's location directly. Tech Needs expects notification, and a doctor's note for any absences in excess of one day. Failure to show up at your assignment without notification to a Tech Needs staff member or your job supervisor one or more days will be considered job abandonment and grounds for immediate termination.

## Communication of Concerns

We at Tech Needs strongly encourage open communication among our employees. Employees are encouraged to bring any work-related concerns or problems to the attention of a Tech Needs staffing coordinator. We want to work with you to solve problems before they become irreversible. Often we can communicate your concerns to the Client and resolve the issue quickly. Employees should feel free to make suggestions, ask questions, and raise issues and air concerns with their Tech Needs Recruiter or members of Tech Needs management.

# Wage and Hour Matters

## Your Weekly Paycheck

Getting an accurate paycheck to you in a timely manner is paramount to this Company. **Your weekly hours must reach Tech Needs by Monday at 9:00 a.m. to make payroll.** If we do not receive your hours by this deadline, your paycheck may be delayed until the following week's payroll. In the event of a holiday on Monday the deadline will move to Tuesday at 9:00a.m.

## Ways to Transmit Hours

- Put your timecard in the U.S. mailbox Friday or Saturday on your way home from work.
- You can fax your timecard to (603) 893-7000 or scan and email it to payroll@techneeds.com **before 9:00 a.m. Mondays.** Make sure you transmit a clean copy. **Any timecard we cannot read, will not be processed.** To insure we get your hours, mail the original. Do not call to see if we received your transmitted timecard. With hundreds coming in, it is impossible for us to stop and look for just one.

- Tech Needs has made on-line timecard submission available for temporary employees who work at certain designated Client job sites. Once this procedure is in place, temporary employees who work at designated Client sites will be able to enter their work hours on-line by logging onto Tech Need's website and following the on-line instructions. All on-line timecard submissions will be subject to review and approval by Tech Needs or the Client. Tech Needs will provide notice when this procedure becomes available.

## Timekeeping and Correction to Timekeeping

We will process your weekly hours based on the hours approved by the Client Company that you are working for. Should there be a discrepancy with the hours that you worked and the hours that you were paid for please contact your supervisor and/or Tech Needs Recruiter to resolve the discrepancy. We will process any additional hours owed once we have the approval from the Client Company on the next scheduled payroll run.

## Pay Day

Tech Needs pays its employees on a weekly basis. The pay period runs from Monday to Sunday. Our official payday is Friday for the prior pay period's hours worked.

## Wage Deductions

All deductions from an employee's wages will be made in accordance with applicable law and, when required, the employee's consent. Deductions will be made from an employee's wages for social security taxes, federal and state income taxes, child support, garnishment, and assignment of wages, as applicable. Other deductions, to the extent allowed by law, may be made with the employee's consent.

## Wage Deductions (continued)

Employees will be notified of deductions due to court orders, such as child support or garnishments, in accordance with such orders.

Deductions not taken for any pay period may be carried over to succeeding pay periods and deducted from the wages due in the succeeding pay period to the extent allowed by law.

## Stop Payment Policy

If, for whatever reason, we are informed that your paycheck is not delivered by the Post Office within seven (7) calendar days from the day it was mailed, we will initiate a stop payment through our bank and reissue the missing paycheck, after the 48-hour waiting period required by the bank.

## Direct Deposit and Pay Cards

Rather than receiving a paycheck, you may elect to receive payment of your wages by either Direct Deposit into your bank account or by having your weekly payment of wages available on a no fee Pay Card. You can view your weekly pay information at www.techneeds.com. Please contact your Recruiter or the Tech Needs payroll department to set up your direct deposit or pay card options.

# Benefits

## Health Insurance

Beginning January 1, 2014, all US citizens, and people working in the country legally, will be required to have health insurance that meets certain minimum guidelines. If you do not obtain health insurance that meets these minimum guidelines, you will be required to a pay a tax penalty on your yearly income tax returns.

We at Tech Needs are pleased to announce that Health Insurance Coverage is now available to you and your family. We are offering several different health plans for you to choose from. Please contact your Tech Needs Recruiter or visit the Benefits section of our website at www.techneeds.com for more information on the health plans we are currently offering.

We also offer Dental and Vision coverage to all eligible employees. Please contact your Tech Needs Recruiter or visit the Benefits section of our website at www.techneeds.com for more information on the dental and vision plans we are currently offering.

