



Employee Handbook 2021

FORWARD

This handbook reflects the policies and procedures of Issues Management, doing business as Five Star Call Centers. The purposes of this handbook are:

- To provide all employees with the information necessary to fulfill their responsibilities to our customers; and
- To provide for fairness and equity in the treatment of its employees.

It is expected that employees become familiar with the contents of this handbook so that they will apply the appropriate policies and procedures as the occasion requires. Managers are responsible for ensuring that the employees who work for them are informed of these policies and procedures, understand them, and abide by them.

Questions about application, interpretation, or clarification regarding any specific policies or procedures are to be directed to the Human Resources Manager or Chief Operating Officer.

Because such policies and procedures are subject to change with or without prior notice, the information provided in this Employee Handbook is not intended to create a contract of employment nor should it be construed as the terms and conditions of a contract of employment with the organization.

WELCOME TO FIVE STAR CALL CENTERS

On behalf of our Leadership team, we welcome you and wish you every success here at Five Star Call Centers.

We believe that each employee contributes directly to our growth and success, and we hope you will take pride in being a member of our team.

This handbook outlines the policies, programs, and benefits available to eligible employees. It was also developed to describe some of the expectations we have of our employees. The employee handbook will answer many questions about employment with Five Star Call Centers, so I hope you familiarize yourself with the contents of the employee handbook as soon as possible.

We hope that your experience here will be enjoyable, challenging, and rewarding. Again, welcome to our team!

Troy Holt
Chief Operating Officer

Table of Contents

INTRODUCTORY STATEMENTS	6
EMPLOYMENT	9
EMPLOYMENT AT WILL	9
EQUAL EMPLOYMENT OPPORTUNITY	9
DISABILITY ACCOMODATION	9
EMPLOYMENT ELIGIBILITY DOCUMENTS	10
CONFLICTS OF INTEREST	11
OUTSIDE EMPLOYMENT	12
LEADERSHIP RESPONSIBILITY TO HANDBOOK.....	12
STATUTORY CONFLICTS.....	12
POLICY CHANGES.....	12
EMPLOYMENT STATUS & RECORDS	13
EMPLOYMENT CATEGORIES & CLASSIFICATIONS.....	13
PERFORMANCE EVALUATION.....	14
EMPLOYMENT TERMINATION	14
LEAVING THE ORGANIZATION	14
EMPLOYMENT RECORDS	15
ACCESS TO PERSONNEL FILES.....	15
EMPLOYMENT BACKGROUND AND REFERENCE CHECKS	16
EMPLOYMENT AND WAGE VERIFICATIONS	16
TIMEKEEPING/PAYROLL & HOURS	17
TIMEKEEPING	17
PAYDAYS.....	17
WORK SCHEDULES.....	17
REST AND MEAL PERIODS	18
ATTENDANCE AND PUNCTUALITY	19
PERKS.....	21
STATUS QUO.....	22
OVERTIME	22
LICENSING AND FEES.....	22
PAY ADVANCES.....	22
INCLEMENT WEATHER	22
EMPLOYEE CONDUCT & DISCIPLINARY ACTION	24
EMPLOYEE RELATIONS	24
OPEN-DOOR/COMMUNICATION POLICY	24
BUSINESS ETHICS AND CONDUCT	25
EMPLOYEE CONDUCT AND WORK RULES	26
RESPECTFUL WORKPLACE	27
PRIDE OF OWNERSHIP.....	29
NON-FRATERNIZATION.....	29
HARASSMENT AND DISCRIMINATION	30
UNLAWFUL RETALIATION.....	32
DRUG AND ALCOHOL USE	32
PERSONAL APPEARANCE	34
SOCIAL MEDIA	35
CUSTOMER RELATIONS	37
WORK AVOIDANCE.....	38
VIOLENCE IN THE WORKPLACE.....	39
WEAPONS.....	40
CORRECTIVE ACTION	40
EMPLOYEE BENEFIT PROGRAMS	42

SUMMARY OF BENEFITS.....	42
TOBACCO USE STATUS / TOBACCO FREE WORKPLACE	42
COBRA	43
PAID-TIME-OFF PTO PLAN	44
REQUESTING/SCHEDULING TIME OFF.....	45
HOLIDAYS	45
WORK AT HOME	46
TUITION REIMBURSEMENT	47
BEREAVEMENT LEAVE	47
JURY DUTY	47
FAMILY AND MEDICAL LEAVE (FMLA)	48
PERSONAL LEAVE OF ABSENCE	51
MILITARY / RESERVE LEAVE	52
PREGNANCY/PARENTAL LEAVE	53
CRISIS/PANDEMIC ILLNESS	53
WORKERS' COMPENSATION INSURANCE	54
BONUSES AND INCENTIVES	55
GENERAL INFORMATION.....	56
USE OF COMPANY PROPERTY AND MATERIALS	56
ELECTRIC APPLIANCES	56
PERSONAL PROPERTY	56
SAFETY	57
IDENTIFICATION BADGES AND BUILDING ACCESS	57
VISITORS IN THE WORKPLACE	58
PARKING	58
SOLICITATION	58
BULLETIN BOARDS.....	59
BUSINESS TRAVEL EXPENSES.....	59
COMPANY VEHICLE	60
CONFIDENTIAL AND PROPRIETARY INFORMATION	61
NON-DISCLOSURE/CONFIDENTIALITY	62
IMAGE AND LIKENESS USE	64
CONTACT WITH THE NEWS MEDIA	64
SECURITY POLICY	65
SEARCH	65
PAYMENT CARD INDUSTRY (PCI).....	65
E-MAIL AND VOICEMAIL.....	66
INTERNET/EMAIL USAGE AND ACCESS AGREEMENT	67
COMPUTER, SOFTWARE, AND EMAIL USAGE.....	67
INTERNET USAGE.....	68
INSTANT MESSAGING	70
USE OF TELEPHONES, CELL PHONES, AND ELECTRONIC DEVICES	70
WORKPLACE MONITORING	71
TELEPHONE MONITORING AND QUALITY	72
CLOSING.....	73
ACKNOWLEDGEMENT	73

INTRODUCTORY STATEMENTS

This handbook is designed to acquaint you with Five Star Call Centers (also known throughout this handbook as: the company or FSCC) and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment.

You should read, understand, and comply with all provisions of the handbook. The handbook describes many of your responsibilities as an employee and outlines the programs we have developed to benefit our employees. One of our objectives at Five Star Call Centers is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about every one of our policies. Further, there may be situations where the need arises for us to revise, add, or cancel policies. Therefore, Five Star Call Centers reserves the right to add new policies, and to change or cancel existing policies at any time. The only exception is that our employment-at-will policy will not be changed or cancelled. The employment-at-will policy permits you or Five Star Call Centers to end the employment relationship at any time for any reason. We will attempt to timely notify you of any changes to the handbook as they occur.

THE ORGANIZATION

Five Star Call Centers is the region's premiere outsourced customer contact company. Serving markets from coast to coast, Five Star Call Centers delivers sound solutions based on targeted strategy and insightful execution. Our mission is simple: To deliver total customer satisfaction in a passionate, relentless, and impactful manner.

Contact management and customer care services were not originally offered when Lawrence & Schiller opened their doors in 1976. However, the Agency experienced strong growth in its traditional marketing services throughout the early 1980s. In 1986, an obvious need for quality contact center services became apparent and it was at that point that Issues Management, doing business as, Lawrence & Schiller TeleServices was born. In 2008, a third business line was established and named Lands Health. This division of the call center focused on selling nationwide health insurance and other insurance related products.

Professional contact management services, including inbound customer service, outbound telemarketing, fulfillment services, marketing research, and database acquisition, joined an already-impressive list of strategic marketing tools, including art and graphic design, media planning, video/film, audio production and interactive/web development and hosting.

Initially located in the corporate offices, TeleServices moved to a 125-seat facility in the spring of 1998. As demand continued and business grew, TeleServices moved again in January 2006 to a state-of-the-art 20,000-foot facility. As growth continued, the contact center found a new home in 2011. In August 2015 a second center with ample seating and growth opportunity was



opened in N. Sioux City, SD. In May 2016 Lawrence & Schiller TeleServices acquired Midco Connections with locations in Sioux Falls and Fargo, ND and in June rebranded as Five Star Call Centers. In August 2017 a fourth location was opened in Wichita, KS. Now with an overall capacity of 600+ seats, turn-key training rooms, and fully redundant resources, award-winning Five Star Call Centers is the premier customer care center in the Midwest.

Specifically, within the call center, Five Star Call Centers enjoys company-wide growth, year-after-year. Five Star Call Centers employs more than 450 full-time and part-time employees and is privately held by its founders, Craig Lawrence and Paul Schiller and the new generation of Officers: Troy Holt, Joel Sylvester, and Ray Peterson.



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

Nothing contained in this handbook, or in any other materials or information distributed by the organization, creates a contract of employment between an employee and Five Star Call Centers. Employment is on an at-will basis. This means that employees are free to resign their employment at any time for any reason, and Five Star Call Centers retains that same right. No statements to the contrary, written or oral, made either before or during an individual's employment can change this. No individual supervisor, manager, or officer can make a contrary agreement except for the Chief Operating Officer (COO), and even then, such an agreement must be set forth in a written employment contract with the employee, signed by the COO.

The policies in this handbook are intended for all employees of Five Star Call Centers, its divisions, and subsidiaries. The organization reserves the right to revise, change, or terminate policies or procedures at any time, with or without notice.

This handbook is also not an employment contract and is not intended to create contractual obligations of any kind. Since employment at Five Star Call Centers is based on mutual consent and is at will, either you or Five Star Call Centers have the right to end the employment relationship at any time, with or without cause or advanced notice.

EQUAL EMPLOYMENT OPPORTUNITY

Our goal at Five Star Call Centers is to recruit, hire, and maintain a diverse workforce. Equal employment opportunity is good business as well as being the law and applies to all areas of employment, including recruitment, selection, hiring, training, transfer, promotion, termination, compensation, and benefits.

As an equal opportunity employer, Five Star Call Centers does not discriminate in its employment decisions based on race, religion, color, national origin, citizenship, sex, gender, gender identity, reassignment, or expression, sexual orientation, age, military/veteran status, disability, genetic information, marital status, pregnancy, or maternity status, or on any other basis that would be protected by applicable federal, state, or local law. Furthermore, Five Star Call Centers will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship, safety, and/or health risk.

DISABILITY ACCOMODATION

Five Star Call Centers is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities.



All employment practices and activities are conducted on a non-discriminatory basis. Our hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to an employee with a disability if the disability affects the performance of job functions. We make all employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make leaves of all types available to all employees on an equal basis.

Five Star Call Centers is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. Five Star Call Centers will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Five Star Call Centers is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

EMPLOYMENT ELIGIBILITY DOCUMENTS

Federal regulations require Five Star Call Centers to comply with the Immigration Reform and Control Act of 1986. All new employees must complete an I-9 Form and provide proof of their identity and their ability to work in this country. The Human Resources Department is responsible for obtaining the I-9 Form and verifying the eligibility to work in the United States. Employees will be expected to complete the I-9 Form during orientation on their first day of work. Human Resources will properly complete the Employer Section of the I-9 Form. If a new employee is unable to provide the necessary documentation within three working days from the date of hire, they must provide proof that they have applied for the required documents. If this is not provided, the employee will be terminated.

Five Star Call Centers is an E-Verify employer. Employment eligibility verification through E-Verify is required to confirm work authorization.

If a manager is notified by any governmental agency that it is going to conduct an inspection of the I-9 documents, the manager should contact Human Resources immediately.



CONFLICTS OF INTEREST

As an employee of Five Star Call Centers, you have the obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. In this policy, Five Star Call Centers is establishing the framework within which we wish to operate. These guidelines are intended to provide a general direction so that you can get further clarification on areas that affect you. For more information or questions on conflict of interest, contact your manager, or the Human Resources Department.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee, or for a relative, as a result of business dealings with Five Star Call Centers. For the purposes of this policy, we define a relative as any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

There is no "presumption of guilt" created by the mere existence of a relationship with outside firms. However, if you have any influence on transactions involving purchases, contracts, or leases, it is imperative that you disclose this fact to an officer of Five Star Call Centers as soon as possible. By alerting us to the existence of any actual, or even a potential, conflict of interest we can establish safeguards to protect all parties.

The potential for personal gain is not limited to situations where an employee or relative has a significant ownership in a firm with which Five Star Call Centers does business. Personal gains can also result from situations where an employee or relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealings involving Five Star Call Centers.

Conflicts of interest include but are not limited to activities that:

- Interferes with your duties and responsibilities to Five Star Call Centers
- May be inconsistent or incompatible with your obligation to exercise your best judgment in pursuit of the interest of Five Star Call Centers
- Results in an improper benefit to you or a family member as a result of your position with Five Star Call Centers
- Encroaches on the time that you should devote to your work with Five Star Call Centers
- Is involved in direct competition with Five Star Call Centers or Lands Health
- Raises a reasonable question about or the appearance of such interference

If you are aware of an actual or possible conflict of interest, you must report it to Human Resources or any other member of the Executive Management Team immediately.



OUTSIDE EMPLOYMENT

While Five Star Call Centers does not prohibit employees from having a second job, it must not affect the employee's work hours, interfere or conflict with the employee's regular duties, raise any ethics concerns, or necessitate long hours that may have an impact on the employee's working effectiveness. Employees that are contemplating secondary employment should speak with their direct supervisor to ensure there would be no potential conflict of interest. The discussion should identify the secondary employer, the nature of the duties to be performed, and the anticipated hours the employee will be working. Working a second job is prohibited while on any kind of leave of absence from Five Star Call Centers and could result in revocation of the leave of absence and/or termination of employment.

LEADERSHIP RESPONSIBILITY TO HANDBOOK

As a Five Star Call Centers manager or member of the executive management team, you are additionally accountable for the following:

- To be thoroughly familiar with the requirements of and the procedures established by the handbook and to exemplify the highest standards of ethical behavior
- To ensure that team members understand that business results are never more important than ethical conduct and compliance with applicable law and Five Star Call Centers' policies
- To ingrain the principles of the handbook and compliance with applicable laws, regulations, and Five Star Call Centers' policies into your team's practices
- To create a culture in which team members feel comfortable asking questions and raising ethical concerns without fear of retaliation
- To contact your manager, Human Resources, or a member of the executive management team when you have questions or need assistance with interpretation or application of the handbook

STATUTORY CONFLICTS

To the extent that any policy may conflict with federal, state, or local laws, the organization will abide by the applicable federal, state, or local law.

