



This is an abridged copy of the Outsource Telecom's Employee Handbook and Safety Handbook. The complete versions are available on line at www.outsourcetelecom.com or by asking your Recruiter for a hard copy. **It is your responsibility to review the handbooks within 5 days of completion of this packet.** The handbooks provide you with general policy information, our illness and injury program and instructions to follow if an accident occurs.

Outsource Telecom is committed to providing equal employment and career opportunities, without discrimination or harassment on the basis of race, color, sex, age, disability, religion, national origin, marital or veteran status, sexual orientation, ancestry, political belief or activity, cancer related medical condition, genetic characteristics or any other category protected by law. All Company decisions, including but not limited to compensation, benefits, transfers, promotions, dismissals, Company-sponsored training and educational programs and any other terms and conditions of employment will be made without regard to those factors. Further, Outsource Telecom will not tolerate discrimination or harassment based on these or any other legally protected categories

Harassment

Outsource Telecom is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation or any other legally protected characteristic will not be tolerated. Anyone engaging in harassing conduct will be subject to discipline, up to and including termination.

Sexual Harassment

Outsource Telecom has a zero tolerance policy for sexual harassment or any other type of harassment. Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. All employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment.

Sexual Harassment conduct includes, but is not limited to:

- Sexual Flirtations, touching, gestures, advances or propositions**
- Verbal Abuse of a sexual nature (Sex-based taunts or teasing, sexual comments, jokes, or innuendos)**
- Graphic or suggestive comments about an individual**
- Using sexually degrading words to describe an individual**
- Staring or leering at anyone**
- Offensive phone calls, letters, emails, etc.**
- Unwelcome requests for sex**
- Flashing**
- Stalking**
- Intimidation**
- Racial, age, or gender orientation innuendos or harassment**
- Use of foul or obscene language or gestures**

Drug Free Workplace

The use, manufacture, purchase, sale, offer for sale, distribution or possession of any illegal drugs or controlled substances on Outsource Telecom's premises is prohibited, as is being under the influence of illegal drugs or controlled substances upon reporting to work, while working or on duty or while on Outsource Telecom property or in a Outsource Telecom vehicle. Reporting to work or working while under the influence of alcohol is also prohibited. Violation of this policy is considered gross misconduct and may result in immediate dismissal.

Any associate who has information concerning possible violations of Outsource Telecom's Drug Free Workplace policy should contact Human Resources. Similarly, if a supervisor suspects that an associate has a drug or alcohol abuse problem, the supervisor should contact Human Resources.

Outsource Telecom encourages employees with drug or alcohol problems to obtain treatment. Notwithstanding such problems, employees are subject to dismissal if the problems persist and they are unable to perform their jobs satisfactorily.

Drug Tests will be required in the following situations:

- o Pre – employment

- If there is a reasonable suspicion that an employee is under the influence of alcohol or drugs while on duty
- Post - injury

The following will result in disciplinary action up to and including termination of employment:

- Drug screen results that are positive (based on federally prescribed cut-off levels) for prohibited drugs
- Alcohol screen results that indicate an alcohol level of 0.04% or greater
- Refusal to participate in the screening process

Workplace Violence

Outsource Telecom strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the associate's supervisor and/or the Human Resources Department. All complaints will be fully investigated.

The Company will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate termination.

Safety

Outsource Telecom works with the goal in mind of ensuring that you are provided a safe and healthy work environment. Although we will never knowingly allow your assignment to continue in unsafe working conditions, sometimes unsafe situations or accidents occur. If your job description and/or duties change or if you feel your work environment is unsafe, **please contact us immediately.**

Employees are responsible for attending scheduled safety meetings; complying with safe and healthy work practices described in Outsource Telecom's Illness and Prevention Program; utilizing all office equipment safely in accordance with their design and immediately reporting any potentially unsafe conditions to the Program Administrator.

If an associate is injured on the job, Outsource Telecom provides coverage and protection in accordance with the Worker's Compensation Law. When an injury is sustained while at work, it must be reported immediately to the associate's supervisor, who in turn will notify Human Resources of the incident.

Failure to report accidents is a serious matter as it may preclude an associate's coverage under Worker's Compensation Insurance.

Top Reasons Why our Technicians Get Fired

1. Poor Work Ethic
2. Standing around with your hands in your pocket
3. Too Slow
4. Too many Cigarette Breaks
5. Bad Attitude
6. Attendance
7. Tardiness
8. Leaving Early
9. Too Many Days Off
10. Tools
11. Too Much Fraternizing
14. Overstating Technical Ability

Appearance and Attitude

It is critical that temporary assignment employees maintain the highest level of service, customer care and professionalism. While Outsource Telecom recognizes that each individual is unique, we also understand our obligation to ensure an outstanding customer experience. To that end, temporary assignment employees must adhere to the following guidelines:

- Expected to wear clean, collared shirt; free of holes, stains, logos or advertisements (client provided shirts with client's logo or advertising is acceptable)
- Expected to wear fitted, long pants; free of holes, stains, logos or advertisements (jeans are acceptable, but oversized or baggy pants are not acceptable)
- Work boots (steel toe required for telecom employees)
- All tattoos must be covered at all times (may require long sleeved shirts to be worn under short sleeved shirts)
- Jewelry may not be worn in any capacity
- Facial hair must be neatly groomed, long hair must be tied back
- Telecom employees must have all tools on their person and must be accessible at the beginning of each assignment
- Profanity is not acceptable at any time, including but not limited to
 - the job site
 - in front of the client

