

Employee Handbook

FOREWORD

The Company, My Little Hearts Learning Center, always emphasizes that outstanding people are the key to success. Our strength and future growth depend on the contributions made by you and each person within our organizations. We are proud to have you as part of our team. To ensure continued success, we feel it is important that all employees understand our policies and procedures. This employee handbook will familiarize you with the various aspects of working with us. We encourage you to use it as a valuable resource for understanding the Company.

Please be aware that this Employee Handbook only outlines the Company's basic policies, procedures, rules and benefits, it is only intended to provide an overview. Therefore, if you have any questions, please ask them of either your supervisor, another member of management.

This employee handbook is not intended to be a contract, either express or implied, between you and the Company. Your employment with the Company is at-will. This means that both you and the Company enjoy the right to terminate the employment relationship at any time with or without notice or cause. Your at-will status may only be changed by a written agreement signed by you and the owner of the Company.

The Company reserves the right to revise, supplement or terminate any or all policies, procedures or benefits in whole or in part as they deem appropriate, with or without notice at any time. However, the Company will make reasonable efforts to keep you informed of any changes to this Employee Handbook as they occur.

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SECTION I

Introduction

Our policies, practices and benefits are continuously reviewed, and we expect to change them from time- to-time. Therefore, you should always check with your manager or supervisor for the most current ones. The Company reserve the right to revise, supplement or terminate any or all policies, procedures and benefits (if offered to you by the Company), in whole or in part at any time.

Company benefit plans, if offered to you by the Company, benefit plans, (available if premiums and contributions are paid and if participation and other requirements are met), are defined in legal documents such as insurance contracts, official plan texts, summary plan descriptions and trust agreements. This means that if you are offered benefits by the Company, and if a question ever arises about the nature and extent of plan benefits or if there is conflicting language, the formal language of the plan documents govern, not the informal wording of this handbook. Plan documents if applicable, are available for your inspection.

This handbook replaces and supersedes any and all previous employment related policies and practices.

At-Will Employment

All employees of the Company are at-will employees. This means that either you or your Company may end the employment relationship at any time, for any or no reason, with or without cause or notice. Your at-will status may only be changed by a written agreement signed by you and the owner of the Company. Nothing anywhere in this handbook alters the at-will employment relationship.

Open Door Policy

The Company welcomes open communication between employees and managers. The Company provides an Open Door Policy to encourage an exchange of information. Employees are invited to share their concerns and provide input to their supervisor at any time.

It is your supervisor's responsibility to address any employee concerns and provide appropriate follow up with the employee. If however your immediate supervisor cannot adequately address your questions or solve your problem, you may contact any other appropriate member of management.

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Suggestions

If you have any suggestions or ideas that you believe would benefit the Company we encourage you to tell us about them.

We are always looking for suggestions that improve morale, procedures, working conditions, and reduce costs or errors. If you have any suggestions we encourage you to contact your immediate supervisor or any other member of the management team.

Equal Employment Opportunity

The Company is committed to providing equal employment opportunity in all employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, sex, religion, national origin, disability, age, citizenship status, veteran status or any other protected status in accordance with the requirements of all applicable federal, state and local laws.

This policy extends to all aspects of our employment practices, including but not limited to, recruiting, hiring, firing, promoting, transferring, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

The Company is also committed to complying with the laws protecting qualified individuals with disabilities. The Company will provide a reasonable accommodation for any known physical or mental disability of a qualified individual with a disability to the extent required by law, provided the request accommodation does not create an undue hardship for the Company and/or does pose a direct threat to the health or safety of other in the workplace and/or to the individual. If you require an accommodation to perform the essential functions of your job, you must notify your immediate supervisor or another member of management. Once the Company is aware of the need for an accommodation, then the Company will engage in an interactive process to identify possible accommodations that will enable the employee to perform the essential functions of the job.

If you believe that you have been treated in a manner not in accordance with these policies, please notify the Company immediately, either by speaking to your immediate supervisor or another member of management. The Company take all complaints of discrimination seriously. You are encouraged to utilize this procedure without fear of reprisal.

Policy Against Harassment

The Company does not tolerate unlawful harassment of any of our employees, customers or clients, vendors, or suppliers. Any form of harassment which violates federal, state or local law, including, but not limited to harassment related to an individual's race, religion, color, sex,

national origin, citizenship status, age, veteran status or disability is a violation of this policy and will be treated as a disciplinary matter. For these purposes the term "harassment," includes slurs and any other offensive remarks, jokes, other verbal, graphic, or physical conduct. In addition to the above listed conduct, "sexual harassment" can also include the following examples of unacceptable behavior:

- unwanted sexual advances;
- offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity;
- visual conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters;
- verbal sexual advances, propositions or requests;
- verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations;
- physical conduct, such as touching, assault, impeding or blocking movements.

Examples of What Constitutes Prohibited Harassment:

In addition to the above listed conduct, the Company strictly prohibits harassment concerning race, color, religion, national origin, age or other protected characteristic. By way of illustration only, and not limitation, prohibited harassment concerning race, color, religion, national origin, age or other protected characteristic includes:

- slurs, epithets, and any other offensive remarks;
- jokes, whether written, verbal, or electronic;
- threats, intimidation, and other menacing behavior;
- other verbal, graphic, or physical conduct; and
- other conduct predicated upon one or more of the protected categories identified in this policy.
- If you have any questions about what constitutes harassing behavior, ask your supervisor or another member of management.
- Harassment of our customers/clients, or employees of our customers/clients, vendors,

suppliers or independent contractors by our employees is also strictly prohibited. Such harassment includes the types of behavior specified in this policy, including sexual advances, verbal or physical conduct of a sexual nature, sexual comments and gender-based insults. Any such harassment will subject an employee to disciplinary action, up to and including immediate termination.

Reporting Harassment

Anyone who believes he or she is being subjected to harassment or who has witnessed such conduct must report the conduct as outlined in the following procedure.

Report any discriminatory, harassing, or retaliatory behavior that you experience or witness to call the Director of Operations immediately.

If the problem is not addressed in a timely manner, notify the owners.

