



FIVE STAR
SOLUTIONS

Powered by people. Elevated by innovation.

Temporary/Seasonal Employee Handbook

Table of Contents

INTRODUCTORY STATEMENTS	3
EMPLOYMENT	4
EMPLOYMENT AT WILL.....	4
EMPLOYMENT CATEGORIES & CLASSIFICATIONS	4
TIMEKEEPING/PAYROLL & HOURS	5
ATTENDANCE AND PUNCTUALITY.....	5
EMPLOYEE CONDUCT & DISCIPLINARY ACTION	5
EMPLOYEE CONDUCT AND WORK RULES	5
HARASSMENT AND DISCRIMINATION.....	6
SOCIAL MEDIA	8
EMPLOYEE BENEFIT PROGRAMS	9
PREGNANCY/PARENTAL LEAVE.....	9
GENERAL INFORMATION	9
NON-DISCLOSURE/CONFIDENTIALITY.....	9
IMAGE AND LIKENESS USE.....	10
SECURITY POLICY	11
COMPUTER, SOFTWARE, AND INTERNET USAGE AND ACCESS.....	11
INSTANT MESSAGING	12
USE OF TELEPHONES, CELL PHONES, AND ELECTRONIC DEVICES.....	13

INTRODUCTORY STATEMENTS

On behalf of the Leadership Team, welcome to Five Star Solutions. We wish you every success as part of our organization.

VISION STATEMENT

To provide world-class customer contact solutions to our partners.

MISSION STATEMENT

To deliver total customer satisfaction in a passionate, relentless, and impactful manner.

FIVE PRINCIPLES

PASSIONATE| RESULTS| RESPONSIVE| TRUSTED| CUSTOM

FIVE VALUES

INTEGRITY

Doing what is right in an honest and ethical manner.

RESPECT

Treating each other, our customers, and our business partners with consideration and dignity.

ATTITUDE

Embracing life with a passionate and relentless pursuit of excellence. Taking ownership and being accountable for solutions.

TEAM

Dedicated to working together to accomplish goals through selfless commitment to work and community.

APPRECIATION

Celebrating a culture of fun, achievement, and gratitude.



EMPLOYMENT

EMPLOYMENT AT WILL

Employment with Five Star Solutions is at-will. This means employees may resign at any time, for any reason, and FSS may terminate employment at any time, with or without cause or notice, as permitted by law.

No oral or written statements, policies, or practices—either before or during employment—create a contract of employment or alter at-will status.

EMPLOYMENT CATEGORIES & CLASSIFICATIONS

Understanding employment categories at Five Star Solutions is important because your category and classification determine your employment status and eligibility for certain benefits. These classifications do not guarantee employment for any specific length of time.

Depending on the duties of your position, employees are classified as either Non-Exempt or Exempt under federal and state wage and hour laws.

- Non-Exempt Employees are entitled to overtime pay in accordance with federal and state wage and hour laws.

In addition to wage classification, employees are also assigned to one of the following employment classifications:

TEMPORARY/ SEASONAL employees are hired as interim replacements, to temporarily supplement the work force, or to assist with specific projects. These positions are intended to be of limited duration. Employment beyond the initially stated period does not imply a change in employment status. Temporary employees will remain in this classification unless formally notified of a change. Temporary employees receive legally mandated benefits (such as Social Security and workers' compensation) but are not eligible for other FSS benefit programs, except for the 401(k) plan.



TIMEKEEPING/PAYROLL & HOURS

ATTENDANCE AND PUNCTUALITY

Five Star Solutions expects employees to be reliable and punctual, reporting to work on time and as scheduled. Absences, late arrivals, or early departures can disrupt productivity, affect team performance, and place additional burdens on coworkers.

An absence is any unexcused time away from the workplace. Employees are expected to work their full scheduled shift. Unplanned absences are disruptive, and corrective action may result after any occurrence, up to and including termination.

If you cannot avoid being late or are unable to work as scheduled, you must submit an attendance notice via the online agent portal: <https://agentportal.fivestarcallcenters.com>.

The following methods are not valid for reporting absences:

- Leaving a voicemail.
- Using social media.
- Emailing or texting your manager, co-workers, or other employee groups (Workforce, Training, HR, etc.).