POLICY CHANGES

Five Star Call Centers reserves the right to suspend, revise, or revoke any of its policies, procedures, and/or practices at any time with or without notice.



EMPLOYMENT STATUS & RECORDS

EMPLOYMENT CATEGORIES & CLASSIFICATIONS

Understanding the definitions of the employment categories at Five Star Call Centers is important because your category and classification are factors that determine your employment status and benefit eligibility. These categories and classifications do not guarantee employment for any specified amount of time. Since employment with Five Star Call Centers is based on mutual consent, either you or Five Star Call Centers have the right to terminate the employment relationship at will at any time, with or without cause, or advanced notice.

Depending on your position, you are designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. Your EXEMPT or NONEXEMPT category may be changed only with written notification by Five Star Call Centers management.

In addition to the Nonexempt category, you also belong to one of the following employment classifications:

REGULAR FULL-TIME employees are employees who are not in a temporary or internship status AND who are regularly scheduled to work the full-time schedule at Five Star Call Centers. Generally, regular full-time employees are eligible for all Five Star Call Centers benefit programs, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are employees who are not in a temporary or internship status AND who are regularly scheduled to work less than 30 hours per week. While part-time employees receive all legally-mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all other Five Star Call Centers benefit programs except 401(k). Part-time positions require a minimum of 20 hours per work week.

TEMPORARY/ SEASONAL employees are employees who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this classification are of a limited duration. Employment beyond the initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until they are notified of a change. While temporary employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all other Five Star Call Centers benefit programs except 401(k).



PERFORMANCE EVALUATION

The best communications about job performance happen on an informal, day-to-day basis. You and your manager are strongly encouraged to talk about performance regularly. In addition, Five Star Call Centers wants to ensure that you and your manager have scheduled formal performance evaluations. These discussions give you both the opportunity to discuss job responsibilities and goals, encourage and recognize strengths, identify and correct any weaknesses, develop plans for dealing with any obstacles, and plan for the future.

Performance evaluations are scheduled frequently, coinciding generally with a common review date. Your immediate manager can give you specific information as to when your performance evaluation will be.

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any company, and many of the reasons for termination are routine. These are some of the most common circumstances for employment terminations:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Resignation is defined as a voluntary act initiated by an employee to terminate employment with Five Star Call Centers. Although there is no requirement that you give advanced notice, we request that you give advanced notice to help reduce the impact on your co-workers and productivity. For nonexempt employees, we request a written notice of resignation be submitted at least 2 weeks in advance. If a 2 weeks' notice is not provided any accrued PTO (Paid Time Off) will be forfeited. Please see the Paid Time Off PTO Plan on page 42 for further details.

Rehire eligibility is at the discretion of Management and is based on the facts of the individual's overall past performance. This includes, but is not limited to, achieving performance standards, attendance, conduct, and whether adequate notice was given.

LEAVING THE ORGANIZATION

When an employee wishes to resign because of illness or for personal reasons, the possibility of a leave of absence may be explored if the employee has a good work record and has sufficient



length of service. The employee is requested to give at least a two weeks' notice before voluntarily terminating employment. Employees are required to turn in all company property prior to receiving their last paycheck. When employees leave Five Star Call Centers, they will be asked to participate in an exit interview. The primary purpose of the exit interview is to ask for valuable feedback about employees' work experiences at Five Star Call Centers. Participation in an exit interview is strictly voluntary.

EMPLOYMENT RECORDS

Five Star Call Centers is required to keep accurate, up-to-date employment records on all employees to ensure compliance with state and federal regulations, to keep benefits information up to date, and to make certain that important mailings reach all employees. All information contained in personnel files is the property of Five Star Call Centers and is considered confidential.

Employees must inform Five Star Call Centers of any necessary updates to their personnel file such as a change of address, changed telephone numbers, emergency contact, marital status, number of dependents, or military status. Employees also should inform their supervisor and Human Resources of any outside training, professional certifications, education, or any other change in status. In addition to a general personnel file, Five Star Call Centers maintains a separate medical file on each employee. Access to an employee's medical file is limited and based on a need-to-know only basis.

Five Star Call Centers will only verify dates of employment and job titles to outside agencies. No other information will be given out about an employee without written authorization from the employee except what is required to comply with the law.

ACCESS TO PERSONNEL FILES

At Five Star Call Centers we maintain a personnel file on each employee that includes the job application and related hiring documents, training records, performance documentation, salary history, and other records.

Personnel files are the property of Five Star Call Centers. Because this information is highly confidential, and we respect your privacy, only persons with a legitimate business reason will be allowed access to personnel files.

If you wish to see your personnel file, contact the Human Resources Department. With reasonable advanced notice, you may review your own personnel file in our offices and in the presence of a person authorized by Five Star Call Centers.

Employees are not permitted to remove any documents from the personnel file but may



provide a written response to any document in the personnel file. Written responses will be attached to the original document in the personnel file. Employees may request copies of documents in their personnel file. Requests for copies must be made in writing to their manager or human resources.

EMPLOYMENT BACKGROUND AND REFERENCE CHECKS

The position an individual applies for and the information they give during the interview process will determine what contingencies may apply to an offer of employment. All employees applying for any position with Five Star Call Centers may be subject to background and/or reference checks with former employers and/or managers, which may include a criminal background check. Unless required by law, reference checks will not be shared with the potential employee. Individuals' claims to have certain education, credentials, or licensing, either in writing or in an interview, are subject to verification.

Information gained from any of the above background checks will be held in confidence and shared with management individuals only on a need-to-know basis.

The Human Resources Department will respond in writing when we receive a written request for a reference check. We will only provide factual information that can be substantiated by our records.

EMPLOYMENT AND WAGE VERIFICATIONS

All inquiries regarding employees who are currently employed or have been previously employed by Five Star Call Centers are to be referred to Human Resources. Frequently, an employer will inquire about an employee's character or abilities. This information is considered confidential and may not be released. Human Resources will only provide confirmation of information provided by the employee or former employee to a third party unless special circumstances exist, or the organization is compelled by law to release additional information. That information is limited to dates of employment and job title.

The only exception to the above statement is that Human Resources may release salary information to credit institutions when such information will assist the employee in securing credit, provided the request for salary information is made in writing and the employee authorizes release of the information.



TIMEKEEPING/PAYROLL & HOURS

TIMEKEEPING

All nonexempt employees must clock in and out to record their daily hours worked in Paystubz. These timecards are used to compute earnings and are kept as a permanent electronic record. Each employee is responsible for accurate clocking of their timecard. Clocking another employee's timecard in or out (falsifying or altering your own or another employee's time sheet) is a violation of policy and is grounds for termination.

PAYDAYS

Employees are paid weekly on every Friday. Payroll periods for hourly employees run Sunday through Saturday. Each payroll includes earnings for all work performed through the end of the previous payroll period.

If a regularly scheduled payday falls on a holiday, you will be paid on the workday that is closest to the regular scheduled payday.

We encourage all employees to have your pay directly deposited into your bank account once you provide us with the required authorization. In addition, you will be able to direct deposit your pay into multiple accounts. If you do not have an account set up Five Star Call Centers will provide you with a rapid! PayCard to eliminate the need for paper checks.

If for any reason a paper check is cut for you Five Star Call Centers does not mail paychecks and you must pick up your check on payday. Checks are available on payday after 9:00 am.

WORK SCHEDULES

Work schedules for employees vary throughout Five Star Call Centers. Your manager will advise you of your specific work schedule. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Shift lengths are limited to a maximum of 12.5 hours, with a 30-minute lunch. This maximum is in place to ensure and proper life/work balance. Director approval will be necessary for any shifts over 12.5 hours and these exceptions will be made in dire business-need situations only.

If an employee is not on the schedule, is early for their shift, or their shift is over, the employee should remain off the call floor as to not disturb the employees around them that are working.



REST AND MEAL PERIODS

You will be given rest periods according to the following schedule, each workday unless business needs dictate otherwise. To the extent possible, rest periods will be in the middle of work periods. Since this time is counted and paid as time worked, you must not be absent from your workstation beyond the allotted rest period time. There may also be times during peak business periods where breaks are not possible; however, Five Star Call Centers will make every effort to accommodate individual requests.

Break times are allotted in accordance with the length of your shift as follows:

- 0 - 3.75-hour shift:** No Break
- 4 - 5.75-hour shift:** One 15 Minute break*
- 6 - 7.75-hour shift:** Two 10 Minute breaks or one 20 Minute break
- 8-hour shift and over:** Two 15 Minute breaks and one 30-minute meal break or an hour meal break depending on scheduling/staffing needs

Meal breaks are not paid. You should punch out when you leave your work area for your meal break, and punch in when you have completed your meal break. During meal periods, you will be relieved of all work responsibilities and restrictions, and you will not be compensated for that time.

We expect that you return from your breaks on time. If you return from breaks late, a tardy occurrence may be documented on your attendance record. Also note that occasionally, during unexpected increases in workflow, you may be asked to return to your workstation during a break period or not take your break at the specified time, or in some cases you may be asked to completely skip your break. Depending on workflow during later times in your shift you may have the opportunity to complete your break.

1. Please do not take a break longer than the allotted scheduled time which is typically 10-15 minutes. If you do, the excess time will be unpaid.
2. Breaks and meals should not be taken at your desk or on the call floor.
3. If you forget to go on break at your scheduled time, please visit with the manager on duty about accommodations.
4. Employees scheduled to take an unpaid lunch break must be on break for a **minimum** of 30 minutes.
5. Requesting removal of a lunch break is subject to approval pending business needs and state regulations.

*Any employee who is nursing will be provided a private room and reasonable break times to



express milk for the baby. Nursing employees wishing to use this room must request/reserve the room by contacting Human Resources or your manager.

*North Dakota employees must have a minimum 30-minute meal break provided in each shift exceeding 5 hours when there are two or more employees on duty. Employees will not be paid for meal periods if they are completely relieved of their duties.

*New Mexico employees are scheduled for a 45 minute lunch to ensure they are receiving an unpaid break during a standard 8(+) hour work day.

ATTENDANCE AND PUNCTUALITY

As an employee of Five Star Call Centers, we expect you to be reliable and punctual by reporting for work on time and as scheduled. When you are absent, late, or leave early, it places a burden on other employees and can negatively impact productivity, service, and team goals.

Overview: An absence occurs anytime there is unexcused time from the workplace. Employees are expected to be at work, on time, and work their entire shift.

Because unplanned absences are disruptive to work, corrective action will result after any absence, with excessive occurrences resulting in corrective action, up to and including termination. Disciplinary action may call for any of six steps: education, coaching, verbal warning, written warning, final written warning, or termination of employment. There may be circumstances when one or more corrective action steps are bypassed based on the specific situation.

In the rare instance when you cannot avoid being late or are unable to work as scheduled, you must call the **Attendance Line**. The Attendance Line is open and available for calls from 7a-11p Sunday through Saturday. You are required to speak with a lead, supervisor, or manager directly. **The Attendance Line number is: 605-275-5477**. You are responsible for calling until you can get ahold of someone to inform them that you will not be in for the day. The following contact methods **ARE NOT VALID** and will not be accepted to notify us that you will not be in for your shift:

- Leaving a voicemail on anyone's voicemail
- Contacting anyone via any form of social media
- Emailing your manager, other employee group (i.e. Workforce, Training, HR etc.), or another co-worker
- Texting your manager, other employee group (i.e. Workforce, Training, HR etc.), or another co-worker

In a situation where the call was answered by someone other than your Manager you will be



transferred to your manager. If you are not able to speak to your Manager or Supervisor, they will be calling you back. While you do not need to go into personal details, it is necessary for us to track your absences. Your manager will need to know if it is personal or sick time.

Exception Days: Exception days are defined as 1) holidays: New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving & Christmas, 2) days before and after recognized holidays 3) Black Friday, Cyber Monday, Super Bowl "Monday" and 4) days that the company and/ or our clients deem as exception days. Advanced notice of these types of days will be provided as time allows before they occur. If you are scheduled on these Exception Days and are late or fail to report for your shift you will not receive holiday pay. Exception days may be an occurrence where one or more steps of corrective action are bypassed based on the company need.

Holiday Pay: To receive Holiday Pay, employees must work on the holiday and their full scheduled shift before and after the holiday.

Training: Attendance in New Hire Orientation and training is vital due to the critical nature of the material. No absences will be allowed during training. Not meeting these expectations or receiving one NCNS is cause for termination during the training period.

Training (outside of new hire): Missing any time for scheduled training is not permitted. You will receive corrective action in terms of a written warning or higher, up to and including termination.

First 90 Days: Your first 90 Days of employment are critical to your success and occurrences during this time may be cause for termination.

Tardies: A tardy is considered any late arrival to work. All tardies are occurrences. Excessive tardies will result in corrective action under the Patterned Absences Policy.

Patterned Absences: Patterned absences (including late arrivals and early departures) may be indicative of abuse of the attendance policy. Examples of patterned absences may involve, but are not limited to:

- Consistent days before and after scheduled days off
- Repeated absences on days immediately before or after holidays
- An unusually large percentage of absences falling on the same day of the week
- Missing work for every major sports game (and other like games or activities)
- Signing up for overtime but not working your base shift effectively trying to "create your own schedule"
- Or other consistent absence behaviors.

A mandatory schedule change may be imposed at the discretion of management to address patterned absences as an appropriate solution.



No Call No Show (NCNS) Policy: NCNS is defined as an employee not showing up for a shift or does not report their absence during the first 2 hours of a shift. It is your responsibility to make sure you are in contact with someone. On the second day of a NCNS your Manager will contact your emergency contact. A third day of a NCNS will result in separation of employment. If an employee is absent from work for 3 consecutive workdays without reporting the absence, they will be considered to have abandoned their position and voluntarily resigned.

PERKS

Shared Scheduled Start/End times: Due to call volume needs we schedule shared associates within a 2-hour start/end swing. To reward these employees for hitting milestones, once an employee has reached 6-months their start/end swing will be moved to 1-hour and after 3-years of service the employee’s schedule will be moved to a set schedule. Both schedule changes will be made within your current availability based on business needs.

Shift Differential Pay: Because of the accounts we have, and that we are a 24/7/365 business, we offer shift differentials.