A thorough investigation will be conducted and there will be no retaliation against victims or witnesses for participating in the investigation. Appropriate action will also be taken in response to violation of this policy by any non-employee.

Employee notification of the problem is essential to the Company. My Little Hearts Learning Center cannot help resolve a harassment problem unless they know about it. Therefore, it is the employee's responsibility to bring concerns and/or problems to the Company's attention to take whatever steps are necessary to address the situation. The Company takes all complaints of unlawful harassment seriously and will not penalize any employee or retaliate against any employee in any way for reporting a harassment problem in good faith.

All complaints of unlawful harassment that are reported to management will be investigated as promptly as possible and corrective action will be taken where warranted. The Company prohibits employees from hindering internal investigations and the internal complaint procedure. All complaints of unlawful harassment, which are reported to management, will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

Standards of Conduct

*All items listed below may result in immediate termination with this document being the only warning you may receive. Any progressive warnings stated below will be exceptions, not standard practice.

When groups of people work together, reasonable rules are necessary to conduct an orderly

business and make working conditions more pleasant for everyone.

As an employee, it is expected that you will adhere to all policies and practices of the Company. It is further expected that you will conduct yourself in a professional manner at all times, and exhibit the highest level of integrity in performing your job. It is equally important to maintain a positive work environment through good working relationships with our customers, visitors, and your co-workers that emphasizes our commitment to good customer service. Any violation of these standards of conduct, other employment policies, or any conduct the Company determine is inappropriate may result in immediate discipline up to and including discharge.

The list below is not intended to be all-inclusive, but merely illustrates the various types of prohibited conduct. Policies governing our Standards of Conduct are listed below and may be subject to change or modification. Nothing in these standards shall be considered a contractual promise or alter the at-will status of employment with the Company.

Student Confidentiality

It is the policy of My Little Hearts to provide our employees or students with a level of privacy and confidentiality with any information concerning any of our employees or students.

In the course of work employees may have access to confidential information (oral, written, or computer generated not otherwise available to the public at large about employees or students, their families and/or personal business. School business information includes computer programs, software, and supporting documentation, technological, improvement plans, strategic plans, financial information and employee information (including but not limited to co-worker and their families).

Employees' use of confidential information is restricted to their need to know the data or information to perform my job responsibilities. Employees will refrain from using an administrator's computers unless otherwise instructed by their supervisor. Employees will not discuss any confidential information in any public areas, hallways, gathering spaces, social media sources, etc.

Employees will hold all confidential information of which they have knowledge in the truest confidence, as required by law. All employees agree to utilize confidential information obtained only for the benefit of the employee or student, or in the performance of my job responsibilities; Such as, family members or any other affiliates. Keeping confidentiality includes not sharing information (oral, written, software related, etc.) with other professionals in the childcare industry at competitor schools or otherwise.

Unauthorized disclosure, copying and/or misuse of confidential information are a serious breach of duty and will result in immediate termination of employment. Further, this agreement mandates compliance extending beyond employment, or association with My Little Hearts as required by law.

Social Media

My Little Hearts Learning Center recognizes that social media is regularly used as a form of communicating. My Little Hearts trusts and expects employees to exercise personal responsibility whenever they participate in social media. My Little Hearts has the right and duty to protect itself from the unauthorized disclosure of information and to protect its reputation as a business and employer. My Little Hearts also has the right to maintain an orderly, safe, and efficient work environment, consistent with its organizational values, practices, procedures and My Little Hearts work rules and policies. This policy includes basic guidelines for each employee.

"Social media" and related technology include, but are not limited to, video, or Wiki posts, social networking sites such as Facebook, MySpace, Twitter, and YouTube, chat rooms, podcasts, discussion forums, personal blogs or other similar form of online journals, diaries or personal newsletters not affiliated with My Little Hearts. This policy also includes future social media technologies and applications that may not yet be contemplated.

Employees are responsible for protecting confidential and proprietary My Little Hearts information. Employees may not disclose any confidential or proprietary information on or about My Little Hearts, its affiliates, vendors, or suppliers, including, but not limited to business and financial information.

At all times, including when using social media during non-work hours, employees must comply with My Little Hearts 's policies regarding the confidentiality of My Little Hearts operations. Employees may not, at any time, use social media to discuss confidential work-related matters.

Unless specifically instructed, employees are not authorized to speak on behalf of the organization. Employees may not represent that they are communicating on behalf of My Little Hearts or do anything that might reasonably create the impression that they are communicating on behalf of, or as a representative of My Little Hearts.

My Little Hearts employees are prohibited from taking photos of work related information; this includes photos of children and posting this information on a social media site, unless expressly authorized by the director.

Employees are personally responsible for their commentary, even on personal pages. Employees should be aware that they may be held personally liable for commentary that is considered defamatory, obscene, proprietary, or libelous by any offended party, not just My Little Hearts.

My Little Hearts requests employees to report all suspected violations of this policy to the Director. My Little Hearts investigates and responds to all reports of violations of the social media policy and guidelines and other related policies. Violation of the policy will result in immediate termination. My Little Hearts reserves the right to take legal action if deemed necessary to protect My Little Hearts, employees, or any other affiliated individual or group.

Attendance

- Excessive absences will not be tolerated. The first warning will result in a documented verbal warning. The second warning will result in a written warning and one day unpaid suspension. The third warning will be termination. Excused absences are to be kept to a minimum and must be an emergency situation that will require documentation of the emergency. If excused absences become a habit and occur on a regular basis it could result in immediate termination. Absences without any notification will be considered a voluntary resignation of employment. All absences must be reported to Director at least 2 hours prior to beginning of shift (phone calls only, text messages are not considered notice and will be considered a no call / no show).
- Tardiness is defined as five minutes after designated arrival time. Excessive tardiness will not be tolerated. Each occurrence of tardiness will be documented. If tardiness becomes excessive it will result in termination.
- You are to clock in when you are scheduled to arrive at work and clock out when you are scheduled to leave. You should be clocking in at your designated arrival time if you are going to be tardy you should have called the Director prior to beginning of shift (with as much notice as possible). If we have employees abusing this, Corporate will begin monitoring when everyone is clocking in and out. If we start to see a pattern in employees clocking in or out before or after scheduled times it will result in a written warning and if it persist it may result in immediate termination.