## Section 125 Plan

Tech Needs has established a plan which allows our employees to voluntarily reduce their taxable income in exchange for nontaxable benefits provided by the Company. Participation in this plan is not mandatory but many employees find that they are able to significantly reduce their income taxes in exchange for benefits they would otherwise pay for with taxable income. Your individual savings will depend upon your income and tax filing status.

Elections for the 125 Plan are made each year from January 1 to December 31. You may commence participation in the plan during this period or when you first become eligible for coverage under the plan, whichever comes first. With limited exceptions, elections under the 125 plan are irrevocable for an entire plan year or the remainder of the current plan year, depending upon when the election is made. Tech Needs must enforce the irrevocability rules under the plan to preserve the tax-favored status of contributions under the plan.

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## Workers Compensation

All employees are covered by Workers' Compensation insurance, which compensates an employee for lost time, medical expenses and loss of life or certain types of permanent impairment from an injury arising out of or in the course of work. Employees must immediately report any accident or injury to their supervisor and to your Tech Needs hiring branch so that the necessary paperwork may be completed. Fraudulent Workers' Compensation Claims will be prosecuted to the fullest extent of the law and will result in the denial of benefits.

As stated above, all work-related injuries are to be reported to your job-site supervisor immediately and to your Tech Needs hiring branch immediately. In the case of a medical emergency, requiring immediate emergency medical attention, immediately call or ask someone else to call 911 for emergency medical assistance. In all other cases, except as otherwise provided under applicable law, workplace injuries must be initially treated by an approved network of physicians and providers who are referred and supported by Tech Need's designated managed care provider.

Our Managed Care Plan for workplace injuries is supported by our worker's compensation insurance carrier. **This is not a health plan, but is specifically for work-related injuries only. Again, should an injury occur, report it to your supervisor immediately and to your Tech Needs hiring branch immediately and always call 911 in the first instance for medical emergencies requiring immediate emergency medical attention!**

There are exceptions to treatment within the designated network of Preferred Providers under Tech Need's Managed Care Plan, which are as follows:

1. You may seek treatment outside the network if there is an emergency situation and care must be sought immediately, or if necessary medical services or aids are not available within the network.
2. If you have been receiving treatment with a physician for an injury within the last six (6) months and that injury re-occurs or is aggravated, you may treat with the same physician whether he or she is in the designated network or not. You should, however, inform Tech Need's managed care provider of the situation, as the provider must comply with the Managed Care criteria the network physicians adhere to.
3. If you are dissatisfied with the determination of disability or degree of impairment made by the managed care provider, you may apply to the applicable Department of Labor Commissioner for the state in which your workplace injury occurred for authorization to obtain an independent medical examination by a provider of your choice (in or out of the provider lists).
4. You have the right to a second opinion at each level of treatment for a work-related injury but you must treat within the network.
5. You will be required to undergo a drug and alcohol test when an accident has occurred resulting in an injury to yourself or fellow employee while on the job. Failure to comply with this policy may result in termination.

Again, should an injury occur, report it immediately to your job site supervisor, seek appropriate medical treatment, concentrate on your recovery, and contact Tech Needs hiring branch office with any questions regarding your medical care. We want you back to work as quickly and safely as possible! BE WELL!

## Return To Work Program

Should you suffer a work-related injury or illness, you are urged to work together closely with your Tech Needs Recruiter and Tech Need's managed care provider and/or the Tech Needs WC Claims Administrator so that you can return to work as soon as possible. If rehabilitation of an injury or illness is required, it will be coordinated by Tech Need's managed care provider. If your treating physician recommends light duty during recovery, every effort will be made by Tech Needs to place you in a light duty position. If there is no such position available with the Client from whom you were working, then we will attempt to place you with another Client. If this is not possible then it may be necessary to discontinue your employment with Tech Needs until a suitable position can be identified, in accordance with any legal requirement that may apply. It is extremely important that your return to work happens in a safe and timely fashion. Our staff is available to answer any questions you have, and assist you in any way we can. BE SAFE!

## Unemployment Compensation Insurance

Unemployment compensation insurance is a state government sponsored temporary financial benefit to employees who have lost their jobs under certain circumstances. The amount of the benefit is based on past work and earnings. Each state has its own set of rules which outline eligibility criteria and benefit amount, and Tech Needs complies with the state laws. Eligibility is determined by each state's unemployment agency. Funds to cover the costs of unemployment insurance benefits are paid by employers such as Tech Needs. It is your responsibility to contact your Tech Needs Recruiter within 48 hours of your assignment ending or your resignation from assignment unless this policy is inconsistent with your state's Unemployment Compensation laws. Failure to contact Tech Needs at the end of your assignment or within 48 hours may result in a voluntary quit and/or the loss of unemployment benefits.