Shift Differentials

<i>Amount</i>	<i>Shift times</i>
Base pay	M-F, 6a – 6:59p
\$0.50/hour	M-F, 7p – 11:59p
\$0.75/hour	M-F, 12a – 5:59a
\$1.00/hour	Sat. & Sun. all day

Free Weekend:

- One Free Weekend is earned after 6 months of service with Five Star Call Centers
- Two Free Weekends are earned after 3 years of service with Five Star Call Centers
- PTO must be applied to your time off
 - No PTO at the time of scheduling your free weekend= no Free Weekend
 - Part time team members are eligible (unpaid due to not having PTO)
- Time off must be requested prior to the schedule posting
- Time off is granted based on business need
- Free Weekends do not carry over from year to year
- Free Weekends are non-transferable to a co-worker
- Free Weekends are only available to associates (not available to TMs, Leads, Supervisors, or other Support Staff members)



STATUS QUO

Management has the right to select certain days as Mandatory Days. If you fail to report to work on a day, or days, that were requested as time off but denied, you will be subject to disciplinary action up to and including termination.

The attendance policy will be reviewed on a regular basis and is subject to change at the discretion of management. In addition, exceptions are allowed at the discretion of the COO only.

OVERTIME

When business conditions require, employees may be needed to work overtime. When this occurs, the employee's manager will make every effort to provide timely advanced notice. Such a request for overtime may be considered mandatory. The employee's manager must approve all overtime prior to the employee working overtime. All nonexempt employees will be paid one and one-half times their regular rate of pay for all hours worked in excess of 40 in one workweek. Holiday pay (for hours worked on a holiday) will be included as time worked in the computation of overtime. PTO, Jury duty, and bereavement leave will not be included as time worked in the computation of overtime.

LICENSING AND FEES

For certain positions, certain licensing, certifications and organization memberships may be required. Understanding that these are a cost of doing business, Five Star Call Centers may pay for these expenses on your behalf in order to better perform your position. Many of these licenses, certifications and memberships are items that may be transferred with you for your future benefit after you leave the company. For this reason, if you leave the company for any reason within 1 year you will be required to repay 100% of these expenses from your final paycheck. If you leave after one-year, then you will be required to repay 50% of these expenses from your final paycheck.

PAY ADVANCES

At Five Star Call Centers we do not provide pay advances on earned or unearned wages to our employees.

INCLEMENT WEATHER

Because of the nature of our organization, we need to be open and operating during all business hours. Inclement weather rarely warrants closing our offices during normal hours of



operation, and employees should be present during all required hours. However, each employee needs to make a personal judgment pertaining to their personal safety in traveling to and from work, understanding that any absence puts a greater burden on those employees that come to work despite difficult weather conditions.

Loss of work time due to inclement weather will be charged against the employee's accrued PTO. If the employee has no benefit time accrued, the time absent will be charged as leave without pay.

You are expected to be here unless there is a NO TRAVEL ADVISORY in your area. This DOES NOT happen very often, so please plan accordingly as the safety of our team members while traveling to and from work is important! The advisory must come from the following weather information website: <http://www.safetravelusa.com/>

Here are some things you can do to ensure you are on time for work:

1. Leave for work 20 min. to a ½ hour early – traffic is going to be slow.
2. Have a shovel ready in case you need to shovel snow out from the back or front of your car to get to work on time.
3. Plug your vehicle in at night so it will start in the morning.
4. Have a backup ready for childcare in case school or daycare is closed.
5. Most importantly be safe – drive safe and watch out for others.

Absences will be addressed one of three ways for winter weather so please PLAN ACCORDINGLY and PLAN AHEAD!!!

1. An absence occurs unless a NO TRAVEL ADVISORY is in effect or because of an emergency closing.
2. During a NO TRAVEL ADVISORY, no occurrences are assessed during the NTA.
3. Once the NTA is lifted, you have 2-hours to return to work or it will be considered an absence.
4. If the NTA is lifted PRIOR to the employees scheduled start-time, and you do not arrive on time it will be considered an absence.

In the rare case of an emergency closing, it will not be considered an absence.



EMPLOYEE CONDUCT & DISCIPLINARY ACTION

EMPLOYEE RELATIONS

We believe that the work conditions, wages, and benefits we offer to Five Star Call Centers employees are competitive with those offered by other employers in this area and in this industry.

Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Five Star Call Centers amply demonstrates its commitment to employees by responding effectively to employee concerns. If you have questions about work conditions or compensation, you are encouraged to seek out your manager or Human Resources for resolution.

OPEN-DOOR/COMMUNICATION POLICY

Five Star Call Centers is committed to providing the best possible working conditions for our employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the Five Star Call Centers management.

Five Star Call Centers strives to ensure fair and honest treatment of all employees. We expect managers and employees to treat each other with mutual respect. We encourage employees to offer positive and constructive feedback to each other.

If you have a question regarding the rules of conduct, policies, or practices, you can express your concern through the open-door policy. You will not be penalized, formally or informally, for voicing concerns with Five Star Call Centers in a reasonable, business-like manner, or for using the open-door policy.

If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, you are encouraged to make use of the following steps. You may discontinue the procedure at any step.

1. You present the problem to a manager as soon as possible after the incident occurs.
2. The manager responds to the problem during discussion or after consulting with appropriate management, when necessary.
3. You present the problem to the Director if the problem is unresolved.
4. The Director responds to the problem during discussion or after consulting with appropriate management, when necessary.
5. You present the problem to the Human Resources Department if the problem is still unresolved.



6. The Human Resources Department will investigate with the appropriate management and respond after consulting them.

At Five Star Call Centers, we believe that communication is at the heart of good employee relations. Employees should share their concerns, seek information, provide input, and resolve work-related issues by discussing them with their supervisor until they are fully resolved. It may not be possible to achieve the result an employee wants, but the manager needs to attempt to explain in each case why a certain course of action is preferred. If an issue cannot be resolved at this level, the employee is welcome to discuss the issue based on the chain of command above.

Regardless of the situation, the employee should be able to openly discuss any work-related problems and concerns without fear of retaliation. Managers are expected to listen to employee concerns, to encourage their input, and to seek resolution to the issues and concerns. Often this will require setting a meeting in the near future. Managers are to set these meetings as quickly as possible and employees are expected to understand that issues and concerns may not always be addressed at the moment they arise. Discussing these issues and concerns with management will help to find a mutually acceptable solution for nearly every situation.

If an employee has a concern about discrimination and/or harassment, Five Star Call Centers has set up special procedures to report and address these issues. Those reporting procedures are set forth in our Harassment and/or Discrimination Policy.

BUSINESS ETHICS AND CONDUCT

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

Our continued success is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Five Star Call Centers, our customers, and their co-workers to act in ways that will merit the continued trust and confidence of the public.

As an organization, Five Star Call Centers will comply with all applicable laws and regulations and we expect our directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, you should find that using good judgment, based on high ethical principles, would guide you to act appropriately. If you are unsure about the proper course of action, you should



discuss the matter openly with your manager. If necessary, you may also contact the Human Resources Department for advice and consultation.

Five Star is committed to assuring a safe and secure environment for its employees, visitors, vendors, and clients. For this reason, Five Star has enacted this policy which provides a mandatory process by which all employees must report any post-employment criminal conviction(s). This will apply to criminal conviction(s) reported directly by the employee or identified independently by the Five Star through any other means. It is not the intent of this policy that every criminal conviction will result in taking an action that would adversely affect an employee's position.

If convicted of a felony while working at Five Star you must notify your manager or Human Resources within 5 business days or at the first possible opportunity if the employee is incarcerated. To safeguard our company, clients, vendors, and employees the charges will need to be evaluated to assure that the employee or conviction(s) in question do not pose an unreasonable safety risk or cause impact to their daily job duties. If the charges would cause a safety risk or impact to the company, clients, vendors, and/or employees Five Star may need to move forward with removal from a specific account or transfer to another account if possible. Depending on the severity of the charges, or the inability to transfer to another account, corrective action up to and including termination may occur as not to jeopardize our contractual obligations and relationships with our clients and employees.

It is the responsibility of every Five Star Call Centers employee to comply with our policy of business ethics and conduct. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, we expect you to follow rules of conduct that will protect the interests and safety of all employees and Five Star Call Centers.

Although it is not possible to list all the forms of behavior that are considered unacceptable at work, the following are some examples of conduct that may result in disciplinary action, up to and including termination of employment:

- Unprofessional behavior
- Falsification of timekeeping records
- **Knowingly provide untruthful information or omit information for your benefit**
- 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 or threatening violence in the workplace
- Negligence or improper conduct leading to injury of another person
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage or destruction of employer-owned, customer-owned, or another employee-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from workstation during the workday
- Unauthorized or inappropriate use of telephones, email, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of or not following company rules/policies
- Unsatisfactory performance or conduct
- Work avoidance
- Violation of Warn, Inform, and Disconnect Policy
- Disconnecting telephone calls prior to completion of the conversation
- Remaining silent when a call comes in, resulting in the customer disconnecting
- Rude or disrespectful behavior towards a customer or client during a call
- Using mute to berate or swear at the customer
- Speaking negatively about a customer or client while on hold or in between calls
- Client impacting error
- Client/ARM request removal from account

Depending on the severity of the offense and impact to the business, conduct can be deemed as gross misconduct and result in immediate termination.

RESPECTFUL WORKPLACE

Five Star Call Centers strives to maintain a workplace that fosters mutual respect and promotes harmonious, productive working relationships. Our organization believes in going beyond what is required by law and expects our employees to treat each other in a manner in which they would like to be treated and to give to others the respect that is due to every individual whether it is a fellow employee, member of management, customer, vendor, or visitor to our premises. Therefore, Five Star Call Centers prohibits any behavior that is discourteous or demeaning to other employees. Disrespectful behavior may include, but not be limited to, the following:



- Jokes that demean another individual or group of individuals
- Insubordination:
 - Failure or refusal to follow a manager’s lawful instructions or perform assigned work
 - refusal to stop an activity, behavior, or language that a manager has directed them to stop
 - openly hostile or inappropriate language or verbal or physical behavior in the workplace
 - any other displays of blatant disrespect for authority figures
- Name calling or nicknames that may be offensive
- Taking credit for another individual’s work or ideas
- Refusing to communicate or speak with another individual
- Offensive verbal, visual, or physical conduct
- Repeated negative comments about others either orally or in writing
- Threatening another individual
- Knowingly blame other individuals for a mistake they did not make
- Purposely invading another’s personal privacy and/or space
- Gossiping about another individual; and
- Any type of “bullying” behavior.

Five Star Call Centers expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels they have been subjected to any form of disrespectful behavior, the employee should report that conduct to their immediate manager or Human Resources within three calendar days of the offense. Employees are not required to approach the person who was disrespectful to them and may bypass any offending member of management. All employees should notify a member of management regarding any disrespectful behavior that they witness or are told another person received.

Five Star Call Centers will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the extent possible. However, Five Star Call Centers will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, may be taken promptly against any employee engaging in disrespectful behavior. The corrective action issued will be proportional to the severity of the conduct. The alleged perpetrator’s employment history and any similar complaints of prior disrespectful behavior will be taken into consideration.

Five Star Call Centers reserves the right to determine whether any type of behavior is disrespectful and injurious to the morale of the organization.



PRIDE OF OWNERSHIP

Five Star Call Centers takes great pride in quality work and a quality work environment. It is the company's goal to promote this excellence in life, work, and operations. To promote this quality, all team members are responsible to keep their personal space clean and organized. Employees should always report any instance of a mess being made so that appropriate actions are taken to clean the mess in a healthy and safe manner. Employees should never discard liquids into their garbage cans as this can lead to leaks and stains.

Employees are also expected to eat all meals in the break room. Only beverages with a lid and candy bars or vending items that do not easily crumble will be allowed to be consumed at desks. For example, no chips, pretzels, sunflower seeds, and other like items will be allowed to be consumed at desks. If you are uncertain if something is allowed or not, please ask your manager.

Blatant or repeated violation of this policy is subject to disciplinary action, up to and including termination of employment.

NON-FRATERNIZATION

While Five Star Call Centers encourages amicable relationships between members of management and their subordinates, it recognizes that involvement in a romantic relationship may compromise or create a perception that compromises a member of management's ability to objectively perform their duties. Any involvement of a romantic nature between an officer, director, manager, supervisor, or associate of the organization and anyone they supervise, either directly or indirectly, is prohibited. Violation of this policy will lead to corrective action up to and including termination of the management individual involved in the relationship if the relationship is not reported to management immediately.

If two people who are in a reporting situation described above subsequently develop a relative relationship or personal relationship, the person in the relationship who is in the direct or indirect supervisory role is responsible and obligated to disclose the existence of the relationship to management immediately. We will then ask the individuals involved to decide which one is to be transferred to another available position. If no decision is made within 30 calendar days, Five Star Call Centers will decide who is to be transferred or, if necessary, terminated from employment. If there a situation where a conflict or the potential for conflict, either actual or perceived, arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment.



HARASSMENT AND DISCRIMINATION

Five Star Call Centers strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. Our organization believes that discrimination, harassment, and/or retaliation in any form constitute misconduct that undermines the integrity of the employment relationship. Therefore, Five Star Call Centers prohibits unlawful discrimination and/or harassment that is based on:

- Race
- Color
- Religion
- Sex
 - Pregnancy or maternity status
 - Sexual orientation
 - Gender
 - Gender identity, reassignment, or expression
 - LGBTQ+
- National Origin
- Military/veteran status
- Citizenship
- Disability
- Age
- Genetic Information
- Marital status
- Or any other basis that would be protected by federal, state, or local law.

This policy applies to all employees throughout the organization and to all individuals who may have contact with any employee of this organization. Furthermore, Five Star Call Centers will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship, health, or safety concern. Examples of harassment and/or discrimination include, but are not limited to:

- Unwelcome sexual advances
- Requests for sexual favors
- Or other verbal, visual, or physical conduct of a harassing and/or discriminatory nature
 - When the person involved feels compelled to submit to that misconduct to keep their position
 - To receive appropriate pay
 - To benefit from certain employment decisions.

If this type of misconduct interferes with an employee's work or creates an intimidating, hostile, or offensive work environment, it also may be considered harassment and/or discrimination. This behavior can include but is not limited to:



- Suggestive or insulting noises
- Facial expressions
- Vulgar language
- Nicknames, slurs, derogatory comments
- Cartoons, written materials
- Jokes
- Offensive gestures or touching
- This also includes gender-based harassment of a person of the same sex as the harasser

Five Star Call Centers expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels they have been subjected to any form of harassment and/or discrimination, the employee should feel free to object to the behavior and should report that conduct to their immediate manager, another member of management, or Human Resources. Employees are not required to approach the person who is harassing and/or discriminating against them, and they may bypass any offending member of management. Once reported, the company will take the necessary steps to initiate an investigation of the discrimination and/or harassment claim.