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

EMPLOYEE CONDUCT AND WORK RULES

To maintain a safe, respectful, and productive work environment, employees are expected to adhere to established standards of conduct. These standards are intended to protect the interests, safety, and reputation of both employees and Five Star Solutions.

The following examples represent conduct that may result in disciplinary action, up to and including termination of employment, and/or financial responsibility for damaged property.

Unbecoming conduct may include, but is not limited to:

- Unprofessional or inappropriate behavior
- Falsification of any documentation, including timecards, leave forms, or medical/doctor's notes
- Providing false or misleading information, or omitting information for personal gain
- Working under the influence of alcohol or illegal drugs



- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting, threats, or acts of violence
- Negligence or misconduct resulting in injury to a person or damage of any property
- Boisterous or inappropriate workplace behavior
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking /vaping in prohibited areas or while actively working, including remote work
- Harassment, including sexual or other unlawful harassment
- Possession of unauthorized or dangerous materials, including weapons
- Excessive absenteeism or failure to provide notice of absence
- Unauthorized absence from workstation during scheduled hours
- Unauthorized or inappropriate use of FSS systems and equipment
- Unauthorized disclosure of confidential or proprietary information
- Unsatisfactory performance or work avoidance
- Failure to follow FSS policies or procedures
- Customer Interaction and Call Handling Expectations
 - Violation of Warn, Inform, and Disconnect Policy
 - Improper handling of customer interactions, including premature disconnection of calls
 - Remaining silent resulting in the customer disconnecting
 - Rude, disrespectful, or unprofessional communication with customers, clients, or coworkers
 - Using mute or hold to berate or swear at the customer or co-worker
 - Speaking negatively about customers or clients during or between in interactions
 - Errors or actions that negatively impact clients
 - Removal from an account at the request of a client

Depending on the severity or impact of conduct, violations may be considered gross misconduct and may result in immediate termination of employment.

HARASSMENT AND DISCRIMINATION

Five Star Solutions is committed to maintaining a workplace free from discrimination, harassment, and retaliation. All employees are expected to conduct themselves in a professional and respectful manner at all times.

FSS prohibits discrimination and harassment based on any protected characteristic, including but not limited to:



- Race
- Color
- Religion
- National Origin
- Military/veteran status
- Citizenship
- Disability
- Age
- Genetic Information
- Marital status
- Sex (including pregnancy, sexual orientation, LGBTQIA+, gender, gender identity, or expression)
- Any other status protected by federal, state, or local law.

This policy applies to all employees and individuals who interact with employees, including customers, vendors, contractors, and visitors.

Prohibited harassment includes, but is not limited to:

- Unwelcome sexual advances
- Requests for sexual favors
- Verbal, visual, or physical conduct of a harassing or discriminatory nature
- Offensive jokes, slurs, noises, or comments including vulgar language
- Offensive gestures or touching
- Display or distribution of offensive materials

This also includes gender-based harassment, including by a person of the same sex.

Harassment is prohibited when it affects employment decisions, interferes with work performance, or creates an intimidating, hostile, or offensive work environment.

Employees who experience or witness discrimination, harassment, or retaliation should report the conduct immediately to:

- Their Supervisor
- Any Member of Management
- Human Resources

Employees are not required to report concerns to the individual involved and may bypass any level of management.

Managers and supervisors who become aware of potential violations must immediately notify Human Resources.

FSS will promptly investigate all complaints in a reasonably confidential manner. Appropriate corrective action, up to and including termination of employment, will be taken when warranted.



Employees may encounter content or statements from client contacts that may be offensive or inappropriate. FSS does not endorse or assume responsibility for such content. Employees should report these incidents immediately so appropriate action can be taken. In these situations, FSS acts solely as an intermediary between customers and clients and does not control or have prior knowledge of all communications or materials.

Employees are expected to report any recurring discrimination, harassment, or retaliation immediately.

SOCIAL MEDIA

Five Star Solutions recognizes that social media is an important communication tool and respects employees' rights to engage in personal social media use during non-working time. However, use of social media during working time or on FSS equipment must comply with all FSS policies.