Others forms of attendance issues that will not be tolerated:

- Improper authorization for or use of paid or unpaid leave.
- Performing overtime work without authorization.
- Failure to notify the manager of impending tardiness or absenteeism, as required under Company policies.
- Failing to work assigned hours including overtime.
- Failing to fill out timecards timely and accurately or falsification of information on timecards.
- Failing to report to work on the first day following the expiration of a leave of absence.
- Failing to report to work for one day without notifying the Director.
- Swapping work hours or days without permission.
- Leaving work without permission.

Behavior

• We expect all of our employees to act in a professional manner in all aspects of their job. We will not tolerate unprofessional behavior including being disrespectful to another employee, supervisor, student, or customer, gossip, personal cell phone use, and inappropriate language. We also expect our employees to have a professional working relationship with our parents. It is not appropriate to have contact with any parents outside of My Little Hearts Learning Centers. Your personal life is to be kept personal. We need to have professional relationships with our parents, but it is only to include matters pertaining to their child. Any of these listed behaviors could result in termination.

- Failure to carry out a direct order from a superior, except where the employee or another person's safety may be jeopardized.
- Engaging in a conflict of interest activity.
- Violence or use of force, whether or not a weapon is used.
- Knowingly falsifying, removing, or destroying information related to employment, payroll, or work-related records or reports.
- Soliciting outside work for personal gain during business hours or participating in any
 off-duty employment that adversely affects the employee's performance of work for the
 company.
- Discourteous treatment of the public or other employees, including, but not limited to, harassing, coercing, threatening, or intimidating others.
- Unauthorized removal or use of any company property or that of a customer.
- Violation of the Equal Employment Opportunity policy or the policy against discrimination, harassment and retaliation included in this Handbook.
- Carrying on any outside activities during working time or during any time, which would interfere with the work of other employees.
- My Little Hearts employees may not access social media sites for personal use during
 work time. My Little Hearts employees may not use social media in a manner that
 interferes with their job duties or violates an My Little Hearts work rule or policy.
 Specifically, employees may not use social media to harass, threaten, intimidate,
 retaliate, discriminate or disparage against My Little Hearts, employees, or anyone
 doing business with My Little Hearts
- Failing to maintain personal appearance and behavior standards.
- Falsifying Company records or furnishing false or misleading information or withholding any information on Company records or pursuant to any investigation by the Company or any government agency. Failure to cooperate in an investigation involving any employee's compliance with employment policies and procedures.
- Theft, misappropriation, defacing or damaging of the Company's or another's property including cash or merchandise.
- Possession of a firearm or other weapon, loaded or unloaded, on Company property.
- Using, possessing or selling alcohol or drugs on Company property or while on duty.
- Being under the influence of alcohol or drugs while on duty.
- Providing childcare for any children enrolled at our Center, outside the Center after hours.

Performance

- Inefficiency, incompetence, or negligence in the performance of duties, including failure to perform assigned tasks or training, or failure to discharge duties in a prompt, competent and reasonable manner.
- Refusal or inability to improve job performance in accordance with written or verbal direction.

- Careless, negligent, or improper use of Company property, equipment or funds, including unauthorized removal, or use for private purposes, or use involving damage or unreasonable risk of damage to property.
- Unauthorized release or possession of confidential information or business records.
- Sleeping on the job.
- Violating any employment policy or procedure, whether contained in this Handbook or not.

Ethical Standards/Conflict of Interest

The Company have excellent reputations for conducting their business activities with integrity, fairness, and in accordance with the highest ethical standards. As an employee, you enjoy the benefits of our reputation and are obligated to uphold our ethical standards in every business activity.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. The Company recognize and respect your right to engage in activities outside of your employment that are private in nature and do not in any way conflict with or reflect poorly on The Company. Management reserves the right, however, to determine when an employee's activities represent a conflict with our interests and to take whatever action is necessary to resolve the situation, including termination of employment. If you are ever in doubt whether an activity meets our ethical standards, may be a conflict of interest, or compromises the Company's reputation, please discuss it with your director, supervisor, or owner.

Workplace Violence

The Company has a strong commitment to their employees to provide a safe, healthy and secure work environment. The possession of weapons or occurrences of violence in the workplace is contrary to our objective and will not be tolerated. Violators may be subject to immediate discharge.

No employees should commit or threaten to commit any violent act. This includes discussions about the use of dangerous weapons or bringing any dangerous weapons onto Company property. Any employee who is subject to or threatened with violence by a co-worker, customer or vendor, or is aware of another individual who has been subjected to or threatened with violence, is to report this information to management immediately.

To protect the safety and property of all the Company's employees, the Company has the right to search any areas on Company premises for weapons, including but not limited to, lockers, furniture, containers, drawers, equipment or other facilities, lunch boxes, briefcases, personal

bags, personal toolboxes or tool kits, parking lots, Company vehicles and personal vehicles parked on Company premises. Employees are expected to cooperate in any search.

Ban on Concealed Weapons

Bringing concealed weapons onto Company property is strictly prohibited. This policy shall serve as written notice under Texas Penal Code Section 30.06 of the Company's ban on concealed weapons:

Pursuant to Section 30. 06[0] Penal Code (trespass by holder of license to carry a concealed handgun), a person licensed under Subchapter H Chapter 4]], Government Code (concealed handgun law), may not enter this property with a concealed handgun.

Employees who bring concealed weapons onto Company property in violation of this policy will be subject to discipline and may be subject to criminal prosecution.

Safety

The health and safety of employees and others on Company property is of utmost concern. It is therefore the policy of the Company to strive constantly for the highest possible level of safety in all operations. It is our commitment to comply with all applicable health and safety laws, and to ensure that public and work areas are free of hazardous conditions. The Company will make every effort to provide working conditions that are as healthy and safe as feasible, and employees are expected to be equally conscious about work-place safety, including proper work methods, reporting potential hazards, and reducing exposure to known hazards. You should immediately inform your manager of any unsafe condition or act that you observe. If you can correct an unsafe condition without possible risk of injury to yourself or others, you should take steps to correct it.