Any manager/supervisor who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department, or any of the Executive Team, so it can be investigated in a timely and confidential manner. Any employee engaging in sexual or other unlawful harassment or discrimination will be subject to disciplinary action, up to and including termination of employment.

Five Star Call Centers will conduct its investigation in a reasonably confidential manner but will not allow the goal of confidentiality to be a deterrent to an effective investigation or impede the company from complying with its legal obligations. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment. The corrective action issued will be proportional to the severity of the conduct. The alleged harasser's employment history and any similar complaints of prior unlawful discrimination and/or harassment may be taken into consideration.

You can raise concerns and make reports without fear of reprisal or retaliation. Five Star Call Centers prohibits retaliation of any kind against employees, who, in good faith, report harassment and/or discrimination or assist in investigating such complaints. If an employee feels they have been subjected to any form of retaliation, the employee should report that conduct to their immediate Manager, Human Resources, or the Executive Team within three calendar days of the offense. Employees are not required to approach the person who is retaliating against them, and they may bypass any offending member of management. Any person engaging in retaliation will be subject to disciplinary action, up to and including termination of employment.



For additional information, please see Five Star Call Centers' separate Unlawful Retaliation Policy below.

In the event that the discrimination or harassment reoccurs, it should be reported immediately to your supervisor or any member of management.

UNLAWFUL RETALIATION

Five Star Call Centers is committed to providing a professional and productive work environment that is free from all forms of unlawful retaliation. We will not tolerate unlawful retaliation against any employee who files a complaint, supports a co-worker in a complaint, or speaks as a witness in the investigation of a complaint. It is also prohibited to retaliate against an employee who gives information about an alleged employer violation, testifies in a proceeding concerning an employer violation, refuses to commit an illegal act, or exercises other legal rights such as jury duty service or making a worker's compensation claim.

If you experience or witness what you believe to be unlawful retaliation by anyone, including an owner, manager, supervisor, coworker, vendor or client, you should feel free to object to the behavior, and should also report it immediately to your supervisor or any member of management.

All reported incidents will be promptly and thoroughly investigated with due regard for the privacy of everyone involved. Five Star Call Centers will disclose only as much information as it feels reasonably necessary to conduct a complete investigation and will try to reasonably honor requests for confidentiality consistent with its obligation to identify and correct instances of unlawful retaliation.

In the event that the retaliation reoccurs, it should be reported immediately to your supervisor or any member of management.

Anyone engaging in unlawful retaliation, or who provides false information during an investigation, will be subject to disciplinary action, up to and including termination of employment.

DRUG AND ALCOHOL USE

Five Star Call Centers recognizes that employees are our most valuable asset and the most important contributors to our continued growth and success. We are firmly committed to the safety of our employees. To further this goal Five Star Call Centers wants to provide a drug- and alcohol-free, healthy, and safe workplace. To meet this goal, we expect you to report to work in a mental and physical condition that enables you to perform your job in a satisfactory manner.



Five Star Call Centers recognizes that alcohol and drug dependence are illnesses which, in many cases, can be successfully treated. An employee with an alcohol or drug dependency problem is encouraged to voluntarily enter a drug or alcohol rehabilitation program before the problem affects or jeopardizes their employment. It is not the intent of Five Star Call Centers to intrude into the private lives of the employees; however, the effect of the drug and alcohol abuse on safety, work quality, attendance, lost productivity, and medical expenses require this policy.

Five Star Call Centers takes providing a safe, professional work environment very seriously and will not tolerate use of any prohibited substances or being under the influences of said substances while performing duties for, or on behalf of, Five Star Call Centers. Our clients and their customers deserve the very best service we have to offer and that includes always following the below policy.

It is prohibited for employees to manufacture, use, possess, distribute, transfer, sell, or be under the influence of alcohol or unauthorized or illegal drugs while on the job or performing any duties for, or on behalf of, Five Star Call Centers, on company premises, or in any company parking lot, storage area, or job site. The term "illegal drugs" as used in this policy means a drug or other substance as defined in the applicable federal and state criminal law statutes. We permit the legal use of prescribed drugs*, or other medication, under a physician's guidance on the job only if the drugs do not impair your ability to perform the essential functions of your job effectively and safely without endangering others. We also permit the use of alcohol on premise for company sponsored events only if the alcohol is pre-approved by an Officer of the company. Such events could include, but are not limited to, public open houses, client meetings, etc.

*The use of marijuana for medical purposes, even if permitted by state law, regulation, or ordinance, will not be considered acceptable on the premises or before reporting to work.

If there is a suspicion of use, you should notify a member of management immediately. Five Star Call Centers will investigate, and the employee will be escorted to a private area where management will speak to the person confidentially. The employee will be given a chance to explain. If, after the explanation, management believes the employee is unfit to perform their duties and reasonable suspicion for use of illegal drugs or alcohol still exists, the employee will be asked to leave the premises.

Five Star Call Centers reserves the right to search an employee's belongings and conduct an on-site drug screen or send the employee to a facility for alcohol and/or drug screens or other testing. Refusal to cooperate in such an inspection or search, including alcohol and/or drug screens, will result in disciplinary action, up to and including immediate termination of your employment.

If you violate any part of this policy, it may lead to disciplinary action, up to and including immediate termination of your employment.



PERSONAL APPEARANCE

We want Five Star Call Centers employees to reflect an appropriate business image to customers and visitors. How you dress, your grooming, and personal cleanliness standards all contribute to that image and to the morale of your co-workers.

During business hours or whenever representing Five Star Call Centers, you are expected to present a clean, neat, and tasteful appearance. You should always dress and groom yourself according to the requirements of your position and within guidelines for acceptable/unacceptable attire. This is particularly true if your job involves dealing in person with customers or visitors.

If your personal appearance is inappropriate, you may be asked to leave work until you can return properly dressed or groomed. If this happens, you will not be paid for the time away from work. Be sure to consult your manager if you have questions as to what constitutes appropriate appearance. We may, when necessary, make reasonable accommodation in the personal appearance policy for a person with a disability.

To make the environment at Five Star Call Centers more fun and comfortable we have a casual dress code. While this makes for a more relaxed environment, please remember that clients may stop by at any time, so we need to make sure that we are still promoting a favorable and appropriate appearance to the public eye.

Below is a guideline for acceptable/unacceptable attire. While it is not all-inclusive, it is a good guide to follow. If you are in question as to whether an item is acceptable or not, please ask management or Human Resources.

Monday through Friday attire:

Acceptable:

Casual shirts, t-shirts, dress shirts, sweaters, sweatshirts, golf-type shirts, and turtlenecks. Nice looking dress pants or Capri pants, khaki pants, corduroy, twill, or cotton pants, jeans, leggings only if covered with a dress, skirt, or long shirt, shorts, flip-flops, and hats.

Unacceptable:

Spaghetti strapped tank tops, sweatpants, or athletic/workout pants.

Saturday and Sunday attire:

Acceptable:

Casual shirts, t-shirts, dress shirts, sweaters, sweatshirts, golf-type shirts, and turtlenecks. Nice looking dress pants or Capri pants, khaki pants, corduroy, twill, or cotton pants, jeans,



leggings only if covered with a dress, skirt, or long shirt, shorts, hats and flip-flops, plus: sweatpants or athletic/workout pants.

Unacceptable at ALL TIMES:

Pajama pants, inappropriate length skirts and shorts, midriff, low cut or revealing tops, tank tops with straps less than 2 inches wide at smallest point, clothing bearing illegal substances/advertising, excessively ripped or torn clothing, halter tops, leggings not covered with a dress, skirt, or long shirt, and spandex clothing. No personal private undergarments can be seen at any time. Shoes must be worn at all times when not sitting at designated workstation-no walking the floor without shoes.

In an effort to provide a healthy, comfortable and productive work environment, employees of Five Star Call Centers are required to refrain from using scented products within the building at all times. These products include, but are not limited to: scented hairsprays, colognes, perfumes, lotions, potpourri, air fresheners, and candles. Many of these products can create discomfort or medical emergencies for others. Your courtesy is expected with regards to this policy.

SOCIAL MEDIA

Five Star Call Centers recognizes the growing importance of online social media networks as a communication tool. This policy addresses employees' use of such networks including: personal websites, web logs (blogs), wikis, social networks, online forums, virtual worlds, and any other online mediums. Five Star Call Centers respects the right of employees to use these mediums during their personal time. Use of these mediums during company time or on company equipment, however, is prohibited.

Due to the nature of the employer/employee relationship, Five Star Call Centers discourages persons in a management/supervisory role and an associate, they directly or indirectly supervise, from initiating or accepting a social media "friending" unless the manager/supervisor does not believe it will negatively impact the work relationship. It should also be noted that persons in an hourly supervisory role, answering business related questions of an associate, they directly or indirectly supervise, may also be considered working off the clock which is in violation of your non-exempt status.

In general, employees who participate in social media are free to publish personal information without censorship by Five Star Call Centers. Employees must avoid, however, posting information that could harm Five Star Call Centers using the guidelines set forth below. All employees are responsible for maintaining the company's positive reputation and under no circumstances should employees present the company to the public in a manner that diminishes its standing within the community. Instead, employees are responsible for presenting the company in a manner that safeguards the positive reputation of themselves, as well as the company's employees, managers and shareholders.



If an employee chooses to identify themselves as a Five Star Call Centers employee on any social media network, the employee must adhere to the following:

- Employees are required to state in clear terms that the views expressed on any social media network are the employee's alone and that they do not necessarily reflect the views of Five Star Call Centers.
- Employees are prohibited from disclosing information on any social media network that is confidential or proprietary to Five Star Call Centers or to a third party that has disclosed information to the company. For example, information about or identifying the company's customers, co-workers, incidents that occur at Five Star Call Centers, or information that may be valuable to a competitor including specific product information or pricing.
- Employees are prohibited from displaying the Five Star Call Centers logo on any social media network without permission from the Five Star Call Centers. Also, they should not post images of co-workers without the co-worker's consent. Finally, employees are prohibited from posting any nonpublic images of Five Star Call Centers premises and property.
- Employees are prohibited from making statements about Five Star Call Centers, their coworkers, our customers, competitors, agents, or partners that could be considered as harassing, threatening, libelous, or defamatory in any way.
- Employees are prohibited from acting as a spokesperson for Five Star Call Centers or posting comments as a representative of the company.
- Employees are prohibited from sharing any communication that engages in personal or sexual harassment, unfounded accusations, or remarks that would contribute to a hostile work environment (racial, sexual, religious, etc.), as well as any behavior not in agreement with Five Star Call Centers' Standards of Ethical Conduct Policy or general corporate policies.

Employees who participate in social media may still decide to include information about their work at Five Star Call Centers as part of their personal profile, as it would relate to a typical social conversation. This may include:

- Work information included in a personal profile, to include company name, job title, and job duties.
- Status updates regarding an employee's own job promotion.
- Personal participation in Five Star Call Centers sponsored events, including volunteer activities.

An employee who is responsible for a social media posting that fails to comply with the guidelines set forth in this policy or that otherwise causes harm to Five Star Call Centers may be subject to discipline, up to and including termination. Employees will be held responsible for the disclosure, whether purposeful or inadvertent, of confidential or proprietary company information, information that violates the privacy rights or other rights of a third party, or the



content of anything posted on any social media. Further, employees may be liable for monetary damages for such disclosure.

Anything posted on an employee's Web site, blog, social media account, or other internet content for which the employee is responsible will be subject to all Five Star Call Centers policies, rules, regulations, and guidelines. Avoid any defamatory, offensive or derogatory content as it may be considered a violation of our company's harassment policy, if directed towards colleagues, clients or partners of Five Star Call Centers. Five Star Call Centers is free to view and monitor an employee's online content at any time without consent or previous approval.

Employees should let the management team know if they encounter incorrect information about Five Star Call Centers that might randomly appear online. Employees themselves should not attempt to correct any such information that appears online.

Finally, Five Star Call Centers will investigate and respond to all reports of violations of the social media policy. Violation of the company's social media policy may result in disciplinary action up to and including termination.

CUSTOMER RELATIONS

Customers are among our company's most valuable assets. Each of you represents Five Star Call Centers to our customers and the public. The way we do our jobs presents an image of our entire company. Customers judge us by how they are treated each time they have contact with us. Therefore, one of our top business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

While working with a customer:

- Employees are prohibited from:
 - Having personal conversations with customer outside of the scope of typical "air filler" conversation such as the weather.
 - Having a social or physical relationship with customer.
 - Having planned personal contacts that are not job related.
- Do not give out personal information (such as home address, phone numbers and cell numbers) to any customer for any reason.
- Do not request personal information from a customer at any time unless it is specific to the call, order, and/or call back request for their reason of calling in.
- Do not share personal information with customers. This is unprofessional and is in violation of the FSCC Employee Conduct and Work Rules.

Failure to adhere to this policy which results in personal safety concerns must be reported immediately to your Manager and Human Resources.



Employees may not accept or request gifts from customers or clients outside of normal business practices such as spiffs, prizes, and holiday gifts shared from the client to the company such as: fruit baskets, calendars, pens, mugs, caps and t-shirts, or other novelty, advertising, or promotional items.

Employees may not accept compensation, such as product or money, from customer or clients with whom FSCC does or may do business. Example: this includes but is not limited to accepting a cheesecake for yourself while placing a holiday order for a customer.

Employees with questions about accepting business courtesies should talk to their Managers or the HR department before acceptance.

Remember that your contact with the public in person, over the telephone, and through all your communications reflect not only on you but also on Five Star Call Centers as a whole. Positive customer relations will not only enhance the public's image of Five Star Call Centers, but also pay off in greater customer loyalty and increased sales and profit.

WORK AVOIDANCE

Because our clients and customers are among our company's most valuable assets, employees are always to be available to assist a customer with their needs when the employee is scheduled to be on the phone. Work avoidance to lessen the number of calls you take, or when you will take them, will not be accepted as appropriate behavior. Examples of work avoidance that may result in disciplinary action, up to and including termination of employment include, but are not limited to:

- Unscheduled break time used (notably larger occurrences near the end of shift)
- Outbound calls made before break, lunch, or end of shift unless instructed to do so
- Inappropriate use of the Make Busy code on the phone system (Make Busy = placing the phone in this mode so no incoming calls can come in.) Some examples of this behavior include, but are not limited to:
 - Frequent short-timed Make Busy occurrences
 - Excessive amounts of time in Make Busy (notably larger occurrences after calls and at the end of shift)
- Any form of placing oneself in a mode or opening a line on the phone to make it appear you are on a call or completing after call work outside of allowable time frame thus taking yourself out of the rotation to receive incoming calls or putting yourself in the back of the line
- Short calls where the agent has disconnected the call
- Silent calls where the agent simply fails to respond to the caller and remains muted causing the customer to disconnect
- Calls immediately placed on hold and left there forcing the caller to disconnect



- Transferring calls to the client's number, to the Account Manager, or another number when not directed within the account to do so
- Claiming computer/phone issues with no issue ever found when researched
- Repeatedly entering passwords incorrectly at night or weekends when management is not here to reset them, forcing you out of queue for a particular client.
- Sitting on hold for long periods of time instead of transferring or finding help elsewhere
- Providing incorrect information to a customer to get them off the phone (make sure you use your available resources, help screens, or supervisor for assistance)
- Being rude to the customer forcing them to disconnect the call
- Failure to use call control by holding personal conversations above and beyond what is needed to fill dead air
- Nodding off or falling asleep when you are to be available for new calls
- Calling your coworkers and having personal conversations
- Constantly calling Question Gate, Lead, Manager, etc. to discuss a call or issue outside of approved coaching times.