# Leave Policies

## Family and Medical Leave Policy

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

### I. Eligibility

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

### II. Entitlements

The FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration. The FMLA also entitles employees to certain written notices concerning their potential eligibility for and designation of FMLA leave.

#### A. Basic FMLA Leave Entitlement:

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a rolling

## Family and Medical Leave Policy (continued)

12-month period measured backward from the date an employee uses his or her FMLA leave. Leave may be taken for any one, or for a combination, of the following reasons:

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

A serious health condition is an illness, injury, impairment or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

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

### B. Additional Military Family Leave Entitlement (Injured Service member Leave)

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

A "covered service member" means a member of the Armed Forces, including a member of the National Guard or reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. A member of the Armed Forces would have a serious injury or illness if he or she has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that the injury or illness may render the service member medically unfit to perform duties of the member's office, grade, rank or rating.

## Family and Medical Leave Policy (continued)

### C. Intermittent Leave and Reduced Leave Schedules

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

### D. No Work While on Leave

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

### E. Protection of Group Health Insurance Benefits

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

### F. Restoration of Employment and Benefits

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

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

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

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

## III. Employee FMLA Leave Obligations

### A. Provide Notice of the Need for Leave

Employees who take FMLA leave must timely notify the Company of their need for FMLA leave. The following describes the content and timing of such employee notices. Note that employees must also comply with other requirements in this handbook and Company policies concerning absences from work (for example, notification of supervisors).

#### 1. Content of Employee Notice.

To trigger FMLA leave protections, employees must inform human resources of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow the Company to determine that the leave is FMLA-qualifying. Calling in "sick," without providing the

## Family and Medical Leave Policy (continued)

reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to the Company's questions to determine if absences are potentially FMLA-qualifying. If employees fail to explain the reasons for FMLA leave, the leave may be denied. =

### 2. Timing of Employee Notice

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

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

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

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

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

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

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

It is the employee's responsibility to provide the Company with timely, complete and sufficient medical certifications. Whenever the Company requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after the Company's request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. The Company shall inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. The Company will deny FMLA

## Family and Medical Leave Policy (continued)

leave to employees who fail to timely cure deficiencies or otherwise fail to submit requested medical certifications in timely fashion.

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

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

### 1. Initial Medical Certifications

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

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

### 2. Medical Recertification

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

### 3. Return to Work/Fitness for Duty Medical Certifications

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

## D. Submit Certifications Supporting Need for Military Family Leave

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

## Family and Medical Leave Policy (continued)

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

### E. Substitute Paid Leave for Unpaid FMLA Leave

Employees may elect to use, or the Company may require that the employee use, any accrued vacation, sick, and personal time while taking unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave and the paid time will run concurrently with an employee's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement.

### F. Pay Employee's Share of Health Insurance Premiums

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

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

## NH Maternity Leave

Tech Needs will permit a female employee to take leave of absence for the period of temporary physical disability resulting from pregnancy, childbirth or related medical conditions. When the employee is physically able to return to work, her original job or a comparable position shall be made available to her by Tech Needs unless business necessity makes this impossible or unreasonable. For all other employment related purposes, including receipt of benefits under fringe benefit programs, pregnancy, childbirth, and related medical conditions shall be considered temporary disabilities, and a female employee affected by pregnancy, childbirth or related medical conditions shall be treated in the same manner as any employee affected by any other temporary disability.

# Discipline Termination

## Discipline

Employees who violate any rules or policies in this handbook or perform other inappropriate or improper action may be subject to disciplinary action, up to and including immediate termination of employment.

## Voluntary Termination

Tech Needs requests a one-week notice to be given by professional staff and three-day notice given by manufacturing staff in the case of voluntary resignation. Immediately upon termination, you must return all Client and Tech Needs property to Tech Needs, including any badge, keys, or documents that may have been given to you by the client during your employment.

## Disciplinary Policy Relating to Workplace Safety

As a condition of employment, all employees are required to comply with all safety programs and follow safety regulations of Tech Needs and the Client in the interest of on-the-job accident prevention.

Disregard of safety practices, rules, instructions, or the welfare of fellow employees has no place at Tech Needs or at our Client's place of business. This kind of behavior may lead to injuries, damage to products or equipment, and production delays.

Disciplinary action, up to and including termination of employment, may be taken in those cases where it is determined, in Tech Need's discretion, that an employee has not complied with the safety practices, rules, or policies of Tech Needs or its Client.