Untidy work areas are one of the primary causes of accidents. It is the responsibility of employees to keep their work area clean. Your manager will discuss any specialized safety requirements of your department with you.

You are expected to work safely at all times. If you are injured, however, you are required to report all injuries, no matter how minor, to your supervisor immediately.

Modified Duty Positions

If available, a modified or light duty position may be offered to an employee that suffers an occupational injury/illness on a temporary basis. Modified duty positions may involve a temporary reassignment to another position or modified job duties for an employee's usual and customary position.

The following rules and restrictions for modified duty positions apply:

- You cannot return to work without written authorization from your physician
- Tell your supervisor immediately if you have any difficulty with assigned work. Never do work beyond what your physician has determined is safe for you.
- Reassignment to a modified duty position may require you to change your regular days off or work hours.
- You are required to schedule doctor's appointments around your work schedules, whenever possible.
- Refusal to participate in the modified duty program when your physician releases you to work and work is offered, may result in termination.

Classification of Employees

The Fair Labor Standards Act has provided rules to employers for determining if an employee is eligible to receive overtime. This determination is based on the employee's job classification/position. Employees are classified as either exempt or non-exempt for the purposes of paying overtime. Exempt employees include all regular employees who are classified by the Company as exempt from the overtime provisions of the Federal Fair Labor Standards Act and any applicable state laws. Non-exempt employees include all regular employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws.

Employees are also classified as full time, part time, or temporary as determined by the Company's policies. Eligibility for benefits, if offered, is generally based on this full time, part time or temporary status. Your employment status will be determined and communicated to you at the time of hire or job transfer within the company. If you have any questions regarding your status, please see your manager, supervisor, or owner.

SECTION II

Military Leave of Absence

Upon request, employees are eligible for a leave of absence to serve in the active or reserve military services of the United States in accordance with applicable law. The Company comply with the Uniform Services Employment and Re-employment Rights Act (USERRA). This act applies to all employees who voluntarily or involuntarily perform services in the Armed Forces. National Guard, Public Health Services, or any other category of service designated by the President in time of war or emergency.

The following guidelines will be followed for an employee requesting a leave of absence:

- Employees are required to give their employers advanced written or verbal notice of an absence for military service unless circumstances make it unreasonable or impossible to do so.
- Employees may use any accrued vacation or other paid leave during the military leave.
- After the conclusion of their military service, employees must report to the Company, or submit an application for re-employment within a prescribed timeframe, which varies depending on the length of the leave of absence.
- Employees are generally entitled to take a cumulative leave of absence due to military service for up to five (5) years although specific exceptions that allow leave in excess of five (5) years may apply.

Return from Military Duty

Re-employment and/or reinstatement of employment will be made in accordance with all federal and/or state law. Employees should contact their supervisor/manager for specific information regarding return to work procedures.

FMLA Leave of Absence

Eligible employees may take up to 12 workweeks of unpaid, job-protected leave under the Family and Medical Leave Act ("FMLA") in a 12-month period for specified family and medical reasons.

Employee Eligibility

To be eligible for FMLA leave, Employees must:

- have worked at least 12 months for the Company;
- have worked at least 1,250 hours for the Company over the preceding 12 months; and
- work at a location where there are at least 50 employees within 75 miles.

Conditions Triggering Leave

FMLA leave may be taken for the following reasons:

- birth of a child, or to care for a newly-born child;
- placement of a child with the employee for adoption or foster care
- to care for an immediate family member (spouse, child, or employee's parent) with a serious health condition; or
- because of the employee's serious health condition which makes the employee unable to perform the functions of the employee's job.

Duration of Leave

Eligible employees may receive up to 12 workweeks of unpaid leave during any "rolling" 12-month period, measured backward from the date of any FMLA leave. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

Employees may take FMLA leave intermittently, or by reducing your normal weekly or daily work schedule, when medically necessary for the employee's own or immediate family member's serious health condition. Intermittent leave is not permitted for birth of a child, to care for a newly born child, or for placement of a child for adoption or foster care. Employees who require intermittent leave or reduced-schedule leave must try to schedule their leave so that it will not disrupt the Company's operations.

Benefits During Leave

Depending on the purpose of an employee's leave request, an employee may choose (or the Company may require the employee) to use accrued paid leave, if available, concurrently with some or all of the FMLA leave. In addition, the employee will not be eligible to accrue seniority or benefits, including vacation and holidays, during any period of an FMLA leave.

Job Restoration

Upon returning from FMLA leave, an employee will normally be restored to the employee's original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

Notice and Medical Certification

When seeking FMLA leave, an employee must provide:

- thirty (30) days advance notice of the need to take FMLA leave, if the need is foreseeable, or notice as soon as practicable in the case of unforeseeable leave:
- medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member must be returned before your leave begins, or if not possible, within 15 days of the Company's request to provide the certification. If you fail to do so, we may delay the commencement of your leave or withdraw any designation of FMLA leave, in which ease your leave of absence would be unauthorized, subjecting you to discipline tip to and including termination. Second or third medical opinions and periodic recertification may also be required;
- periodic reports as deemed appropriate during the leave regarding your status and intent to return to work; and
- medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition.
- Failure to comply with the foregoing requirements may result in delay or denial of leave.

Failure to Return After FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement may be subject to termination of employment.

Limited Nature of This Policy

This policy is intended to provide only those leave benefits and protection required by FMLA.

Bereavement Leave

Eligible employees receive paid leave for up to three (3) regular workdays missed due to the death of an immediate family member. To be eligible for bereavement leave, employees must

complete ninety (90) days of employment and provide any documentation that may be requested.

Immediate family members consist of the following relatives of the employee, or of the employee's spouse:

Spouse
Children (including step-children)
Parents (including step-parents)
Siblings
Grandparents
Grandchildren

In certain circumstances the Company reserves the right to make exceptions on a case-by-case basis when requested.

To take leave, an employee must submit a request to the supervisor. This request must state the requested days off, and the anticipated return date.

Voting Leave

The Company encourage all employees to fulfill all civic responsibilities and to vote in all official public elections. Generally your working hours are such that you will have ample time to cast your vote before or after working hours. However if you do not have two (2) consecutive non-work hours to vote, the Company will provide you with a reasonable amount of time off work to vote to receive time off for voting, you must notify your supervisor in advance. Your supervisor will schedule the hours off for you to vote.