Depending on the severity of the offense and impact to the business, conduct can be deemed as gross misconduct and result in immediate termination.

VIOLENCE IN THE WORKPLACE

The safety and security of all employees is of primary importance at Five Star Call Centers. Threats, stalking, threatening and abusive behavior, or acts of violence against employees, visitors, customers, clients, and/or company facilities or property by anyone on company property, on a company-controlled site, or in connection with company employment or company business will not be tolerated (even those made in jest). Violations of this policy will lead to corrective action up to and including termination and/or referral to appropriate law enforcement agencies for arrest and prosecution. Five Star Call Centers reserves the right to take any necessary legal action to protect its employees.

Any person who makes threats, stalks, exhibits threatening behavior, or engages in violent acts on company premises, on a company-controlled site, or in connection with company employment or company business shall be removed from the premises as quickly as safety permits and shall remain off company premises pending the outcome of an investigation. Following investigation, the organization will initiate an immediate and appropriate response. This response may include but is not limited to suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or civil or criminal prosecution of the person or persons involved.

All employees are responsible for notifying management of any threats that they witness or receive or that they are told another person witnessed or received. Even without a specific threat, all employees should report any behavior they have witnessed that they regard as



potentially threatening or violent or that could endanger the health or safety of an employee when the behavior has been carried out on company premises, on a company-controlled site, or is connected to company employment or company business. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threatening behavior and the person or persons being threatened. The organization understands the sensitivity of the information requested and has developed confidentiality procedures that recognize and respect the privacy of the reporting employee.

WEAPONS

Despite some laws that allow people to carry firearms in public, Five Star Call Centers prohibits anyone from possessing or carrying weapons of any kind on company property, in company vehicles, or while on company time. This includes:

- Any form of weapon or explosive
- Firearms with or without a permit to carry concealed
- All illegal knives or knives with blades that are more than six inches in length.
- Any other item that could be considered as a weapon or hazardous material that could inflict bodily harm.

If an employee is unsure whether an item is covered by this policy, please contact Human Resources. Employees are responsible for making sure that any item they possess is not prohibited by this policy. Police officers, security guards, and other individuals who have been given consent by the organization to carry a weapon on the property will be allowed to do so. While the organization has a policy prohibiting weapons, nothing in this policy shall be construed as creating any duty or obligation on the part of the organization to take any actions beyond those required of an employer by existing law.

Employees who obtain a protective or restraining order that lists company locations as protected areas are strongly encouraged to provide copy of any temporary or permanent protective or restraining order that is granted, to their manager or Human Resources. If a photograph of the individual named in the protection order is available, employees are encouraged to provide that as well. Five Star Call Centers has confidentiality procedures recognizing and respecting the privacy of the reporting employee(s).

CORRECTIVE ACTION

This policy describes the policy for administering equitable and consistent corrective action for unsatisfactory conduct at Five Star Call Centers. We believe that the best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

We also believe that it is in the best interests of Five Star Call Centers to ensure fair treatment



of all employees and make certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any corrective action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and Five Star Call Centers have the right to terminate employment at will, with or without cause or advanced notice, Five Star Call Centers may use corrective action at its discretion.

Disciplinary action may call for any of six steps: education, coaching, verbal warning, written warning, final written warning, or termination of employment. Depending on the severity of the problem, and the number of occurrences, suspension with or without pay may also be an option. There may be circumstances when one or more steps are bypassed based on the specific situation.

Five Star Call Centers recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual corrective action steps.

While it is impossible to list every type of behavior that may be considered a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment.



EMPLOYEE BENEFIT PROGRAMS

SUMMARY OF BENEFITS

Five Star Call Centers offers a comprehensive benefit package to all eligible employees. Eligibility occurs the first of the month following 60 days of employment for **Full-time Regular Employees** that work a minimum of 30 hours per week. To retain benefits, you may not go below 30 hours in a given week. Medical, dental, and vision are all pre-tax deductions while all indemnities and supplemental life insurance are post-tax deductions.

If an employee chooses to resign some benefit coverages continue through last day of the month in which separation occurs. If an employee is separated prior to end of the month the final paycheck* will collect the remaining monthly premiums due for all elected benefits.

If you are out for any reason and no hours are worked to cover your benefits premiums they will fall into arrears. You have 45 days to make up the arrears or to set up a payment arrangement. After the 45-day grace period unpaid benefits will be canceled.

*If your last day worked will be the first day of the month, all monthly premiums will be collected from your final check. If the premiums are higher than wages earned this will result in no check.

The main components of Five Star Call Centers Benefits Plans include:

- Medical
- Dental
- Vision
- Basic Life Insurance and AD & D
- Voluntary Life Insurance
- Flex Spending (FSA)
- Health Savings Accounts (HSA)
- 401 (k) Plan with Employer Match
- Short-term Disability
- Accident Insurance
- Critical Illness
- Paid Time Off Leave

Full details of the Five Star Call Centers Benefits Plans can be found at www.myfivestarbenefts.com.

TOBACCO USE STATUS / TOBACCO FREE WORKPLACE

The use of tobacco products, including but not limited to, Cigarettes, pipes, cigars, e-cigarettes, vaporizers, or any other tobacco/nicotine products and smokeless tobacco is prohibited inside



any of the organization's facilities or vehicles. The use of tobacco products will be allowed in company-designated areas outside any facility and is never permitted within 20 feet of a door, operable window, or ventilation device.

This policy relates to all work areas, and at all times, including before and after normal working hours. Employees may choose to smoke inside their vehicles provided they extinguish and dispose of their cigarette butts within their car or in an appropriate receptacle. This policy applies equally to all employees as well as to our customers and visitors.

Five Star Call Centers is committed to encouraging and supporting healthy behaviors and to providing information on, and access to, tobacco-cessation resources to assist employees in developing healthy behaviors. For a list of cessation programs please visit the benefits site at www.myfivestاربenefits.com.

Five Star will provide a premium discount for non-tobacco users. If an employee is actively trying to quit using tobacco, they will receive the medical premium discount upon verification. Employees who use tobacco products, without intent to quit, will not receive a premium discount to their medical premiums. Annually, at the time of open enrollment for health insurance, each employee desiring medical insurance through Five Star must sign an affidavit honestly declaring their status. Employees will be screened during this process to confirm. Five Star will allow employees to change their tobacco-use status. If an employee declares they are a non-tobacco user or they are actively working towards tobacco cessation and their status changes, Human Resources must be notified of this change during the annual enrollment process.

If an employee neglects to inform Human Resources of a change in their tobacco-use status during annual enrollment, Five Star reserves the right if applicable to collect the premium discount provided to the employee at the beginning of the plan year. Five Star reserves the right to screen employees for tobacco use, without notice, that attests to being tobacco-free. Five Star also reserves the right to remove the premium discount for employees that indicate they are in the process of quitting, if the Designated Tobacco Resource declares the employee has not made adequate progress, or effort, toward becoming tobacco-free. Additionally, employees indicating their intent to quit using tobacco products agree to possible tobacco testing outside the annual enrollment process following the employee's declaration of the intent to quit.

COBRA

Under COBRA Five Star Call Centers will offer employees and their families the opportunity for a temporary extension of health coverage. If applicable, COBRA information will be mailed as required and outlined in the plan document.



PAID-TIME-OFF PTO PLAN

Five Star Call Centers provides all eligible employees with the opportunity to accrue Paid-Time-Off (PTO) benefits, which can be used for holidays, bereavement, vacation, personal, or illness. PTO time is available on the 91st day of employment. It will be visible on the 1st payroll following that date. The eligible employment categories are regular full-time. PTO is paid at your regular, base pay wage regardless of the day or time it is used.

PTO hours are accrued at the following rates on all worked hours:

- Upon Hire = .0625 per hour (cap at 100 hrs.)
- 2nd Anniversary = .0663 per hour (cap at 108 hrs.)
- 4th Anniversary = .0702 per hour (cap at 116 hrs.)
- 6th Anniversary = .0740 per hour (cap at 124 hrs.)
- 8th Anniversary = .0779 per hour (cap at 132 hrs.)
- 10th Anniversary = .0817 per hour (cap at 140 hrs.)
- 12th Anniversary = .0856 per hour (cap at 148 hrs.)
- 14th Anniversary = .0894 hour (cap at 156 hrs.)
- 16th Anniversary = .0933 hour (cap at 164 hrs.)
- 18th Anniversary = .0971 hour (cap at 172 hrs.)
- 20th Anniversary = .1010 hour (cap at 180 hrs.)

PTO hours are accrued on all hours worked (or PTO used). PTO will not accrue on any hours over 40 per week. PTO will accrue and can be used each weekly period after eligibility.

The maximum amount of PTO time an employee can have available at any time is determined by years of service. If the hour limit is reached, no additional PTO time will accrue until the amount available falls below the cap.

If you resign* from the company and do not give a proper 2 week notice you forfeit your rights to any PTO time earned. You must work all of your scheduled shifts in order to qualify for a proper 2 weeks' notice.

If you are terminated* for Just Cause you also forfeit your rights to any PTO earned. Just Cause can be defined as misconduct, attendance, and any other violation of the handbook.

***North Dakota employees only will receive PTO paid out on their final check regardless of cause or the 2 weeks' notice rule per the regulations set forth by the North Dakota Department of Labor.**



REQUESTING/SCHEDULING TIME OFF

To allow for schedules to be made in a timely and efficient manner all requests for time off must be made at least 3 weeks in advance.

1. All time off requests will be reviewed by Workforce
2. Time off is reviewed on an individual first come first serve basis
3. Approval or denial of the request is determined by business /staffing needs
4. AND if the full-time employee has PTO accrued to cover the request

Any requests made less than 3 weeks in advance*, or requests for part-time employees, need to be taken to the employee's manager to be worked on. These requests will follow steps 1-3 and the manager will communicate the approval or denial with the employee.

An exception to this notice is if you miss work unexpectedly, such as calling in sick. In this case you MUST use any available PTO before taking the missed time unpaid. Your manager or supervisor will automatically apply the PTO as needed. This may then cause an overturn of any pre-approved time off as the PTO balance would no longer support the amount of time requested.

If you are "overstaffed" then you are not required to use PTO, but you may use it if you would like to be paid for the time missed.

*In North Carolina four (4) hours of leave per year is granted to any employee who is a parent, guardian, or person standing in loco parentis of a school-aged child so that the employee may attend or otherwise be involved at that child's school.

- The leave shall be at a mutually agreed upon time between the employer and the employee.
- The request must be made at least 48 hours before the time desired for the leave.
- Written verification from the child's school may requested by the employer

HOLIDAYS

Employees receive PTO in lieu of holiday benefits because their accrual rate in the PTO plan includes an allowance for holidays. You may choose to use PTO time on the following holidays: it is not a requirement. However, worked hours plus PTO cannot exceed 8 hours for any holiday. Employees will be paid time-and-a-half for all hours worked on the following holidays:

- New Year's Day (January 1)
- Easter
- Memorial Day (last Monday in May)
- Independence Day (July 4)



- Labor Day (first Monday in September)
- Veteran's Day (November 11): In the state of Iowa*
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

*A Veteran can request the day off:

- With 30 days advanced written notice
- With or without using PTO
- Can be a regular day off that week
- Must provide federal certificate of release or such similar document

WORK AT HOME

Five Star Call Centers offers an amazing privilege to work from home. This privilege hinges on several factors* and by no means is an entitlement for any employee. The first consideration will be for the type of calls you take as not all FSCC clients agree for a Work-at-Home Program.

You are expected to perform the duties of your position contained in your job description, abide by your stated work schedule, meet the performance standards set by the FSCC, and follow FSCC's policies and procedures. Your work will continue to be measured and monitored in terms of performance, quality, attendance, and any other metrics assessed within your position responsibilities. In addition, FSCC will continue to perform call monitoring via call recordings, live monitoring, and screen capture. Five Star Call Centers retains the right to coach or discipline you, including revoking telecommuting privileges, for failure to meet or comply with any of the above.

All employees working from home must request approval before physically moving from their current City due to different State and Local laws. You should notify your manager with the information on which City and State you are wanting to move to for approval. Your request will be reviewed, and your manager will let you know if it is approved area. If the area is not approved the request will be denied and you will need to determine what your next steps will be. Likewise, remote equipment is not meant to be packed and moved to fulfill vacations or temporary aide of another person.

Please visit the benefits website at www.myfivestاربenefits.com for more information and to read through the Work-at-Home Agreement (please do not print and sign the online agreement as this first must go through the approval process*).

***In cases of emergencies, local restrictions, pandemics, and other unforeseen situations, FSCC reserves the right to make changes to the Work-at-Home Program to either allow or revoke teleworking privileges as necessary. ***



TUITION REIMBURSEMENT

Five Star Call Centers offers a generous Tuition Reimbursement Program to help our employees grow their careers. Five Star Call Centers recognizes the importance and value of higher education and supports personal development and educational efforts by providing a tuition reimbursement program.

Reimbursement is available for full-time employees who have completed one year of service, enroll in GED or degree programs that are business or job related, have their manager's and Human Resources approval prior to enrollment, and who receive a GPA of 3.0 or above.

Please visit the benefits website at www.myfivestarbenefts.com for more information and reimbursement form.

BEREAVEMENT LEAVE

Five Star Call Centers does not offer paid leave for bereavement, employees may however use their PTO to cover the time that is agreed upon. It is the company's intention to support employees during their times of grief and bereavement.

Employees must work with their manager to arrange the amount of time they will need to take off. Individual circumstances may be discussed on a case by case basis with the employee's manager and/or Human Resources to determine whether additional considerations are needed.

