

# Employee Handbook

IQ Pipeline, LLC

#### Welcome!

Welcome to IQ Pipeline, LLC!

Dear Employee:

You and IQ Pipeline, LLC have made an important decision: The Company has decided you can contribute to our success, and you've decided that IQ Pipeline, LLC is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a profitable relationship. The minute you start working here, you become an integral part of IQ Pipeline, LLC and its future. Every job in our company is important, and you will play a key role in the continued growth of our firm.

As you will quickly discover, our success is based on delivering high quality staffing services and providing unsurpassed customer service. How do we do it? By working very hard, thinking about our customers' needs, and doing whatever it takes. We do it by treating each other and our customers with respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with your supervisor or manager.

State and federal law supersede the contents of this handbook. Although we make regular updates, some laws may have changed since it was written.

Again, welcome!

# **Introduction & Description of Company**

IQ Pipeline is a staffing firm serving private and public companies. "Our mission is to become a seamless extension of our customer's office." Our culture is based on three primary values:

## **Integrity**

- Treating each other with fairness and compassion.
- Doing what's right regardless of other's actions.
- Adhering to ethical standards in terms of our business practices.
- Setting clear and achievable expectations for ourselves, our employees and our customers.
- Creating processes that capture the data required to expand and improve our candidate pool and customer roster.

#### **Intensity**

- Focusing on the details of our assigned responsibilities.
- Foreseeing potential obstacles, opportunities and risks and proactively approaching them.
- Being savvy in terms of creating good will with customers and co-workers.
- Going above and beyond with regard to the amount of thought and time we allocate to improving ourselves and our business.
- Expressing our sense of urgency by efficiently managing our daily activities.

## Consistency

- In terms of our business practices such as submittals and data collection.
- Regarding our behavior towards customers and co-workers.
- Regarding our work habits.

#### **Employment Handbook**

This Employee Handbook contains information about the employment policies and practices of IQ Pipeline, LLC (the "Company"). It is expected that each employee will read this Employee Handbook carefully as it is a valuable reference for understanding your job and the Company. This manual is not intended to be an exhaustive statement of employee responsibilities or the Company's policies and procedures with the exception of the "At-Will" employment policy; this manual does not constitute a contract of employment. Rather it is a summary of the Company's current policies, procedures, and benefits. With the exception of the "At-Will" policy, IQ Pipeline, LLC reserves the right to amend, modify, change and/or eliminate any of the policies, procedures, and benefits contained herein with notice given to impacted employees. All such revisions, deletions, or additions must be in writing and must be signed by the President. No oral statements or representations can change the provisions of this Employee Handbook. If you have any questions or concerns about this Employee Handbook or any other policy or procedure, please the Human Resources Department.

Employment at IQ Pipeline, LLC., is at-will. This means that an employee of the Company may be terminated for any reason, with or without cause or notice, at any time by the employee or IQ Pipeline, LLC. Nothing in this Employee Handbook or in any oral or written statement shall limit the right to terminate "employment at- will". No supervisor or employee of the Company shall have any authority to enter into an employment agreement--express or implied--with any employee providing for employment other than at-will.

This policy of at-will employment is the sole and entire agreement between you and IQ Pipeline, LLC as to the duration of employment and the circumstances under which employment may be terminated.

With the exception of employment at-will, terms and conditions of employment with the Company may be modified at the sole discretion of the Company with or without cause or notice at any time. No implied contract concerning any employment-related decision or term or condition of employment can be established by any other statement, conduct, policy, or practice. Examples of the types of terms and conditions of employment that are within the sole discretion of the Company include, but are not limited to, the following: promotion; demotion; transfers; hiring decisions; compensation; benefits; discipline; layoff or recall; hours and schedules; work assignments; job duties and responsibilities; production standards; or any other terms and conditions that the Company may determine to be necessary for the safe, efficient, and economic operation of its business.