Jury Duty Leave

The Company recognizes employee obligations to serve on state and federal juries and will provide employees unpaid time off from work to comply. When you are asked to serve on jury duty, inform your supervisor immediately so that it can be determined whether your schedule is flexible enough to permit you to serve at that time. If not, the Company will request deferral to a more convenient date. You are expected to return to work, when reasonable, during your regularly scheduled business hours or if released earlier than anticipated.

Witness Duty Leave

Occasionally, employees may be legally compelled to attend a civil, criminal, legislative or administrative proceeding pursuant to a subpoena. In these circumstances, the Company will provide employees time off from work to comply with the subpoena. Employees must notify

their supervisor immediately upon receiving a subpoena compelling attendance at a civil, criminal, legislative or administrative proceeding and must present the subpoena to their supervisor.

Court Attendance Leave

To the extent required by law, parents, conservators, court-appointed custodians and legal guardians of children appearing in a juvenile court proceeding will be provided with unpaid time off from work to attend the juvenile court proceeding. Employees must provide advance notice of the need for time off and supporting documentation to their supervisors. Employees must notify the Company as soon as practical following time off under this policy of when they intend to return to work.

Vacation

See Separate PTO Policy

Sick Time

See Separate PTO Policy

Holidays

See Separate PTO Policy

Recognized Holidays

Memorial Day July the Fourth Labor Day Thanksgiving Day Christmas Eve Christmas Day New Years Day

As long as staffing needs are met, eligible employees may also take unpaid time off for religious observances not included in the above holiday schedule. You must request and receive approval from your manager in advance of the requested day off.

SECTION III

Introductory Period and Orientation

An introductory period of ninety (90) days or longer may be used for new employees or employees who are reassigned or transfer to a new position.

To assist you in learning your new job the Company will provide orientation and training, and may periodically review your progress. A formal performance evaluation may he conducted at the end of ninety (90) days to determine if you are meeting the requirements for the position.

If at any time during this process you have questions, you are encouraged to talk to your supervisor or follow the Company's "Open Door Policy."

Absent a written agreement between the employee and the Company to the contrary, all employment both during and after the introductory period is at-will and the completion of the introductory period does not confer any rights for continued employment.

Attendance and Punctuality

Regular attendance and punctuality is an important job requirement. The Company must be able to respond to its customers' and clients' needs. In order to perform this obligation, it is essential that all employees report to work regularly and on time. It is each employee's responsibility to overcome minor inconveniences and to strive for perfect attendance.

Excessive absences will not be tolerated. The first warning will result in a documented verbal warning. The second warning will result in a written warning and one day unpaid suspension. The third warning will be termination. Excused absences are to be kept to a minimum and must be an emergency situation that will require documentation of the emergency. If excused absences become a habit and occur on a regular basis it could result in termination. Absences without any notification will be considered a voluntary resignation of employment. All absences must be reported to human resources by the employee.

Tardiness is defined as five minutes after designated arrival time. Excessive tardiness will not be tolerated. Each occurrence of tardiness will be documented. If tardiness becomes excessive it will result in termination. All tardiness must be reported to the director by the employee.

You are to clock in when you are scheduled to arrive at work and clock out when you are scheduled to leave. You should be clocking in at your designated arrival time if you are going to be tardy you should call your director. If we start to see a pattern in employees clocking in or out before or after schedule times it will result in a written warning and if it persist it could result

in termination.

Overtime

Non-exempt employees are eligible for overtime pay. However, your manager may require prior approval of overtime before it is worked. Employees who work unauthorized overtime are subject to discipline, up to and including termination. An overtime rate of one and one-half times the regular rate is applied to the actual hours worked in excess of forty (40) hours in one pay week.

Management expects that employees will work overtime hours when requested. Advance notice will be given to employees whenever possible; however, employees should be aware that emergencies do occasionally arise that do not permit advance notification. Managers will make every effort to notify the employee as soon as possible when overtime work is required.

Pay received for hours such as sick time, holidays, vacations, or paid time off, etc., is not considered time worked for purposes of computing overtime.

Professional Appearance Standards

The Company wishes to portray a professional business appearance and, therefore, all employees' style of dress and grooming should reflect that image. Employees are required to present themselves during working hours in attire that is appropriate to their position and the nature of the work performed. Clothes help create the first impression an employee makes on our clients. All clothes should be neat, clean, untattered and pressed. Any tattoos need to be discreetly covered and exposed piercings, other than in the ear, should be removed. Natural hair color is required.

Employees

Lead Teacher/Assistant Teachers/Cooks/Bus Drivers/Office Assistant

- Must all wear solid colored polo or solid colored button down blouse with khaki or black dress pants Monday thru Thursday. On Fridays they may wear a UN labeled T-shirt and jeans. Shoes must always be closed toe and slip resistant.
- All shirts must cover your mid-drift at all times. If any shirt comes below the bottom of your waist band the shirt must be tucked in. If any shirt shows your back or stomach when you bend over, twist, turn or lift your arms above your head it must be tucked in. If the shirt comes un-tucked revealing your body we ask that you not wear it. If you get cold in your polos or t-shirts please wear a white long sleeve shirt underneath rather than a jacket.

Directors and Assistant Directors

Must be dressed in business casual attire at all times. Shirts revealing your mid-drift will not be allowed. If skirts are worn they must be knee length.

Employees who are in doubt, or have questions about the specific personal appearance standards or dress code should consult their supervisor. Any employee who, in the supervisor's sole discretion, appears for work in a manner that does not conform to the Company's standards may be required to return home to obtain appropriate attire, and the period of absence may be treated as unpaid leave. Repeated violation of this policy may result in disciplinary action, up to and including discharge.

Computers, E-Mail, Voicemail and the Internet

The following policy governs the use of all Company-owned computers, personal computers used for Company business, e-mail and voice mail systems, and Internet access via Company computers and/or data lines. Personal computers used for Company business include laptops or home computers that are connected with the Company's network on a regular or intermittent basis. All Company computers, e-mail and voice mail facilities, and Internet access accounts are the Company's property to be used to facilitate the business of the Company. All information that is temporarily or permanently stored or transmitted with the aid of the Company's computers, e-mail and Internet remain the sole and exclusive property of the Company. As such, employees should have no expectation of privacy in connection with their access and use of such equipment and systems.