## Job Abandonment

Tech Needs expects employees to report for work on time for every scheduled shift. An employee who is unable to report to work at the designated time is required to notify his or her supervisor and their Tech Needs Recruiter. Employees who fail to report to work without notifying their supervisor or their Tech Needs Recruiter of the absence will be considered as having voluntarily resigned as a result of job abandonment.

If the employee is unable to contact the company for any absence, he or she should ask a representative (such as a family member or friend) to do so on the employee's behalf. If the employee or a representative is unable to contact Tech Needs due to extreme circumstances (such as a medical emergency or natural disaster that prohibits the employee or his or her representative from contacting the company) the employee or his or her representative must contact Tech Needs as soon as practicable to explain the situation.

## COBRA

Under the Consolidated Omnibus Budget Reconciliation Act (COBRA), if an employee terminates employment with the Company, the employee is entitled to continue participation in the Company's group health plan for a prescribed period of time, usually 18 months. In certain circumstances, such as an employee's divorce or death, the length of coverage period may be longer for qualified dependents. COBRA coverage is not extended to employees terminated for gross misconduct.

## COBRA (Continued)

Under the Uniformed Services Employment and Reemployment Rights Act, an employee who is out on a military leave of absence will retain his or her health insurance coverage for the first 31 days of uniformed service. Employees out on military leaves of absence that extend beyond the 31 days will be eligible for COBRA benefits for up to 24 months.

If a former employee chooses to continue group benefits under COBRA, he or she must pay the total applicable premium plus any administrative fee the Company may charge under applicable law. Coverage will cease if the former employee fails to make premium payments as scheduled, becomes covered by another group plan that does not exclude pre-existing conditions or becomes eligible for Medicare.

For detailed information or question on COBRA, employees should check with Human Resources.

# Employee Conduct

## Workplace Violence

Tech Needs strictly prohibits use of violence or threats of violence in the workplace and views such actions very seriously. The possession of weapons in the workplace, threats, threatening or menacing behavior, stalking, or acts of violence by or against employees, visitors, guests, or other individuals by anyone on Tech Needs or our Client's property will not be tolerated. Violations of this policy by employees will lead to disciplinary actions up to and including termination of employment and the involvement of appropriate law enforcement authorities as needed.

Any employee who makes substantial threats, exhibits threatening behavior, or engages in violent acts on Tech Needs or our Client's premises shall be removed from the property as quickly as safety permits, and may be asked to remain away from the premises pending the outcome of an investigation into the incident. Employees who commit these acts outside the workplace but which impact the workplace are also violating this policy and will be dealt with appropriately. Tech Needs reserves the right to respond to any actual or perceived acts of violence in a manner we see fit according to the particular facts and circumstances.

When threatening behavior is exhibited or acts of violence are committed, Tech Needs will initiate an appropriate response. This response may include, but is not limited to, evaluation by Tech Needs Senior Management and/or external professionals, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person/persons involved.

No existing Tech Needs policy, practice, or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing.

## Notice of Leave

If you will be out of work due to sickness, or for any other reason, you are responsible for notifying your Tech Needs Recruiter in advance of missing work. If you work off-shift hours, you must contact your job supervisor at the Client's location directly. Tech Needs expects notification, and a doctor's note for any absences in excess of (3) three days. Failure to show up at your assignment without notification to your Tech Needs Recruiter or your job supervisor one or more days may be considered job abandonment and grounds for immediate termination.

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## Notice of Leave (continued)

Employees need to give as much notice as possible for planned sick time use but no less than (3) three days' notice. If sick time use is an emergency or unplanned the employee needs to call in every day before his shift begins or as soon as it is practical to do so.

A Leave Request Form must be filled out and submitted along with your timecard for the week that you used the EST in order for you to be paid properly and in a timely manner. The Leave Request Form can be found on our website www.techneeds.com under the Current Employees Employment Forms section. If you cannot obtain the form online please call our office for a copy.

# Workplace Health and Safety

## Drug and Alcohol-free Workplace

Tech Needs is committed to a drug and alcohol-free work environment that is safe and productive for our employees, visitors to the workplace and all those having interactions with our employees. Violation of this policy will result in discipline, up to and including termination.

- It is a violation of Tech Needs policy for any employee to report to work under the influence of illegal drugs or alcohol.
- It is a violation of Tech Needs policy for anyone to use prescription drugs illegally. Providing or distributing prescription drugs to other employees is a violation of this policy. Nothing in this policy precludes the appropriate use of legally prescribed medications.