# **Confidentiality Agreement**

Information that pertains to IQ Pipeline, LLC's business, including all nonpublic information concerning the Company, its customers, vendors and suppliers, is strictly confidential and must not be given to people who are not employed by IQ Pipeline, LLC.

Please help protect confidential information - which may include, for example, trade secrets, customer lists and company financial information - by taking the following precautionary measures:

- 1 Discuss work matters only with other IQ Pipeline, LLC employees who have a specific business reason to know or have access to such information.
- 2 Do not discuss work matters in public places.
- 3 Destroy hard copies of documents containing confidential information that is not filed or archived.
- 4 Secure confidential information in desk drawers and cabinets at the end of every business day.

Your cooperation is particularly important because of our obligation to protect the security of our customers' and our own confidential information. Use your own sound judgment and good common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please your recruiter.

#### **Conflict of Interest**

Employees must avoid any interest, influence or relationship which might conflict or appear to

conflict with the best interests of IQ Pipeline, LLC. You must avoid any situation in which your loyalty may be divided and promptly disclose any situation where an actual or potential conflict may exist.

Examples of potential conflict situations include:

- 1 Having a financial interest in any business transaction with IQ Pipeline, LLC
- 2 Owning or having a significant financial interest in, or other relationship with, a IQ Pipeline, LLC competitor, customer or supplier, and
- 3 Accepting gifts, entertainment or other benefit of more than a nominal value from a IQ Pipeline, LLC competitor, customer or supplier.

Anyone with a conflict of interest must disclose it to management and remove themselves from negotiations, deliberations or votes involving the conflict. You may, however, state your position and answer questions when your knowledge may be of assistance to IQ Pipeline, LLC.

## Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of the Company to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the Company. Contact the Human Resource department with any questions or requests for accommodation.

## **Equal Employment Opportunity Statement**

IQ Pipeline, LLC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. the Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Company expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of the Company employees to perform their expected job duties is absolutely not tolerated.

## **Anti-harassment Policy & Complaint Procedure**

IQ Pipeline is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Company expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of the Company to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. The Company prohibits any such discrimination or harassment.

The Company encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of the Company to promptly and thoroughly investigate such reports. The Company prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

#### **Definitions of Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo;

verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that:

- a) has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- b) has the purpose or effect of unreasonably interfering with an individual's work performance; or
- c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

#### **Individuals and Conduct Covered**

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to the Company (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

#### **Complaint Process**

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources or any member of management.

When possible, the Company encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem, the Company recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

the Company encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to	a complaint does	not agree with it	ts resolution,	that party ma	y appeal to the
Company's _	or	•			

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

# **Whistleblower Protection Policy**

A whistleblower is an employee who discloses information to a government or law enforcement agency where the employee has reasonable cause to believe that the information discloses:

- A violation of state or federal statute;
- A violation of noncompliance with a state or federal rule or regulation; or
- With reference to employee safety or health, unsafe working conditions or work practices in the employee's place of employment.

It is the public policy of the State of California to encourage employees to notify an appropriate government or law enforcement agency when they have reason to believe their employer is violating a state or federal statute or violating or not complying with a state or federal rule or regulation.

The Company, any employee of the Company, or any agent acting on behalf of the Company may not discharge, demote, suspend, threaten, harass or in any other manner discriminate against the employee due to the employee acting in a truthful good faith manner with regards to this policy.

# **Corporate Communications & Technology**

#### **Use of Company Communication Systems**

Because IQ Pipeline, LLC and our customers reserve the right to access any personal communication without prior notice, employees should not use company systems to transmit any messages or to access any information that they would not want a third party to hear or see. Employees are at all times prohibited from accessing or downloading information from the Internet for personal use. IQ Pipeline, LLC and its customers may periodically monitor the usage

of the internet and e-mail systems to ensure compliance with this policy. For more information please review the computer use policy included in your new hire paperwork.