Employees should not use or access the Company's computers, voice mail, e-mail and Internet systems in any manner that is unlawful, inappropriate or contrary to the Company's best interests. These electronic tools are provided to assist employees with the execution of their job duties and should not be abused.

Company Property

All software that has been installed on Company computers and personal computers used for Company business is Company property and may not be used for any non-business, unlawful or improper purpose. In addition, all data temporarily or permanently collected, downloaded, uploaded, copied and/or created on Company computers, and all data temporarily or permanently collected, downloaded, uploaded, copied and/or created on personal computers used for Company business that relate in any manner to the Company's business are the exclusive property of the Company and may not be copied or transmitted to any outside party or used for any purpose not directly related to the business of the Company.

Upon termination of employment, an employee shall not remove any software or data from Company-owned computers and shall completely remove all data collected, downloaded and/or created on personal computers used for Company business that relate in any manner to the

Company's business. Upon request of the Company, a terminating employee shall provide proof that such data has been removed from all personal computers used for Company business.

Proper Use

Employees are strictly prohibited from using Company computers, Company e-mail and Company voice mail systems, and Company internet access accounts, or personal computers used for Company business, for any improper purpose. The Company's Anti-Discrimination Policy and Policy against Harassment extend to the use of the Company's computers, e-mail, voice mail and Internet systems and personal computers used for Company business. Any employee who uses the Company's computers, e-mail, voice mail and Internet systems in violation of these policies will be subject to discipline, up to and including immediate termination.

It is not possible to identify every type of inappropriate or impermissible use of the Company's computers, e-mail, voice-mail and Internet systems. Employees are expected to use their best judgment and common sense at all times when accessing or using the Company's computers, e-mail, voice-mail and Internet systems. The following conduct, however, is strictly prohibited:

- Employees may not transmit, retrieve, download, or store inappropriate messages or images relating to race, religion, color, sex, national origin, citizenship status, age, disability, or any other status protected under federal, state and local laws.
- Employees may not use the Company's computers, e-mail, voice mail and Internet systems in any way that violates the Company's policy against unlawful harassment, including sexual harassment. By way of example, employees may not transmit messages that would constitute sexual harassment; may not use sexually suggestive or explicit screen savers or backgrounds; may not access, receive, transmit or print pornographic, obscene or sexually offensive material or information; and may not transmit, retrieve, download, store or print messages or images that are offensive, derogatory, defamatory, off-color, sexual in content, or otherwise inappropriate in a business environment. Employees are also prohibited from making threatening or harassing statements to another employee, or to a vendor, customer, or other outside party.
- Employees are strictly prohibited from altering, transmitting, copying, downloading or removing any proprietary, confidential, trade secret or other information of the Company, or of the Company's customers. In addition, employees may not alter, transmit, copy or download proprietary software,

- databases and other electronic files without proper and legally binding authorization.
- Employees should not download, transmit, or retrieve messages from multinetwork gateways, real-time data and conversation programs including, but not
 limited to, instant messaging services (e.g. AOL Instant Messenger and Yahoo
 Messenger), Internet chat rooms and bulletin boards during their work shift,
 unless such activity is necessary for business purposes.
- Employees may not use or allow another individual to use the Company's computers, e-mail and Internet systems for any purpose that is either damaging or competitive with the Company or detrimental to its interests.
- Employees are strictly prohibited from using the Company's computers, c-mail or Internet systems in any manner that violates the federal Anti-SPAM law.
- Employees must honor and comply with all laws applicable to trademarks, copyrights, patents and licenses to software and other electronically available information. Employees may not send, receive, download, upload or copy software or other copyrighted or otherwise legally protected information through the Company's computers, e-mail and Internet systems without prior authorization.
- Employees may not solicit personal business opportunities or conduct personal advertising through the Company's computers, e-mail or Internet systems.
- Employees may not engage in gambling of any kind, monitor sports scores, or play electronic games through the Company's computers, e-mail or Internet systems.
- Employees may not engage in day trading, or otherwise purchase or sell stocks, bonds or other securities or transmit, retrieve, download or store messages or images related to the purchase or sale of stocks, bonds or other securities through the Company's computers, email or Internet systems.

Unsolicited E-mail

Electronic mail has become an extremely important and efficient means of communication, particularly in the business world. However, the abuse of electronic mail systems, as well as the

receipt and transmission of unsolicited commercial electronic mail places an incredible drain on the Company's servers and network, and imposes significant monetary costs to filter and remove unsolicited c-mails from our system. To eliminate the receipt and transmission of unsolicited commercial electronic mail, the Company complies with the federal "CAN-SPAM" law. All employees are responsible for complying with the federal Anti-Spam regulations and therefore may not use the Company's computers, servers, network or e-mail system to:

- Transmit unsolicited commercial electronic mail promoting the Company's business, goods, products and services without prior authorization.
- Transmit unsolicited commercial electronic mail promoting the employee's personal business, goods, products and services.
- Transmit commercial electronic messages to the Company's customers who have elected to "opt-out" of receiving the Company's electronic advertisements.
- Initiate a transmission of a commercial e-mail message that contains or is accompanied by false or misleading information

In addition, to help the Company eliminate the receipt of unsolicited commercial e-mail from outside parties advertising various websites, products or services and to further prevent the receipt of offensive or undesired outside e-mail, you should:

- Not use your Company computer to access any website not directly related to Company business; and
- Delete unfamiliar or suspicious e—mail from outside the Company without opening
 it.

Monitoring

Employees should expect that any information created, transmitted, downloaded, received or stored in Company computers or personal computers used for Company business, or on the Company's voicemail system maybe accessed by the Company at any time without prior notice. Employees should not assume that they have an expectation of privacy or confidentiality in such messages or information (whether or not such messages or information are password-protected), or that deleted messages are necessarily removed from the system. Employees must provide all passwords and access codes for Company computers or personal computers used for Company business to the owner. Changing passwords or creating new passwords without notifying the owner is strictly prohibited.