Employees are responsible for maintaining FSS's professional reputation. Employees must not post content that could harm FSS, its employees, customers, vendors, or business relationships.

Employees who identify themselves as FSS employees on social media must adhere to the following guidelines:

- Clearly state that opinions expressed are personal and do not represent FSS
- Do not disclose confidential, proprietary, or nonpublic FSS information
- Do not post information about customers, employees, or FSS incidents
- Do not use the FSS name or logo without authorization
- Do not post photos of coworkers, FSS property, or work areas without permission
- Do not make harassing, threatening, defamatory, or discriminatory statements
- Do not represent yourself as a spokesperson for FSS

Employees may include general employment information such as company name, job title, promotions, or participation in company-sponsored events, provided such information does not violate this policy.

Supervisors and Managers are discouraged from initiating or accepting social media connections with employees they directly or indirectly supervise, as this may affect professional working relationships. Supervisors and Managers should avoid responding to work-related questions on social media platforms.

Employees are responsible for all content they post online. Social media activity that violates company policies, discloses confidential information, or negatively impacts the



workplace may result in disciplinary action, up to and including termination of employment.

Employees who become aware of inaccurate or harmful information about FSS online should notify management. Employees should not respond to or attempt to correct such information themselves.

FSS reserves the right to review publicly available online content and investigate potential policy violations.

EMPLOYEE BENEFIT PROGRAMS

PREGNANCY/PARENTAL LEAVE

Five Star Solutions is committed to supporting employees during pregnancy, childbirth, and in connection with the adoption or foster care placement of a child. FSS provides **reasonable accommodations** and **parental leave** in accordance with the Pregnancy Workers Fairness Act (PWFA), the Americans with Disabilities Act (ADA), the Family and Medical Leave Act (FMLA), and all applicable state and local laws.

If you are pregnant or expecting, please reach out to your Manager as soon as you are comfortable to discuss leave options.

GENERAL INFORMATION

NON-DISCLOSURE/CONFIDENTIALITY

Five Star Solutions employees are required to maintain the confidentiality of all FSS, client, and vendor information obtained during employment. This obligation applies during employment and continues after separation.

Employees must not disclose, use, or share confidential or proprietary information for personal benefit or for the benefit of any third party without prior authorization from management. Any requests for confidential information from outside parties must be directed to management.

Confidential information includes, but is not limited to:

- Compensation data



- Computer processes, programs, and code
- Customer lists and preferences
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies
- Technological data
- Business operations, pricing, and strategic plans

Upon separation from employment, employees must return all FSS property and confidential materials, including notes, files, customer information, and any other FSS-related documents.

Violations of this policy, including unauthorized use or disclosure of confidential information, may result in disciplinary action up to and including termination of employment, as well as potential legal action.

IMAGE AND LIKENESS USE

Five Star Solutions may capture and use photographs, video, or audio recordings of employees for business-related purposes, including internal communications, FSS promotions, recruiting efforts, and marketing materials. This may include images or recordings from FSS locations, employee events, recognition programs, volunteer activities, and similar workplace functions.

General images or recordings may be shared internally or on FSS approved platforms, including social media, radio, television, print, or other advertising mediums to promote the company or open positions.

Any specific use of an employee's image or likeness for advertising or promotional purposes will require a signed Publicity and Photo Release Form. For employees under the age of 18, a parent or guardian must sign the release form.

Employees who do not wish to have their image or likeness used should notify management. Reasonable efforts will be made to accommodate such requests.



SECURITY POLICY

COMPUTER, SOFTWARE, AND INTERNET USAGE AND ACCESS

Five Star Solutions provides telephones, computers, email, voicemail, software, and internet access for business purposes. These systems are FSS property, and employees should have no expectation of privacy when using them. All communications and data created, received, sent, or stored on FSS systems are subject to monitoring, access, and review at any time and may be disclosed to third parties as required. Employees must not access files, systems, or communications, including messages, without authorization.

Employees are expected to use all communication and technology resources in a professional, courteous, and business-appropriate manner. Messages should be clear, concise, and free of typographical or grammatical errors. The use of all capital letters, slang, shorthand, or unfamiliar acronyms should be avoided. Employees should not send any message they would not want others to read. Even if deleted, communications may still be retrievable. Employees must not access or use messages not intended for them and must safeguard confidential information at all times.