Relationship	Consecutive Hours
Spouse	40
Child / step-child	
Parent / Step-parent	
Legal guardian	
Sibling / step-sibling	24
Grandchildren	
In-Laws	16
Grandparents	
Extended family	8
*Step situations will be based on the primary living arrangements.	

Upon return from bereavement, you will need to provide a funeral program.

JURY DUTY

Five Star Call Centers encourages you to fulfill your civic responsibilities by serving jury duty



when required. Non-exempt employees are not eligible for paid jury duty leave unless selected for Grand Jury Duty.

If you are eligible for paid jury duty leave, you will be compensated at your base rate of pay for the number of hours you would normally have worked that day. However, if you receive any pay for your jury duty, you must report this to the Accounting Department, and this amount will be deducted from your regular pay.

If you remain on jury duty beyond the period of paid jury duty leave, you may use any available paid time off, such as vacation time, or request an unpaid jury duty leave of absence.

If you receive a jury duty summons, show it to your manager as soon as possible so that arrangements can be made to accommodate your possible absence from work. You are expected to report for work whenever the court schedule permits.

Either you or Five Star Call Centers may request you be excused from jury duty if necessary. Subject to the terms, conditions, and limitations of the applicable plans, Five Star Call Centers will continue to provide health insurance benefits for the full period of unpaid jury duty leave. PTO and holiday benefits will continue to accrue during unpaid jury duty leave.

FAMILY AND MEDICAL LEAVE (FMLA)

Employees of Five Star Call Centers are eligible for Family and Medical Leave if they have at least 12 months of service, have worked at least 1,250 hours within the preceding 12-month period, and work at a worksite where there are at least 50 employees within a 75-mile radius. If eligible, an employee may be able to take up to 12 weeks of unpaid leave during a 12-month period for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth;
- The placement of a child with the employee for adoption or foster care and to bond with and care for the child (within the first 12 months after placement);
- To care for an immediate family member who has a serious health condition;
 - Legal spouse
 - Child
 - Parent
- For a serious health condition that makes the employee unable to perform the functions of their position, (ordinary illnesses such as the common cold, flu, earaches, upset stomachs and headaches do not qualify for FMLA); or
- If the employee experiences a qualifying urgent need that arises out of the fact that a spouse, parent, or child has been called to or is on active military duty as a member of the National Guard or military reserves.



Military Caregiver Leave. In addition, an employee who is the spouse, parent, child, or next of kin of a current member of the armed forces (including the regular armed forces) who was injured while on active duty may be eligible for up to 26 weeks of FMLA leave in a 12-month period, including the types of leave listed above.

Notice of Leave. When requesting leave, the employee must:

- Supply sufficient information for Five Star Call Centers to be aware that the FMLA may apply to the leave request, as well as information regarding the anticipated timing and duration of leave;
- Provide notice of the need for leave at least 30 days in advance or as soon as practicable;
- Cooperate with all requests for information regarding whether absences are FMLA-qualifying.

Failure to comply may result in leave being delayed or denied.

Intermittent Leave. When medically necessary, employees may take FMLA leave intermittently or on a reduced schedule basis for their own serious health condition, the serious health condition of a family member, or for military caregiver leave. Employees are required to cooperate with Five Star Call Centers to arrange reduced work schedules or intermittent leave to minimize disruption of business operations.

Qualifying leave may be taken intermittently without regard to medical necessity or disruption of business operations.

Leave because of the birth or adoption of a child may not be taken intermittently and must be completed within the 12-month period beginning on the date of birth or placement of the child.

Medical and other Certifications. Employees will be required to provide a medical certification if the leave request is: 1) for the employee's own serious health condition, 2) to care for a family member's serious health condition, or 3) military caregiver leave. Failure to provide the requested certification in a timely manner may result in denial of the leave until it is provided. If an employee refuses to provide a certification, their leave request may be denied, and the employee may be disciplined.

Five Star Call Centers, at its expense, may require a medical examination by a health care provider of its own choosing if it has a reasonable question regarding the medical certification provided by the employee. In lieu of a second opinion, Five Star Call Centers may contact the health care provider directly to clarify or authenticate a medical certification, including certifications for military caregiver leave. Second opinions may not be required for military caregiver leave.



Separate certification may also be required regarding the nature of the family member's military service and/or the existence of a qualifying exigency.

Fitness for Duty Certifications. Because Five Star Call Centers wishes to ensure the well-being of all employees, any employee returning from FMLA leave for their own serious health condition will need to provide a Fitness for Duty (FFD) certification signed by their health care provider. An employee who fails to provide an FFD certification will be prohibited from returning to work until it is provided. An employee who fails to provide an FFD certification may be disciplined or terminated.

FFD certifications may be required when an employee returns from intermittent FMLA leave if serious concerns exist regarding the employee's ability to resume their duties safely.

Maintenance of Benefits. Five Star Call Centers will maintain health care benefits for the employee while on FMLA leave, but the employee is responsible for paying the normal monthly contribution. If the employee elects not to return to work at the end of the leave period, the employee will be required to reimburse Five Star Call Centers for the cost of premiums paid for maintaining coverage during the leave period. All other benefits cease to accrue during the unpaid portion of the leave.

Concurrent Leave. Employees must use any accumulated sick leave, vacation time, or paid time off (PTO) to the extent available during FMLA leave unless such leave is covered under workers' compensation, in which case the employee may use accumulated leave time only for the purpose of satisfying any waiting period. Absences in excess of these accumulated days will be treated as FMLA leave without pay.

Married Couples Who Work for Five Star Call Centers. If an employee and their spouse both work for Five Star Call Centers, they are both eligible for leave. The employee and employee spouse may be limited to a combined total of 12 weeks of FMLA leave in a 12-month period if the leave is taken for:

- The birth, adoption, or foster placement of a child;
- To care for and bond with such child who does not suffer from a serious health condition;
- To care for a parent with a serious health condition; or
- A combination of the above.

For military caregiver leave, the employee and employee spouse may be limited to a combined total of 26 weeks of leave in a 12-month period, including the types of leave listed above in this paragraph.

Considerations.

- **Transfer**



- We may require you to transfer to an available like position pending staffing needs in your department during this time. If this should occur you will remain at the same pay and with the same benefits that you are currently receiving.
- **Pay increases and bonuses**
 - Because our business relies on being present to achieve goals, you may be excluded from eligibility of pay increases and bonuses based on time missed.

Absenteeism. Time missed from work that has been certified by your physician and reported timely will count toward FMLA usage. Using FMLA for reasons other than what your certification allows is a serious offense and will be counted toward the normal attendance policy and can result in corrective action up to and including termination. FMLA leave may be counted as an absence under Five Star Call Centers attendance policy. Working a second job is prohibited while on any kind of leave of absence from Five Star Call Centers and could result in revocation of the leave of absence and/or termination of employment.

Return from Leave. Upon return from leave, the employee will be restored to their original or an equivalent position. An employee who fails to return at the end of FMLA leave will in most cases be considered to have voluntarily resigned their position with Five Star Call Centers. Employees who do not return to work at the end of their leave will be terminated unless they are entitled to additional leave as a reasonable accommodation under the Americans with Disabilities Act.

State and Local Laws. When state and local laws offer more protection or benefits, the protection or benefits provided by those laws will apply.

PERSONAL LEAVE OF ABSENCE

There may be the rare occasion when an employee is faced with an emergency or special circumstance and needs to take an unpaid personal leave of absence. The Executive Team in conjunction with Human Resources may grant a personal leave of absence without pay. Each request for a leave of absence will be evaluated on an individual basis, taking into consideration length of service, work record, staffing needs, and reason and length of the leave. To qualify for a personal leave of absence, the employee must be classified as a full-time employee and must have completed at least three months of full-time service at the time of the request.

Employees may apply for a personal leave by submitting a written request for a Personal Leave of Absence to their manager at least two weeks prior to the start date of the leave requested describing the nature of the leave, the dates the employee expects to be away from work and the date the employee intends to return. If the leave is emergency in nature, this two-week period may be waived by Human Resources.



Generally, a personal leave of absence shall not exceed two calendar weeks. A longer personal leave of absence may be granted only under extreme circumstances. Failure to report back to work on the first day after expiration of the leave of absence will be considered a voluntary termination of employment. Working a second job is prohibited while on any kind of leave of absence from Five Star Call Centers and could result in revocation of the leave of absence and/or termination of employment.

Employees who are granted personal leaves of absence are expected to exhaust any paid time off they have accrued before their leave status changes from paid to unpaid. Unless required by applicable law, employees will not accrue additional paid time off while on an unpaid leave of absence that exceeds 30 days.

If an employee is granted and takes a personal leave of absence, their other benefits may be affected. Employees who return to work at the end of a personal leave of absence will normally be restored to their former position if an opening exists. If there is no such opening, they will be considered for a comparable position if one is available when they return.

MILITARY / RESERVE LEAVE

Five Star Call Centers will abide by all the provisions of the Uniformed Services Employment and Re-Employment Rights Act (USERRA) and will grant military leave to all eligible full-time and part-time employees. Military leave may be granted to full-time and part-time employees for a period of four years plus a one-year voluntary extension of active duty (five years total) if this is at the request and for the convenience of the United States government.

As with any leave of absence, employees must provide advanced notice to their manager of their intent to take a military leave and must provide appropriate documentation unless giving such notice is impossible, unreasonable, or precluded by military necessity.

An employee's salary will not continue during a military leave unless required by law. However, employees may request to use any vacation, personal leave time, or PTO accrued during military leave. Benefit coverage will continue for 31 days as long as employees pay their normal portion of the cost of benefits. For leaves lasting longer than 31 days, employees will be eligible to continue health benefits under COBRA and will be required to pay 102 % of the total cost of their health benefits if they wish to continue benefits.

Upon return from military leave, employees will be reinstated with the same seniority, pay, status, and benefit rights that they would have had if they had worked continuously. Employees must apply for employment within 90 days of discharge from the military. Employees who fail to report for work within the prescribed time after completion of military service will be considered to have voluntarily terminated their employment.

If employees were participants in the Five Star Call Centers 401(k) plan at the time they left for military duty, they will be permitted to make additional contributions to the plan. Employees



may initiate these additional payments upon their reemployment date and continue them for the period of time permitted by law.

If employees are reservists in any branch of the Armed Forces or members of the National Guard, they will be granted time off for military training. Such time off will not be considered vacation time or PTO. However, employees may elect to have their reserve duty period be considered as vacation time or PTO to the extent they have such time available.

PREGNANCY/PARENTAL LEAVE

Five Star Call Centers will provide parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose of parental leave is to enable the employee to care for, and bond with, a newborn or a newly adopted or newly placed child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable.

The employee will provide their manager and human resources with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible). The employee must provide all required documentation to the HR department to verify the request.

Eligible employees may take as little time as they want, however, in no case will an employee receive more than 12 weeks of parental leave in a rolling 12-month period.

Accrued PTO will be used to compensate the employee for the parental leave. In the event that there is no accrued PTO, or the PTO does not cover the amount of time being requested, the remainder of the time will be unpaid.

The company will maintain any carried benefits for employees during the parental leave period.

Five Star Call Centers will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. We will evaluate such leave requests according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

CRISIS/PANDEMIC ILLNESS

The purpose of this policy is to develop contingency plans of action that will minimize disruption to business operations during a pandemic, by ensuring the overall safety of our employees, sustaining the integrity of our business operations, and providing continued service to our customers.



Preventing the spread of the virus through everyday practices, such as sanitation and knowledge, is the best way to keep people healthy. Five Star will have hand sanitizer and disinfectant wipes available for our locations. If a more virulent strain of the disease appears, we will adjust to include other personal protective equipment as recommended by the Federal Center for Disease Control. Those practices include:

- Practice good hygiene (cover coughs, avoid close contact with those who are sick, avoid touching your eyes, nose, and mouth, wash hands with soap and water)
- Frequently clean and disinfect surfaces with household cleaning spray or wipe
- Notify employees of websites and information as the pandemic progresses.

Communication of the information will be through email and notifications to Managers to talk to their staff on Crisis/Pandemic procedures.

Five Star's objective is to take necessary precautions to keep the workplace free from risk to an extent that is reasonable, guidelines have been outlined for management in the Five Star Crisis/Pandemic Illness Plan which can be found at www.myfivestاربenefits.com.

WORKERS' COMPENSATION INSURANCE

Workers' compensation is intended to cover only work-related injuries and illnesses. Any work-related injury or illness must be immediately reported in writing to the employee's manager. The workers' compensation insurer will investigate all late reported claims. Where facts cannot be verified, the claim will be denied. Any claim for an injury or illness caused by an employee's willful misconduct, alcohol or drug usage, or that occurs during the employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Five Star Call Centers, will not be compensable. Workers' compensation fraud is a felony, punishable by fines and/or jail time. The organization will prosecute any individual found to be claiming a work-related illness or injury fraudulently.

An approved physician must treat the injured employee. Specialists will be assigned by Five Star Call Centers in certain cases. Any treatment other than that approved by Five Star Call Centers will not be compensable.

The workers' compensation laws provide for a waiting period (which may differ in every state) before injured employees become eligible for wage replacement benefits. Employees will be covered for the period of disability to the limit allowed under the state workers' compensation law. The workers' compensation insurer will pay the employee. The check will be mailed to the employee's home address.



BONUSES AND INCENTIVES

On Call Duty Pay: Information Technology employees may receive additional compensation in the form of a bonus payment for on-call duty after hours and on weekends. Hourly employees may be paid via the on-call duty pay process at the IT Director's discretion but should also be paid for all hours worked. On call duty pay is not available for positions outside the IT Department without prior consent and approval from the COO and Human Resources Manager.

Referral Bonuses: Employees are our best source for identifying qualified individuals to join Five Star Call Centers. Employees know the qualities our organization looks for and the skills and personalities that make Five Star Call Centers a success. In appreciation for helping recruit the very best candidates, employees who refer someone who is hired will receive a referral bonus.

Referral bonuses are not applicable in the case of rehiring a previous employee. Any potential candidate for employment must list the referring employee on their employment application. It may take two pay periods to receive the referral bonus based upon the payroll schedule. For more information on the specific bonus please visit our benefits site at www.myfivestاربenefits.com.

Incentives: In order to be eligible and receive ANY incentive compensation, bonus plans, commissions, raises, etc; you must be employed with the company on the day of the designated payout. In the case of resignation, a two-week's notice must have been provided and all shifts worked. In addition, you cannot be on any written warnings to be eligible for the incentive compensation, bonus plans, commissions, raises, etc.