System Integrity

Because outside disks may contain viruses, employees are not permitted to use personal disks or

copies of software or data in any form on any Company computer without first (1) obtaining specific authorization from the owner, and (2) scanning the data for viruses. Any employee who introduces a virus into the Company's system via use of personal software or data shall be deemed guilty of gross negligence and/or willful misconduct and may be held responsible for the consequences, including cost of repair and lost productivity.

Similarly, information is not to be downloaded directly from the Internet onto the Company's computer system. All information downloaded from the Internet is to he placed on a disk and scanned for viruses before being introduced into the Company's system.

Enforcement

Violations of this policy may result in disciplinary action, up to and including termination of employment. Employees who damage the Company's computer system through its unauthorized use may additionally he liable for the costs resulting from such damage. Employees who misappropriate copyrighted or confidential and proprietary information, or who distribute harassing messages or information, may additionally be subject to criminal prosecution and/or substantial civil money damages.

Telephones

The proper use of telephone etiquette reflects our commitment to a high standard of customer service. In addition defined telephone skills are essential to the efficient operation of the Company.

We have therefore established the following standards to be followed when using the telephone during business hours.

BUSINESS-CALLS:

Incoming should courteously. calls be answered promptly and Calls should be forwarded to the appropriate person as quickly as possible. If unavailable, detailed message should be taken for a follow up Callers should not be placed on hold for long periods of time. It is important to check with the caller periodically to assess if they want to continue to hold. Telephone messages are to be returned in a timely manner.

Cell Phone Policy

Employees are not allowed to have their cell phones on at all during scheduled work hours. Cell phones should be left in the front office and may be checked on breaks.

The Company is committed to promoting highway safety by encouraging the safe use of cellular telephones by its employees while they are on Company business. While the Company recognizes that there often is a business need to use cellular phones, safety must be the first priority.

If an employee needs to make a phone call while driving, the individual should find a proper parking space first. Stopping on the side of the road is not acceptable. The only exception is for genuine emergencies such as an accident or a vehicle breakdown. Employees with hands-free telephones may make brief phone calls while driving but must park when road conditions are poor, traffic is heavy, or the conversation is involved.

Proper cellular phone use is one part of safe driving. Employees also should remember that while traveling on business, they are expected to follow posted speed limits, practice defensive driving, wear scat belts and take a sufficient number of breaks so they remain alert. The Company also expects its employees to he properly licensed and reserve the right to request that employees present a current license for inspection.

Smoke Free Workplace

In order to maintain a safe and comfortable working environment, the Company prohibits smoking throughout its workplace with the exception of specially designated areas.

All smoking areas will be clearly designated with signs. You are permitted to smoke in these areas only during your meal and break periods. Employees smoking in any non-smoking area may be subject to disciplinary action up to and including discharge.

Alcohol and Drug Policy

Purpose

Alcohol and drug abuse ranks as one of the major health problems in the United States. Our employees are our most valuable resource, and their safety and health is of paramount concern. We are committed to providing a safe working environment to protect our employees and others; to provide the highest level of service; and to minimize the risk of accidents and injuries.

General Policy

Each employee has a responsibility to co-workers and the public to deliver services in a safe and conscientious manner. Continuing research and practical experience have proven that even limited quantities of narcotics, abused prescription drugs or alcohol can impair your reflexes and judgment. This impairment, even when not readily apparent, can have catastrophic results. For these reasons, we have adopted a policy that all employees must report to work and remain completely free from the presence of drugs or under the influence of alcohol.

Drug Use/Distribution/Possession/Impairment

All employees are prohibited from manufacturing, cultivating, distributing, dispensing, possessing or using illegal drugs or other unauthorized or mind-altering or intoxicating substances while on the Company's property (including parking areas and grounds), or while otherwise performing their work duties away from the Company. Included within this prohibition are lawful controlled substances, which have been illegally or improperly obtained. This policy does not prohibit the possession and proper use of lawfully prescribed drugs taken in accordance with the prescription.

Employees are also prohibited from having any such illegal or unauthorized controlled substances in their system while at work, and from having excessive amounts of otherwise lawful controlled substance in their systems. This policy does not apply to the authorized dispensation, distribution or possession of legal drugs where such activity is a necessary part of an employee's assigned duties.

Alcohol Use/Distribution/Possession/Impairment

All employees are prohibited from distributing, dispensing, possessing or using alcohol while at work or on duty. Furthermore, off-duty alcohol use, while generally not prohibited by this policy, must not interfere with an employee's ability to perform the essential functions of his/her job.

Prescription Drugs

The proper use of medication prescribed by your physician is not prohibited; however, we do prohibit the misuse of prescribed medication. Employees' drug use may affect their job performance, such as by causing dizziness or drowsiness. Employees may disclose such prescriptions on the request form at the drug testing facility. It is the employee's responsibility to determine from his/her physician whether a prescribed drug may impair job performance.

Notification of Impairment

It shall be the responsibility of each employee who observes or has knowledge of another employee in a condition which impairs the employee in the performance of Ins/her job duties, or who presents a hazard to the safety and welfare of others, or is otherwise in violation of this policy, to promptly report that fact to his/her immediate supervisor.

Who is Tested

The Company shall conduct drug tests in the following circumstances:

a. <u>Reasonable Suspicion</u>. Employees may be required to submit to drug/alcohol screening whenever the Company has a reasonable suspicion that they have violated any of the rules set forth in this policy. Reasonable suspicion may arise from among other factors, supervisory observation, co-worker reports or complaints,

performance decline, attendance or behavioral changes, results of drug searches or other detection methods, or involvement in a work related injury or accident.

b. Other Bases for Testing. Employees in safety sensitive positions may be tested on a random or periodic basis. In addition, various job classifications are categorically subject to random or periodic drug testing to the extent permitted by applicable state and federal laws.

Discipline

Violation of this policy or any of its provisions may result in discipline up to and including termination of employment.