- among peers
- during phone conversations
- in the offices of Outsource Telecom
- The use of personal cell phones, pagers, two way radios and all other personal electronic communication devices are prohibited during working hours. All such devices must be turned off at all working times during the associate's assignment (employees are permitted to use personal communication devices during designated break times)
- Smoking inside any client building and/or other area designated by the client, is prohibited
- Smoking during working hours is prohibited (subject to client policies, smoking may be permitted during designated break times)
- Smoking in Outsource Telecom offices is prohibited
- Unauthorized use or consumption of client property is strictly prohibited, this includes but is not limited to:
 - food
 - beverages
 - televisions/radios/stereo equipment
 - electronic communication devices (i.e. cell phones, pagers, two way radios)
 - computer equipment
 - office equipment

Failure to abide by these guidelines may result in immediate termination of assignment and further disciplinary action, up to and including termination.

Employee Information

I understand and agree to the following: (Initial by each item and sign at the bottom)

1. _____ I will review the Employee Handbook (located on the Outsource Telecom website, www.outsourcetelecom.com, or by contacting an Outsource Telecom representative) within 5 days of signing this agreement and agree to abide by the policies outlined there in.
2. _____ I have read and understand the information in this packet:
3. I understand that my employment with Outsource Telecom and assignments at our client companies are considered "at-will". I understand that either party can terminate assignments at any time with or without cause.
4. _____ I understand that, in the course of my temporary assignments with Outsource Telecom's Clients, I will be expected to drive my own vehicle (whether privately owned, rented, or leased). I hereby warrant and represent that I have a valid driver's license with a clean driving record, and that I have and will maintain appropriate liability insurance as required by law.
5. _____ I agree to indemnify and hold harmless Outsource Telecom, their Clients, their agents and employees, from and against all loss and expense that may be incurred as a result of my operation of a vehicle, including claims for bodily injury or property damage.
6. _____ I authorize Outsource Telecom, LLC to request and obtain all records regarding any industrial accident/injury or occupation disease involving myself and Outsource Telecom. This is to include doctor's reports, follow-up reports, nurse's notes, medical bill, test results, etc. A facsimile or photo static copy of this authorization shall be considered as effective and valid as the original. This release shall remain in effect until specifically rescinded by me.
7. _____ I understand that I am being hired by Outsource Telecom to work at various job sites. I understand that my compensation at these sites will depend upon my performance and that I will be compensated accordingly.
8. _____ I understand that notifying my OST rep. of my inability to make it to work by leaving a voicemail is unacceptable. I understand that I have no excuse for not talking to my rep. on the phone if I have any problems.
9. _____ If I voluntarily walk off the job before the end of any work day and abandon my position with no notice to my OUTSOURCE TELECOM contact, then **I shall be paid minimum wage** for all outstanding hours worked on the project. **I understand that voicemails are unacceptable when giving my ONE WEEK notice. I understand that I must talk to my OST contact in person or on the phone.**
10. _____ Additionally, if I "NO CALL/ NO SHOW" or if I walk off a job it is understood that **I have abandoned the position and voluntarily quit**, thereby forfeiting any unemployment benefits from OST and I shall be paid for all outstanding hours at **minimum wage**.
11. _____ If I call OUTSOURCE TELECOM and give proper notice of my inability to make it to my job assignment for the next day, it is understood that I must show documentation or proof in the form of a receipt or paper document for any of the following excuses: doctor's appointment, emergency hospital visit for myself or any member of my family, dental appointment, court date, DMV registration, car maintenance, etc. If I fail to show proper documentation within 48 hours of my verbal notice, then it is understood that I have **voluntarily quit**, thereby forfeiting any unemployment benefits from OST and I shall be paid for any outstanding hours at **minimum wage**.
12. _____ I understand I need to call my recruiter: Within 48 hours of the end of my assignment, if I'm going to be late or can not go to an assignment, if I've been injured, if I have a safety concern, if I need time off, If I change my address or phone number, if I have been offered regular full time employment from our client and if I have any issues or concerns with your assignment, supervisor or co-workers.

13. _____ I understand that my timecards are due no later than 10am every Monday.
14. _____ If an adjustment is necessary on my check or timecard or if I have been denied any type of earnings I will contact Outsource Telecom immediately. Timecards or payments may be disputed within thirty days after receipt. After that time, I release Outsource Telecom and the client company from any liability for those hours, wages or any other compensation.
15. _____ I understand that a stop payment will not be issued on any mailed paychecks prior to 10 business days from the date of the check.

ACKNOWLEDGMENT

Please read and sign below:

I acknowledge that I will review the Outsource Telecom's Temporary Employee Handbook (located online at www.outsourcetelecom.com or by contacting an Outsource Telecom representative) within 5 days of signing this agreement and agree to abide by the policies outlined there in. I agree to read it thoroughly, including the statements in the introduction describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from the Human Resources Department. I understand that Outsource Telecom is an "at will" employer and, as such, employment with Outsource Telecom is not for a fixed term or definite period and may be terminated at any time at the will of either party, with or without cause, and with or without prior notice. No supervisor or other representative of the company has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to at will employment except for the CEO or President of the Company and then only expressly in writing signed by one of them. In addition, I understand that this Handbook states Outsource Telecom's policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with Outsource Telecom for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated by the Company at any time, without prior notification. I understand that I can request an amended Handbook at any time.

Date: _____

Signature: _____

Print Name: _____