Any form of "gaming" to receive compensation or incentives is in direct violation of company policy and this handbook. Gaming is defined as the manipulation or misrepresentation of statistics in an attempt to receive compensation or incentive goals.



GENERAL INFORMATION

USE OF COMPANY PROPERTY AND MATERIALS

The use of business stationery and/or the organization's postage meter for personal correspondence is strictly forbidden. The personal use of its fax or copying machines also is forbidden without first receiving management approval and reimbursing Five Star Call Centers at the currently prevailing rates.

Receiving personal mail at Five Star Call Centers' address is prohibited. While it has always been Five Star Call Centers' policy to generously donate product and materials to various charitable causes, no product or materials including that put in any trash container is to be removed from the building without first obtaining written permission from a manager. Anyone who removes product or materials without proper authority will be terminated.

ELECTRIC APPLIANCES

The use of electric blankets, electric space heater, and electric fans are strictly prohibited in any Five Star Call Centers facilities. Plugging any electric item into your work stations without approval from an officer of the company is prohibited. These items pose a safety risk and fire hazard by overloading building electrical circuits. They are also a very inefficient means of providing cooling or heat often resulting in the discomfort of occupants in nearby offices or work areas.

Please keep in mind that heating/cooling works differently in a commercial setting than your residence and having intakes per OSHA requirements can result in warm and cool spots in the building. We will do our best to regulate the temperature for all employees, but please dress accordingly if you feel that it is too warm or cold. Individuals who believe their work area is too warm or cold should contact their manager who will work with facilities to improve the temperature.

PERSONAL PROPERTY

Personal belongings brought onto Five Star Call Centers premises are the employees' responsibility. While the organization does what it can to protect employee's property, it cannot be held responsible for the loss, theft or damage of personal property. If employees find property missing or damaged, they should report it to their manager immediately.

While Five Star is not responsible for personal property, if there is suspicion of loss, theft or damage an investigation will take place, including viewing of cameras and talking to witnesses. If someone is caught stealing or damaging another person's property corrective action up to and including termination will occur.



Personal property left on Five Star Call Centers premise for 2 weeks following the last day of employment may be discarded at the company's sole discretion, without notice to the past employee.

SAFETY

It is the intent of Five Star Call Centers to always provide a safe work environment for employees. The cooperation of all employees in making and keeping the work environment safe is required.

Because safety regulations vary depending on the job involved, management will advise employees of any safety equipment that is required and/or provided. Employees are expected to observe all applicable safety policies of the company, including any occupational safety and health standards issued by OSHA.

All employees are required to immediately report any unsafe conditions to their manager or Human Resources so that action can be taken to remove the safety threat. Likewise, any accident that does occur should also be reported immediately for proper documentation or treatment to be administered.

Failure to obey all safety procedures is grounds for discipline, up to and including termination, at management's discretion.

IDENTIFICATION BADGES AND BUILDING ACCESS

Employee safety is everyone's responsibility. In order to protect the safety and maintain the security of all employees, Five Star Call Centers will issue each new employee a Photo ID Badge and Keycard to gain access to its secured building. **Photo ID badges must be worn AT ALL TIMES.** This is a Payment Card Industry (PCI) requirement that we are all responsible to comply with.

The ID badge and keycard will remain the sole property of the company. Loss or damage of the keycard should be reported to Human Resources immediately in order for the keycard to be replaced and deactivated in the system. There will be a **\$5 replacement fee for ID Badges** and a **\$10 replacement fee for keycards in the Sioux Falls location** and a **\$5 replacement fee for ID Badges** and a **\$25 replacement fee for keycards in the Wichita location.** This will be deducted from the employee's next payroll check. Upon termination of employment, if you do not return your company issued badge and keycard, the appropriate replacement fee will be automatically deducted from your last paycheck.

Because employee keycards are how employees enter and leave the premises, employees must not loan their keycards to anyone, including other employees, nor should employees use their



keycards to allow anyone to enter the premises that the employee does not know to be an employee of Five Star Call Centers. There shall be no “piggybacking” or allowing others to follow an employee in the building using the same keycard scan. Each employee must scan their keycard and only enter the building themselves. If a keycard is lost only a manager or supervisor is authorized to grant access to the building. For this reason, keycards should be worn or carried with employees at all times. All visitors must be checked in at the front desk during business hours. Failure to observe these safety regulations could endanger the safety and security of all other employees and could subject the employee to corrective action up to and including termination.

VISITORS IN THE WORKPLACE

To better protect the safety and security of employees, as well as Five Star Call Centers property and facilities, no visitors are allowed on company property unless authorized by management. Company property includes offices, call floors, cafeterias, warehouses, storage areas, and parking lots. All authorized visitors are required to sign IN and OUT on the Visitor's Log in the reception area and notify the person they are visiting upon their arrival. Restricting unauthorized visitors helps to maintain safety standards, safeguard employee’s and customer’s welfare, protect equipment and confidential information against theft, and reduce potential distractions and disturbances.

An identification badge is given to each visitor. All visitors are required to wear that badge and follow all rules and regulations. Any visitor refusing to follow any rules or regulations will be escorted from the premises. Employees are required to direct and escort any strangers who are unescorted out of the building or to the reception area. Police assistance will be called if necessary. Employees bringing unauthorized personnel into the production areas will be subject to corrective action up to and including termination. No videotaping or photography is allowed on the premises unless approved by management.

PARKING

Parking space is provided for all employees in the designated parking areas. Employees should lock all vehicle doors every day. Five Star Call Centers will not assume any responsibility for employee vehicles or their contents. Unauthorized parking in reserved parking spaces or other restricted areas may result in towing the vehicle at the owner’s expense as well as subject the employee to corrective action.

SOLICITATION

Solicitation by an employee of another employee is prohibited during the working time of either person. Working time is defined as time when an employee’s duties require that they be



engaged in work tasks. The physical distribution of printed materials or literature of any nature shall be limited to non-work areas at non-work times. No literature shall be posted anywhere on the premises without the authorization of Executive Management or Human Resources. Likewise, no fundraising of any kind, for any cause, will be approved and materials may not be posted. Solicitation and/or distribution of material on company property by persons not employed by Five Star Call Centers are prohibited at all times. This distribution by electronic means is subject to different restrictions found in Five Star Call Centers' Security Policy and Internet and Email Usage Policy.

The company may, from time to time, engage in company-sponsored community volunteer events or company sponsored activities to support community organizations. In such cases, Officers or Directors will determine appropriate guidelines for these events, and employees are free to choose to participate at their own free will. No negative consequences will result from non-participation. The existence of such events does not mean that employees are permitted to individually organize solicitation for community organizations, individuals, or volunteer events.

Likewise, solicitation will also include such actions as asking for money, cigarettes, food, rides, personal favors, etc. that become pestering in nature, causes disruption of a working relationship, or that is blatantly handled in a rude or harassing manner. Such actions needlessly put people in an uncomfortable position and can lead to a hostile working environment. If you find yourself in a hardship situation, please speak to your manager or Human Resources so community resources can be provided.

BULLETIN BOARDS

Five Star Call Centers uses bulletin boards, email, and SharePoint to communicate important business information such as safety rules, job postings, statutory and legal notices, company policies, and management memos. Each employee has the responsibility to read the information that is posted. Employees may not post material on bulletin boards without the approval of Executive Management or Human Resources.

BUSINESS TRAVEL EXPENSES

Five Star Call Centers will reimburse employees for reasonable business travel expenses when travel is approved in advance by the Executive Team. Once your travel plans are approved, you are responsible for making your own travel arrangements.

When approved, we will reimburse prudent costs of travel, meals, lodging, and other expenses directly related to accomplishing the objective of your trip. Naturally, we expect you will keep expenses within reasonable limits, such as \$15 for breakfast, \$20 for lunch, and \$40 for dinner. **This is not applicable when traveling between Five Star Call Centers sites for work related**



functions.

In the unfortunate event that you are involved in an accident while traveling on business, immediately report the incident to your manager. When a business trip is over, submit your completed travel expense report within 30 days accompanied by receipts for all individual expenses.

Your manager can give you guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

We consider abuse of this policy to be a very serious matter. This includes falsifying expense reports to reflect costs that were not incurred by you or were not business-related. Therefore, failure to follow this business travel expense policy may be grounds for disciplinary action, up to and including termination of employment.

COMPANY VEHICLE

The purpose of this policy is to ensure the safety of those individuals who drive company vehicle(s) and to provide guidance on the proper use of company vehicle(s). Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner to prevent injuries and property damage. As such, Five Star Call Centers endorses all applicable state motor vehicle regulations relating to driver responsibility. Five Star Call Centers expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

- Company vehicles are to be driven by authorized employees only, except in case of repair testing by a mechanic.
- Employees must have a valid current Driver's license and auto insurance to operate a company vehicle, or a personal vehicle with current auto insurance while on company business.
- All passengers riding in the company vehicle are responsible for getting themselves to the vehicle. If the vehicle will be passing the general location of another passenger, the vehicle may exit the road to pick up the passenger within 1 mile of the road, i.e.- a gas station, restaurant, rest stop, etc.
- Any employee who has a driver's license revoked or suspended shall immediately discontinue operation of the company vehicle. Failure to do so may result in disciplinary action up to and including termination of employment.
- All drivers and passengers operating or riding in a company vehicle must wear seat belts, even if air bags are available.



- While driving on company business*, with passengers, all major roadways should be utilized for the safety of the passengers and ease of emergency personnel to locate the vehicle.
- All accidents in company vehicles, regardless of severity, must be reported to the police and to the company. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible).
- Accidents in personal vehicles while on company business* must follow these same accident procedures. Accidents involving the employee's personal injury must be reported to Human Resources for Worker's Compensation purposes. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action up to and including termination of employment.
- Drivers must report all ticket violations received during the operation of a company vehicle, or while driving a personal vehicle on company business* within 72 hours to the company.
- Driving on company business* and/or driving a company vehicle while under the influence of intoxicants and other drugs (which could impair driving ability) is forbidden and is sufficient cause for discipline up to and including termination of employment.
- No unauthorized personnel are allowed to ride in company vehicles.
- Drivers are responsible for the security of company vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
- Cell phone use while driving should be kept to a minimum. Drivers need to be aware when use of the cell phone is creating a distraction from safe driving and adjust their usage, accordingly, including pulling off the road to continue/finish the conversation if needed.
- Texting while driving is prohibited at all times while the vehicle is in motion.

***Company business is defined as driving at the direction, or for the benefit, of the employer. It does not include normal commuting to and from work.**

CONFIDENTIAL AND PROPRIETARY INFORMATION

Company property includes not only tangible property, but also intangible property such as information. Proprietary information includes all information obtained by our employees during their work. Employees of Five Star Call Centers will receive and have access to information that is confidential in nature to the organization, its customers [clients], and vendors. This information includes but is not limited to research, strategic plans, personnel files, marketing data, formulas, and client lists.



Employees are not to disclose any such information to (a) any other person in the organization unless there is a legitimate business reason for doing so or (b) any person outside the organization unless management has expressly stated that the information can be disclosed to that person. This obligation exists even after the employee leaves the organization.

The organization has developed certain proprietary products, written information, and/or processes that are unique to the organization. Keeping such information from competitors plays an important part in our success. The organization protects proprietary information by restricting employee and visitor access to certain designated areas and access to documents to only those who have business reasons to view them.

Five Star Call Centers retains the patent rights to any inventions created or associated with our organization and/or the copyright to any materials created while the employee is employed with Five Star Call Centers.

Employees are expected to always comply with Payment Card Industry (PCI) regulations for the protection of consumer financial data.

NON-DISCLOSURE/CONFIDENTIALITY

No employee shall at any time, either during employment or after the separation of employment, directly or indirectly, make known or divulge to any person, firm or corporation, the names or addresses or any other information as to the company or any of the customers, vendors or suppliers of the company. This is confidential information which is owned solely by the company.

Employees may have access to information of a confidential nature concerning the company. An employee should not at any time, in any fashion, form or manner, either directly or indirectly, divulge, disclose or communicate to anyone other than the company in any manner whatsoever, any information of a secret or confidential nature relating to the company or any matters affecting or relating to the Business of the company, including, but not limited to, the names of any of its customers or prospective customers or any other information concerning the business of the company, its manner of operation, plans, vendors, suppliers, advertising, marketing, methods, practices, prices, data, trade secrets, techniques or know how, or any other information of any kind, nature, or description, except with the prior written consent of the company. All designs, logos, copy, digital files, and other material, whether written, printed or drawn, whether subject to copyright, made, devised, or discovered by the employee while employed with the company, remains the sole and exclusive property of the company and shall be kept confidential. Information shall, for purposes of this handbook, be confidential if not known by the trade or public generally, even though such information may have been disclosed to one or more third parties pursuant to specific agreements entered into by the company and such third parties.



Employees must not discuss confidential matters or release confidential information to any outside party without express knowledge and permission of company's management. Outside parties who insist on knowing confidential and proprietary information should be directed to company management. If any question arises about how to treat information, treat it as confidential unless company's management directs otherwise.

No employee will use or disclose, either directly or indirectly, for their benefit or the benefit of another, any of company's confidential or proprietary information, whether the information is acquired, learned, attained, or developed by the employee or in connection with others. All such proprietary and confidential information should be sufficiently guarded to protect it from misuse.

Employees must understand that it is not only their duty to protect company's trade secrets and confidential information but a legal obligation that remains in effect even after an employee has left the company.

Upon separation of employment, employees shall turn over to company all notes, papers, memoranda, notebooks, customer lists, files, or other documents made, compiled by or delivered to the employee regarding the company or its clients, it being agreed that those items and all information contained therein are at all times the property of the company.

The company shall be entitled to any and all remedies available at law or in equity to enforce the provisions of this Section, including but not limited to, injunctive relief to enjoin or restrain employees from violating the requirements of this Section without the necessity of posting a bond or other security.

It is vital to the interests and success of Five Star Call Centers that we protect our confidential business information and trade secrets. Confidential information includes, but is not limited to, the following examples:

- Compensation data
- Computer processes
- Computer programs and codes
- Customer lists
- Customer preferences
- Financial information
- Marketing strategies
- New materials research
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies
- Technological data

Because we consider security breaches very serious, if you violate the company's confidential information policy, improperly use or disclose trade secrets or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and legal action, even if you do not actually benefit from the disclosed information.