You may use legally prescribed substances while at work as long as they do not interfere with your ability to perform the essential functions of your job or affect the safety of yourself or others. The Company expects that this information be kept private and not shared with your coworkers.
From time-to-time, States and or their political subdivisions may decriminalize certain substances such as Cannabis. The Tech Needs drug and alcohol-free workplace policy prohibits the use of substances restricted under the Federal Controlled Substances Act, which preempts any contradictory state or local law.

Some of our Clients have "Drug-Free Workplace" policies. You will be notified if your work assignment requires drug testing. Violation of this or the Client's drug policy may result in immediate disciplinary action, including termination of employment.

Where permitted by applicable law, Tech Needs may require the following types of drug testing:

• Pre-Assignment • Return to work • Post-accident* • Random • Reasonable suspicion (for cause)
*Where permissible by law, post-accident drug testing is mandatory and refusal to comply will result in termination.

Should the Client request a drug and/or alcohol test for an assignment and the results are positive, the employee has the right to request an immediate re-test of your original sample and at a facility designated by Tech Needs — If the re-test results are positive, your employment with Tech Needs will be terminated. — If the re-test results are negative, you will be eligible for assignment with Tech Needs.

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## Safety Policy

One of Tech Need's goals is to provide our Clients with safety-conscious, qualified temporary help. In the pursuit of this goal, the employees selected to work these assignments are performing their functions under supervision and safety rules established by (1) Tech Need's safety guidelines, and (2) our Client's standard safety procedures. Safety rules for Tech Needs may be joined with safety rules of our Client by the Joint Labor Management Committee. No Tech Needs employee may commence work until a safe and healthful work environment is present. No Tech Needs employee will commence work until standard "Safety Rules and Regulations" and "Disciplinary Policy Relating to Workplace Safety" as outlined below are acknowledged as understood.

## Safety Rules and Regulations

In addition to any safety rules of our Clients that you may be provided and required to follow, the following safety rules and regulations are mandatory for each Tech Needs employee.

A. Employee shall not perform any task he or she feels is unsafe.
B. Employee shall wear appropriate work clothes and use all required Personal Protective Equipment (PPE). If appropriate PPE is not provided, please notify your Tech Needs Representative or Recruiter.
C. Employee shall report all unsafe conditions and practices immediately to a supervisor and a Tech Needs Representative or Recruiter.
D. Smoking in unauthorized areas is strictly forbidden.
E. Employee shall cooperate with members of Tech Need's Safety Committee regarding compliance with Tech Need's and our Client's safety procedures.
F. Employee shall use common sense and care to prevent injury to him or herself and to others.
G. Deliberate destruction of Tech Need's or our Client's property is not permitted.
H. Consumption of alcoholic beverages or working under the influence of drugs is strictly forbidden.
I. Employee shall never use defective tools or equipment and shall report any such item to his or her supervisor at the job site and to his or her staffing coordinator at Tech Needs for immediate corrective action. If our Client does not take corrective action, employee shall report the continued unsafe conditions to your Tech Needs representative or Recruiter.
J. Employee shall be responsible for putting away equipment, if applicable, when finished with the job.
K. Employee will keep aisles and exits clear at all times and practice proper housekeeping.
L. Employee shall immediately report every injury or near miss incidents to his or her supervisor at the job site of our Client. You must also report such accidents, incidents, or injury directly to your Recruiter at Tech Needs as soon as it is practical to do so.
M. If no corrective action is taken by the Client Company after an injury or near miss incident, notify your Recruiter. (Ex. Installing a safety guard on a machine after an employee injured their hand).
N. Employees are encouraged to participate in Client Companies safety committee meetings. Tech needs employees should receive the same safety training as full time employees at Client Company. If safety training isn't provided, notify your Tech needs representative or Recruiter for assistance.

**Insurance fraud is on the rise. Our insurance carrier's Fraud Division is committed to seek out and prosecute all who defraud their company.**

## Safety Incentive

As an incentive to workplace safety, any Tech Needs employee who recommends a safety feature which becomes adopted in our Client's regulations will be rewarded with 8 hours straight time bonus pay. All employees are encouraged to pursue this effort.

## OSHA Right to Know

It is the policy of Tech Needs to ensure that each employee is informed of their rights regarding the presence of hazardous chemicals in the workplace. "Right to know" is a Federal law administrated by the Occupational Safety and Health Administration (OSHA). The object of the law is to reduce the incidence of chemical source illness and injuries.