Enforcement Policy

In order to enforce this policy and procedures, the Company may investigate potential violations and require personnel to undergo drug/alcohol screening, including urinalysis, blood tests or other appropriate tests and, where appropriate, searches of all areas of the Company's physical premises, including but not limited to work areas, personal articles, employees' clothes, desks, work stations, lockers, and personal and company vehicles. Employees will be subject to discipline up to and including discharge for refusing to cooperate with searches or investigations, to submit to screening or for failing to execute consent forms when required by supervision.

Investigations/Searches

Where a manager or supervisor has reasonable suspicion that an employee has violated the substance abuse policy, the supervisor, or his designee, may inspect vehicles, lockers, work areas, desks, purses, briefcases, and other locations or belongings without prior notice, in order to ensure a work environment free of prohibited substances. An employee may be asked to be present and remove a personal lock. Locked areas or containers do not prevent the Company from searching that area, thus employees should have no expectation of privacy for personal belongings brought on Company premises. Where the employee is not present or refuses to remove a personal lock, the Company may do so for him or her, and compensate the employee for the lock. Any such searches will be coordinated with a representative of management. The Company may use unannounced drug detection methods to conduct searches.

What Happens When An Employee Tests Positive For Prohibited Substances

All employees who test positive in a confirmed substance test will be subject to discipline up to and including termination.

Employee Assistance Program

The Employee Assistance Program (EAP) provides confidential counseling and referral services

to employees for assistance with such problems as drug and/or alcohol abuse or addiction.

It is in the best interest of the employee to voluntarily seek assistance from the EAP prior to reaching a point where poor judgment, performance, or behavior issues may lead to disciplinary action.

Participation in the EAP after the disciplinary process has begun will not have any effect on current or future disciplinary actions.

Performance Reviews

The Company's goal is to review each employee's performance on a schedule established by the manager. A performance appraisal has the following main objectives:

- To evaluate how the job has been performed, to discuss this performance with the individual concerned, and where possible to determine how it can be improved.
- To evaluate short and long-term potential, set goals that support Company and employee objectives, and determine a monitoring process for these goals.

You are encouraged to discuss your feelings about your job and your career goals. At the time of your performance evaluation you will he asked to review and sign the evaluation form. Your signature does not necessarily indicate agreement with the contents of that form but merely indicates that you have seen and understand the contents of the appraisal.

Separation of Employment

Should you decide to resign for any reason the Company requests, but does not require, that you provide as much notice as possible.

It is requested that you provide a minimum of ten (10) calendar days written notice. This notice will allow for a smooth transition of your duties and working relationships. The company will accept your notice but if the company is fully staffed or feels that is in their best interest they may not require you work out your notice.

Prior to your departure, the Company may request that you meet with the Executive Director to provide work-related feedback on the Company. This will allow the Company to continue to evaluate their policies and practices and to improve such policies and practices if possible.

Prior to your departure date, you will be required to return all Company documents, materials, and equipment. You will also be asked to turn in any outstanding expense reports, if applicable. No materials or documents should be copied or in any way duplicated and taken with you when

you separate from employment.

Employee's last pay check will be mailed form to be picked up from the corporate office to your address on file by the next scheduled pay day.

References

All written or verbal requests for references regarding current or former employees must be referred to a member of management of the Company. Employees are prohibited from supplying any information in response to such requests unless you are specifically authorized to do so by a member of Company management.

It is the Company's policy to only furnish or verify an employee's name, dates of employment and job title. No other information regarding a current or former employee will be provided unless the individual first provides written authorization.

Addendum – January 2014

Caregiver job description and expectations of standards (Sited from Minimum Standards of Texas §746.1201 - §746.1205)

- Demonstrate competency, good judgment, and self-control in the presence of
- children and when performing assigned responsibilities
- Relate to children with courtesy, respect, acceptance, and patience

- Recognize and respect the uniqueness and potential of all children, their families,
- and their cultures
- Ensure that no child is abused, neglected, or exploited while in the care of the
- center
- Report suspected abuse, neglect, and exploitation to DFPS
- Know and comply with the minimum standards for child-care centers
- Know which children they are responsible for
- Know each child's name and have information showing each child's age
- Supervise children at all times
 - a. Ensure the children are not out of control
 - b. Be free from activities not directly involving the teaching, care, and supervision of
 - c. Children, Such as:
 - 1. Administrative and clerical functions that take the caregiver's attention away
 - 2. from the children
 - (a) Meal preparation
 - (b) Janitorial duties, such as mopping, vacuuming, and cleaning restrooms. Sweeping up after an activity or mopping up spills may be necessary for the children's safety and are not considered janitorial duties
 - (c) Personal use of electronic devices, such as cell phones, MP3 players, and video games
 - (d)Interact routinely with children in a positive manner

Any caregiver that violates the above standards and expectations will receive disciplinary action. Any deficiency that the company may receive as a result of a minimum standard violation whether listed in this handbook or not will result in the employee involved being up for review and evaluation. If individual fault is determined, the employee will receive a reprimand of a write-up that could result in or lead to termination and additional training will be mandated. Dependent upon severity of incident and risk involved, a minimum standard violation could result in immediate termination.

RECEIPT/ACKNOWLEDGMENT

I received a copy of the Employee Handbook and have read or had it read to me. If I have any questions regarding this handbook, I understand that it is my responsibility to ask my supervisor or other member of management about them. I recognize it is my responsibility to review the policies, practices, standards, and rules it contains, and I agree to comply with them during my employment. I understand the handbook represents the current policies, regulations, and benefits of the Company and that except for employment at-will status, any and all policies or practices can be changed at any time by the company. The Company retains the right to change, interpret, withdraw, or add to the policies, procedures, and standards described in this handbook at any time without prior notice, consideration, or approval by an employee (except the policy of at-will employment, which may not be changed, altered, revised or modified without a writing signed by the employee and a member of management of the Company). I further understand that this handbook is not a contract between the company and me, nor is it a guarantee of any specific policies, procedures, standards, rules, or length of employment. I understand that my employment is considered "employment at-will" and that the company and I can terminate my employment at any time, with or without notice or cause. My signature below certifies that I understand the foregoing agreement that at-will status is the sole and entire agreement between the company and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations (whether written or oral) concerning my employment with the Company. **Employee Signature** Date

Supervisor: Following the employee's signature, place this page in the employee's personnel file.

Witness

Employee Name Printed