Electronic communication should be used efficiently and appropriately. Large attachments should be minimized or sent outside of peak business hours when possible.

Email and voicemail are not substitutes for face-to-face or direct conversations when more personal communication is appropriate, particularly when addressing sensitive matters or resolving conflicts. Employees are expected to exercise sound judgment in selecting the appropriate communication method.

Use of FSS systems is limited to legitimate business purposes. All information transmitted or stored must be accurate, appropriate, ethical, and lawful. Employees are prohibited from accessing, creating, transmitting, or storing content that is discriminatory, offensive, harassing, threatening, obscene, or otherwise inappropriate or in violation of FSS policies.

Internet access is available for FSS business purposes only.

Unauthorized use includes, but is not limited to:

- Viewing or transferring pornographic, abusive, slanderous, defamatory, harassing, , threatening, and/or offensive material.
- Streaming music and/or videos
- Personal, political, religious, or non-business use
- Accessing or sharing confidential or proprietary information without authorization
- Downloading or installing non-business-related software or applications
- Violating copyright, trademark, or licensing laws



- Visiting unauthorized or non-work-related websites, including social media
- Playing games or engaging in non-work-related activities
- Sending FSS information to personal email accounts
- Sending anonymous messages or misrepresenting personal views as those of FSS
- Attempting to bypass or compromise system security or access another system without authorization
- Engaging in unauthorized transactions or activities that may incur costs to FSS
- Sending or posting messages that could harm FSS's reputation
- Refusing to cooperate with security investigations
- Engaging in any illegal activity

Employees are responsible for ensuring proper authorization and rights for any materials used or distributed. Any suspected violation of this policy must be reported to a manager, Human Resources, or leadership.

Hourly employees are not permitted to install or use FSS messaging or email applications on personal devices unless specifically authorized by leadership.

Violation of this policy may result in disciplinary action, up to and including termination of employment, and may subject the employee to personal liability.

INSTANT MESSAGING

Five Star Solutions authorizes the use of Microsoft Teams as the primary instant messaging platform to support business communications and collaboration. Client-specific messaging platforms may also be used when required for business purposes and approved by management. All communications conducted through instant messaging are considered FSS communications and are subject to monitoring and review.

Instant messaging must be used for legitimate business purposes only. Employees are prohibited from using instant messaging to transmit or discuss:

- HIPAA, PCI, or other regulated or sensitive data
- Personal or private information not required for business purposes
- Confidential or non-public FSS information without authorization
- Content that is discriminatory, harassing, threatening, or offensive
- Political statements, opinions, or solicitations
- Non-business-related activities or excessive personal use that interferes with job responsibilities

Employees are expected to communicate professionally and use sound judgment when utilizing instant messaging tools.



Violation of this policy, including misuse of instant messaging or use in violation of law, may result in disciplinary action, up to and including termination of employment. Managers are responsible for ensuring compliance within their areas of responsibility.

USE OF TELEPHONES, CELL PHONES, AND ELECTRONIC DEVICES

Five Star Solutions telephones are a vital part of business operations. Due to the high volume of business conducted by phone, personal use is limited and requires prior management approval. Personal long-distance calls are prohibited unless authorized.

To protect customer information, FSS data, and employee privacy, devices capable of making or receiving calls, sending texts, accessing the internet, recording audio or video, or sending/receiving email are not permitted on the call floor, in restrooms, or in hallways. This applies to both FSS issued and personal devices. Such devices may only be used in designated areas, including breakrooms, offices, or outside the building, except when required for approved multi-factor authentication (MFA) access to FSS systems.

Employees must keep personal devices secured with their belongings and set to silent mode during work hours, whether working onsite or remotely, to avoid disruptions.

The use of cameras or recording features on any device is prohibited on FSS premises, during FSS business, or at FSS sponsored events without prior written approval from management.

In case of personal emergencies, employees should provide their manager's contact number to appropriate individuals for urgent communication.

This policy supports compliance with Payment Card Industry (PCI) requirements. Failure to comply may result in disciplinary action, up to and including termination of employment.