As a contract temporary employee, will be working at our Client's facility or at a designated worksite. Under the law, you have a right know:

1) That Hazardous Communication Standards exist.
2) What chemicals are present at your work station or job site.
3) The avenues available to learn what chemicals are present and their potential danger to your health.

When you report for your assignment, you should inquire with your supervisor what chemicals are present at your work station or job site and the location of the Standard Safety Sheets (SDS). The SDS includes information such as the properties of each chemical; the physical, health, and environmental health hazards; protective measures; and safety precautions for handling, storing, and transporting the chemical. The information contained in the SDS must be in English (although it may be in other languages as well). In addition, OSHA requires that SDS preparers provide specific minimum information as detailed in Appendix D of 29 CFR 1910.1200. The SDS preparers may also include additional information in various section(s).

Remember there are obvious signs of the presence of chemicals including smell, fumes, and irritation. Some may not have these types of warning properties and their reaction too can only be felt through ingestion or absorption through the skin. In the same course of assignment, if you are unsure regarding the presence of chemicals or whether you have been provided adequate protection, check with your supervisor. He/She should be able to provide you with the necessary information.

If, after following the recommendations outlined above, you do not feel adequately informed then contact your Tech Needs Recruiter or Tech Needs OSHA Compliance Officer.

# Technology and Communications

## Internet, E-mail, Telephone Use

Please remember that if Tech Needs or a Client provides you with access to the Internet, e-mail or a telephone system, it is for the sole purpose of increasing your efficiency to better meet Tech Need's and our Client's needs and expectations. Your Internet, e-mail, and telephone system use must be for Tech Needs and Client business only. Any personal use of the Internet, e-mail or telephone system other than for Tech Needs or Client business, including without limitation, uses related to pornography, obscenity, harassment, or gambling may subject you to immediate disciplinary action, up to and including termination. Because Internet, e-mail and telephone system availability is for Tech Needs and Client business only, use of Tech Need's and any Client's Internet, e-mail or telephone system is not private and Tech Needs and the Client may monitor their contents including but not

## Internet, E-mail, Telephone Use (continued)

limited to your e-mails, text messages, telephone calls and the Internet sites you visit, including without limitation deleted information, at any time. Please be aware that our monitoring in the workplace policy applies to all communications on Tech Needs and the Client provided computer systems, telephone systems, mobile phones, tablets or other communication devices. There should be no expectation of privacy.

This policy is in addition to, and not in limitation of, any other polices and rules of a Client regarding same.

## Text Messaging

Tech Needs has begun to use Text messaging as part of our communication efforts with our candidates and employees. All employees will need to Opt-in if they would like to receive communications from their Tech Needs Recruiter on current and future job opportunities, to receive time sensitive employment information as well as other job related information. You can elect to Opt-Out of receiving text messages from us at any time. Tech Needs reserves the right to discontinue this service if the employee or candidate sends or responds to text messages in an inappropriate or threatening manner. Any inappropriate communication will be grounds for discipline up to and including employee termination.

# Disclaimer

Remember:

This Handbook has been drafted as a guideline for our Temporary Employees. Nothing contained anywhere in this Handbook shall be treated or relied upon as a contract, express or implied, or an offer to form a contract binding upon Technical Needs North Inc. (Tech Needs or the Company) or as a promise as to any benefit, policy, procedure, or other term contained in it. Tech Needs reserves the right, at its sole discretion, to add to, delete, modify, vary, or deviate from any provision of this Handbook, with or without notice. Nothing in this Handbook shall in any way alter the at-will nature of any Employee's employment or entitle an Employee to be or remain employed by Tech Needs. Tech Needs and the Employee shall each have the right to terminate the employment of the Employee at any time, with or without cause or advanced notice (At-Will Employment).

# TEMPORARY EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM

This Employee Handbook contains important information about Tech Needs and I have read and understood its contents. I understand that the Company expects my compliance with the policies provided in the Handbook and that my failure to do so may result in discipline up to and including Termination. I understand that I should consult Human Resources regarding any questions I have that are not answered in this Handbook. I also understand that revisions to this Handbook may occur, that the Company will attempt to notify me of the revisions, and that only authorized Officers of the Company have the authority to adopt the revisions. Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document.

I also understand that the Handbook **DOES NOT** provide me with any rights as to any benefits, policies, or procedures of the Company or of a Client of the Company and that my Temporary Employment with Tech Needs is **"AT WILL"** and subject to Termination by me or Tech Needs at any time.

_____

**Print Employee's Name**

_____

**Employee Signature**

_____

**Date**