IMAGE AND LIKENESS USE

It is in Five Star Call Centers' best interest to advertise and promote itself while showcasing the real people and employees of Five Star Call Centers. General images or videos of the individual sites, rewards, appreciations days, volunteer events, employee badges, etc. may be used to send within the company or post on social media. Likewise, the use of radio, TV, or print may be used for advertising purposes to promote open positions, holiday greetings, etc. In general, your image or likeness may be captured and used for one of those purposes. Specific use for advertising will proceed only after a Publicity and Photo Release Form has been signed by the employee or the employee's parent or guardian if under the age of 18. If for any reason you do not want your image or likeness used, please let a member of management know so we can be sure to accommodate that request.

CONTACT WITH THE NEWS MEDIA

It is Five Star Call Centers' policy to cooperate as fully as possible with news media inquiries and to communicate truthfully with the media on company matters appropriate for public knowledge. To ensure accuracy regarding the organization or its actions, the COO or their designee will serve as the **only** authorized media spokesperson for the organization. No other employee may grant an interview concerning company business to any form of media without written permission from the COO.



SECURITY POLICY

SEARCH

Access to Five Star Call Centers premises is conditioned upon its right to inspect or search the person, vehicle, or personal effects of any employee or visitor. This may include any employee's office, desk, file cabinet, closet, computer files, or similar places. Because even a routine inspection or search might result in the viewing of an employee's personal possessions, employees are encouraged not to bring any item of personal property into the workplace that they do not want revealed to the organization.

Any prohibited materials (or materials that may be found to be prohibited) that are found in an employee's possession during an inspection or search will be collected by management and placed in a sealed container or envelope. The employee's name, date, circumstances under which the materials were collected, and by whom they were collected will be recorded and attached to the container or written upon the envelope. If, after further investigation, the collected materials prove not to be prohibited, they will be returned to the employee and the employee will sign a receipt for the contents. If the prohibited materials prove to be illegal and/or dangerous, they will not be returned to the employee, but will be turned over to the appropriate law enforcement agency.

From time to time and without prior announcement, inspections or searches may be made of anyone entering, leaving, or on the premises or property of the company (including alcohol and/or drug screens or other testing). Refusal to cooperate in such an inspection or search (including alcohol and/or drug screens) is grounds for termination.

PAYMENT CARD INDUSTRY (PCI)

Five Star Call Centers is committed to data security, privacy and regulatory requirements. Within this scope falls Payment Card Industry (PCI) DSS, of which version 2.0 went into effect October 28, 2010. Payment Card Industry is a group of companies that mandate security policies to be followed by organizations that collect credit cards.

Credit card information should never, under any circumstances, be entered into comments, email or any non-secure entry form. The ONLY place credit card information is to be entered is in the designated credit card information field. This is very important because entering credit card information outside designated fields is a violation of PCI Compliance and we, Five Star Call Centers, could be held liable if a customer's card info was stolen and used inappropriately. Credit Card information should not be written down. This includes Credit Card numbers and CVV codes. Caller's personal information, including but not limited to, Names, addresses, and phone should be disposed of properly as noted above.



E-MAIL AND VOICEMAIL

Telephones, computers, and all other electronic forms of communications are efficient and valuable business tools. They also are the property of the organization. Employees do not have a personal privacy right to any matters received, created in, sent over, or stored in Five Star Call Centers' telephone systems, communication systems, and/or computer systems. All company communications systems and both incoming and outgoing information is subject to monitoring. In short, none of these systems is considered to be confidential, nor should they be used to meet an employee's own personal needs. If an employee receives a message that is not addressed to them, they are not authorized to read or use information contained in that message.

Employees are expected to communicate with courtesy and restraint to both internal and external recipients. Typographical or grammatical errors and misspellings denote lax work habits and are a reflection on the competency and professionalism of the writer. It is recommended that using all capital letters, shorthand idioms, unfamiliar acronyms, and/or slang should be avoided when using e-mail. The rule to observe with all communications is that employees should not say or write anything that they would not want someone other than the intended receiver to hear or read. Remember that even when communications have been deleted from a location, it is still possible to retrieve and read those messages.

Use of electronic communication and/or voice mail can increase productivity because it is efficient and effective in the speedy delivery of information. Employees should strive to keep all messages small and concise. All large attachments should be compressed (zipped) prior to sending or should not be sent until after business hours to prevent tying up the server during critical business hours. E-mail is not a substitute for face-to-face meetings.

Employees are to exercise professionalism in all business communications including those in electronic and/or voice format. E-mail and/or voice mail is not to be used in business situations that require a more personal form of contact to ensure the proper delivery and reception of the information or to maintain the appropriate interpersonal working relationship. Electronic communication is the least effective form of communication for conflict resolution.

Five Star Call Centers reserves the right to monitor, access, and read any and all information contained in its telephone systems, communication systems, and/or computer systems. Employees will be in violation of the organization's discrimination and/or harassment policy if employees send, receive, or access discriminatory, harassing, or otherwise inappropriate messages via any of these systems.



INTERNET/EMAIL USAGE AND ACCESS AGREEMENT

The Internet and email are valuable resources for many Five Star Call Centers employees. The Internet allows us to access information and use online services, however, it must be used wisely. Five Star Call Centers monitors the use of the Internet and email to ensure it is being used for business activities only.

Internet access is available for company business purpose only and may not be available to all employees. Use of the Internet or email for any other purpose may subject that employee to disciplinary action up to and including dismissal.

Some examples of unauthorized Internet/email usage include, but are not limited to:

- Personal Use
- Viewing or transferring obscene, pornographic, abusive, slanderous, defamatory, harassing, vulgar, threatening, and/or offensive material
- Viewing or transferring material that is confidential and proprietary to Five Star Call Centers
- Unauthorized post of any confidential or proprietary material on the internet
- Downloads of non-business-related applications or data files on company supplied or owned systems
- Visiting unauthorized websites i.e., Facebook, Pinterest, Twitter, Instagram, Tik Tok, etc.
- Streaming videos i.e., Hulu, Netflix, YouTube, etc.
- Playing online games i.e., puzzles, first person games, third party games, etc.

All employees agree that as a term of employment with Five Star Call Centers, their use of the Internet and email at their workstation (and any others on company property) will be for business purposes only. Employees also recognize that any unauthorized Internet/email usage may result in termination of my employment with Five Star Call Centers.

COMPUTER, SOFTWARE, AND EMAIL USAGE

Five Star Call Centers may give employees access to computers, computer files, the email system, and software to use in doing their work. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that employees comply with this policy, computer and email usage may be monitored.

We strive to maintain a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we prohibit the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

We prohibit displaying, downloading, or emailing sexually explicit images, messages, and cartoons. Other examples of unacceptable computer usage include (but are not limited to)



ethnic slurs, racial comments, off-color jokes, or anything that may be seen by another person as harassment or disrespectful.

You may not use email to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

Five Star Call Centers purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless the software developer authorizes us, we do not have the right to reproduce the software for use on more than one computer.

You may only use software on local area networks or on multiple machines according to the software license agreement. Five Star Call Centers prohibits the illegal duplication of software and its related documentation.

You should notify your manager, the Human Resources Department or any member of management if you learn about a violation of this policy. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

INTERNET USAGE

Five Star Call Centers may provide employees with Internet access to help them do their jobs. This policy explains our guidelines for using the Internet responsibly and productively. We limit Internet usage to job-related activities only and do not permit personal use.

All Internet data that is composed, transmitted, or received via our computer systems is considered to be part of our official records. This means that it is subject to disclosure to law enforcement or other third parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions are accurate, appropriate, ethical, and lawful.

The equipment, services, and technology that you use to access the Internet are always the property of Five Star Call Centers. Therefore; Five Star Call Centers reserves the right to monitor Internet traffic. We also reserve the right to retrieve and read any data that is composed, sent, or received through our online connections or is stored in our computer systems.

We do not allow data that is composed, transmitted, accessed, or received via the Internet to contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of political beliefs or race, religion, color, national origin,



citizenship, sex, gender, gender identity, reassignment, or expression, sexual orientation, age, military/veteran status, disability, genetic information, marital status, pregnancy or maternity status, or on any other basis that would be protected by applicable federal, state, or local law. Five Star Call Centers does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for ensuring that a person sending material over the Internet has the appropriate distribution rights.

Before you download or copy a file from the Internet, you should take the necessary anti-virus precautions. Five Star Call Centers requires that all downloaded files be checked for viruses. All compressed files must be checked for viruses both before and after decompression.

Employees whose Internet usage violates laws or Five Star Call Centers policies are subject to disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

The following are examples of some actions and activities that are prohibited, and which could result in disciplinary action, up to and including termination of employment:

- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Game playing
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities



INSTANT MESSAGING

Employees are permitted to use Microsoft Teams, as the primary instant messaging tool for FSCC to facilitate communications as group of people in a designated room.

Employees are not permitted at any time, to carry out communications via Instant Messaging that involve any of the following:

- Communications consisting of HIPAA or PCI protected information
- Communications consisting of personal, private information
- Communications consisting of FSCC non-public or confidential information
- Communications which may constitute intimidating, hostile or offensive material on the basis of sex, gender, race, color, religion, national origin, or disability
- Communications in support of partisan political purposes including, but not limited to statements, opinions, or solicitations
- Communications supporting any business function that is not directly in support of FSCC business functions and procedures
- Communications utilized in such a manner as to qualify as 'excessive personal use' and that interfere with the normal employment responsibilities of an FSCC employee

Policy Violations: Abuse of Instant Messaging communications, through misuse as defined above, or use in violation of law or other university policies, will result in disciplinary action, up to and including termination of employment. All persons to whom these guidelines are applicable, as stated above, are responsible for adhering to these rules. All management personnel are responsible for ensuring that these guidelines are adhered to within their respective areas of responsibility.

USE OF TELEPHONES, CELL PHONES, AND ELECTRONIC DEVICES

Five Star Call Centers telephones are a vital part of our business operation. Because of the large volume of business transacted by telephone, personal use of the telephone is restricted without prior approval from the management team. Personal long-distance calls are prohibited unless prior authorization is obtained from management.

The following devices are prohibited from the call floor, bathrooms and hallways: any device that makes or receives phone calls, leaves messages, sends text messages, surfs the internet, has a recording feature (sound/images), or downloads and allows for the reading of and responding to email whether the device is company-supplied or personally owned. These devices present significant risks to our company, potentially compromising customer information, trade secrets, or the privacy of other employees. These devices can only be used in the breakroom, offices, or outside of the building without prior management approval or business need.



While at work, employees are asked to keep such devices in or with their other personal belongings (such as purses, briefcases, etc.) and set personal device on the silent mode during work hours to avoid disturbing those working around them. During work time, employees should limit the use of their personal cell phones to break times in the approved locations.

Employees should never use any type of photographic feature, any on device, to take pictures on company premises, while conducting company business, or at company-sponsored functions without receiving written permission from management to do so.

We understand that personal emergencies will come up. To prepare for those situations, please provide the Attendance Line number (Sioux Falls, Fargo, & Wichita locations: 605-275-5477, or North Sioux City: 605-232-1021) and your manager's desk phone number to those who may need to reach you.

This is a Payment Card Industry (PCI) requirement that we are all responsible to comply with. Disregarding or failing to comply with this policy will lead to disciplinary action, up to and including termination of employment.

WORKPLACE MONITORING

Five Star Call Centers may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. We use telephone monitoring to identify and correct performance problems with targeted training. We are always striving for improved performance to enhance our customers' image of Five Star Call Centers as well as customer service satisfaction.

The computer equipment and systems and Internet access that employees may use are always the property of Five Star Call Centers. Therefore, we reserve the right to monitor computer activities. We also reserve the right to retrieve and read any computer files or data that are composed, sent, or received through Internet connections or stored in our computer systems.

We may conduct video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent acts of harassment and workplace violence. This is a Payment Card Industry (PCI) requirement that we are all responsible to comply with.

Because we are sensitive to the legitimate privacy rights of our employees, we will make every effort to guarantee that workplace monitoring is always done in an ethical and respectful manner.



TELEPHONE MONITORING AND QUALITY

Employees need to be customer service oriented, treating customers in a courteous and respectful manner at all times. A positive telephone contact with a customer can enhance good will, while a negative experience can destroy a valuable relationship.

To measure and evaluate customer service, Five Star Call Centers will monitor employees' telephone conversations made in the normal course of business. The monitoring of telephone conversations will be random and periodic. Advanced notice will not be given prior to monitoring telephone conversations.

Every phone call matters, every customer matters. At Five Star Call Centers, we have high standards for delivering a quality experience for each customer we encounter. Whether it's a straight forward catalog request or a complex customer service issue, we will give you the tools to exceed the expectations of the caller.

Becoming a team member at Five Star Call Centers means understanding the requirements necessary to meet and exceed goals. On a daily basis your performance will be monitored by members of the quality team, management team, or our clients for the purpose of training, coaching, and quality purposes. The calls monitored will be critiqued for customer service skills and to provide feedback for job performance as needed to ensure expectations are being met. This feedback will be delivered to you throughout the month on a consistent basis and you will know "what you do well" and "areas for improvement". Further, a grading scale will be outlined and monitored monthly to ensure you consistently hit the required metrics. The monthly minimum score to Meet Expectations is 90%. Your direct Manager will review program specific quality requirements prior to your initial phone call. Not meeting expectations will result in corrective action up to and including termination. The telephone monitoring and quality policy will be reviewed on a regular basis and is subject to change at the discretion of management.



CLOSING

The employee handbook describes important information about Five Star Call Centers. FSCC intends to offer and maintain the highest professional standards possible in our industry relative to fair and equitable treatment of all employees, compensation and benefits, personnel policies and working atmosphere. Within this context, the policies and benefits have been established as an overall structure within which we may work and interact in an enjoyable and productive manner.

Once again, welcome to Five Star Call Centers! We look forward to a long working relationship with you. We hope the information contained within this handbook is helpful to you. It presents information related to your employment, things you should know about the company, as well as your responsibilities as an employee. We urge you to make sure you understand the contents of this employee handbook.

ACKNOWLEDGEMENT

I hereby acknowledge that I am aware of the location of the Employee Handbook for Five Star Call Centers.

I understand that it is my responsibility to read the Employee Handbook. If I have any questions concerning the information in the handbook, I am responsible for bringing them to the attention of my supervisor or manager.

I understand that the statements contained in the handbook constitute management and employee guidelines only and are in no way to be interpreted as a contract between the company and any of its employees. I further understand that Five Star Call Centers reserves the right to change, modify, or delete any of its work rules and policies at any time.

Since employment with Five Star Call Centers is based on mutual consent, either I or Five Star Call Centers have the right to terminate the employment relationship at will, with or without cause or advanced notice, at any time.

I hereby acknowledge that I have read the handbook and I understand the policies and procedures outlined within. I further agree to abide by these policies.