#### **Computers**

Passwords for your computer will be assigned by the designated network administrator. Please do not change existing passwords or add new passwords without approval from your supervisor. Computers may be used for business purposes only.

#### **Telephone Usage**

The telephone system (including voicemail) at IQ Pipeline, LLC is the property of the company and is provided for business purposes. IQ Pipeline, LLC may periodically monitor the usage of the telephone systems to ensure compliance with this policy. Therefore, employees should not consider their conversations on the company's telephone system to be private.

#### Personal Mail

All mail delivered to the company is presumed to be related to company business. Mail sent to you at the company will be opened by the office and routed to your department. Personal mail should not be delivered to your place of business.

# E-Mail, Internet and Personal Phone Call Policy

E-mail, Internet access, and telephone access including, but not limited to, facsimile machines, computers, electronic mail and voice mail, is to be used solely for the Company or customer business. The Company reserves the right to monitor for any purpose all communications and access usage via the company or customer computing systems. All communications, information or materials delivered via such resources must be transmitted, stored, and accessed in a manner that safeguards appropriate confidentiality. Employees may encrypt their e-mail and files only with software approved by the Company. The Company may require a copy of any key necessary to access encrypted e-mail messages or files, as well as a copy of any password used by any employee.

Employee and others working for the Company or its customers may not:

- 1. *Under any circumstances*, transmit, access, or download offensive, fraudulent, or defamatory images or text, such as pornography or off-color jokes, or anything that may be construed as illegally harassing or offensive to others.
- 2. Transmit or download copyrighted images, games, or text belonging to third parties without the copyright-holder's permission.
- 3. Transmit Company or customer information to third parties without the express permission of Company or the customer, as appropriate.
- 4. Download or open any file received from any source outside Company without first scanning the same for viruses using an approved virus-checking program.

Employees who violate this policy may be subject to disciplinary action up to and including discharge. This policy includes Company locations and customer locations at which any employee may be working.

# **Social Networking**

The Company recognizes the widespread use and availability of Internet-based forums for expression of personal views and beliefs. Due to the wide accessibility of the Internet, the Company desires to ensure that the content posted by its employees does not harm the Company's reputation or subject it to potential civil liability. The Company recognizes that content posted on the Internet or other forums although person to the employee, may be construed by others as representing the Company's views, values and principles. The Company therefore reserves the right to monitor all such communications of whether the content is posted via Company or personal property, in order to protect its reputation and interests and those of clients and customers. The employee recognizes that anything posted on the Internet, whether on a personal blog, a social media webpage or any other forum even that which the employee believes is protected by passwords or web-based privacy and security settings my potentially be viewed, reposted, transferred, transmitted ort shared by anyone. Therefore, employees do not maintain any expectation of privacy in content posted on the Internet, whether posted in a private or public forum. Employees who choose to post content on the Internet or other public or private Internet-based forums must abide by the following conditions.

- 1) Employees are prohibited from using Company property to post blogs or other Internet or social media content.
- 2) Employees are prohibited from blogging or posting any other Internet or social media contact during work hours.
- 3) Employees will not post private or confidential information regarding the Company, its employees, or its clients to the Internet or in any public or private Internet forum.
- 4) Employees may not post content which reflects negatively on or has the potential to harm or disparage the Company's reputation or that of its clients
- 5) Employees may not post content which may be construed as disparaging, harassing, or discriminatory in nature against any employee or client of the Company.
- 6) As with all communications, employees must treat the Company, and its competitors, clients, and employees with respect at all times and refrain from making defamatory statements.
- 7. Employees are required to state that any comment or view expressed in a blog or other Internet based communication is the employee's own personal view and not that of the Company.

The meaning of posted content may often be subjective. However, the Company in its sole discretion has the authority to determine whether or not the posted content violates this section. Nothing in this section prohibits, restricts, or discourages an employee from reporting or discussing

any content protected by California's Fair Employment and Housing Act, Title VII of the U.S. Civil Rights Act of 1964, the National Labor Relations Act, or any other applicable law.

This policy, prohibiting the use of Company property and equipment from posting on social media sites, will not apply to those employees who are authorized, as part of their job, to post on social networking sites on behalf of The Company

# **Compensation & Work Schedule**

# **Attendance & Punctuality**

Every employee is expected to attend work regularly and report to work on time.

If you are unable to report to work on time for any reason, telephone your supervisor and IQ Pipeline as far in advance as possible. Your absence will be considered unexcused if you do not notify both parties in advance. One unexcused absence may result in termination.

Unsatisfactory attendance, including reporting late or leaving early, may be cause for disciplinary action, up to and including discharge.

## **General Pay Information**

Certain deductions, such as taxes and wage garnishments, will be made in accordance with federal and state laws.

#### **Meal and Rest Periods**

Employees who are non-exempt must take a meal period not more than five hours after the beginning of the employee's shift whenever the employee will work for a period of five hours or more. The meal period must be at least 30 minutes. If six hours will complete the day's work the employee may voluntarily choose not to take the meal period if the employee has signed a valid written meal waiver.

Two unpaid meal periods of at least 30 minutes each are provided when the workday is over 10 hours. The second meal period must be taken not more than ten hours after the beginning of the shift. However, employees who will work up to ten hours in a day may waive their right to a second meal period, if the first meal period has not been waived and if the employee has a valid written waiver. Employees working over 10 hours in any one day will be required to take two meal periods.

Meal period time is unpaid and should be taken away from the employee's work area. Employees are not permitted to perform work duties during meal periods.

Non-exempt employees are provided and encouraged to take a ten-minute rest period if they work over 3.5 hours in a shift. Non-exempt employees who work between six and ten hours in a shift are entitled to two ten-minute rest periods. Rest period time is paid and should be taken in the middle of each work period that is separated by any applicable meal periods.

Breaks are provided as follows:

Hours Worked	Rest Periods	Meal Periods
0 - 3.5	0	0
3.5 - 6	1	1*
6 - 10	2	2**
10 - 14	3	2

<sup>\*</sup> If six hours will complete the day's work the employee may voluntarily choose not to take the meal period if the employee has signed a valid written meal waiver.

<sup>\*\*</sup> Employees who work more than 8 hours in a day may waive their right to a second meal period, if the first meal period has not been waived and if the employee has a valid signed waiver.

All employees are expected to return from meal and rest periods within the given time frame and to be ready and available to resume their work immediately upon returning. Exempt employees may take meal periods as appropriate. If, for any reason, you are unable to take your required meal and or rest period, you are to notify your supervisor immediately.

#### **Overtime**

Non-exempt employees will be paid at one and one-half times the regular hourly rate for hours worked in excess of eight (8) in one day, for work more than 40 hours in a single workweek, and for the first eight hours worked on the seventh consecutive day in any given workweek. Please note that vacation and/or sick time does not count as hours worked for purposes of defining overtime.

For employees who are regularly scheduled to work less than 40 hours in a workweek, the overtime premium rate does not apply until the employee actually works more than 40 hours in a workweek or over 8 hours in a workday.

Before working additional hours or overtime, employees will receive approval from their supervisor. Working additional hours or overtime without prior authorization is considered a serious violation and may result in disciplinary action up to and including termination.

## **Outside Employment**

Because of IQ Pipeline, LLC's obligations to its customers, we must be aware of any concurrent employment you may have to determine whether or not it presents a potential conflict. Before beginning or continuing outside employment, employees are required to obtain the written approval of their supervisor and recruiter.

## **Personal Appointments**

Personal time is subject to supervisor approval. You are required to schedule personal appointments at times that will least affect your work schedule.

#### **Pay Schedule**

The pay week is documented in your employment agreement and may change from time to time. We will notify you of changes in advance. Paychecks are distributed every Friday. IQ Pipeline offers direct deposit free of charge. Direct deposit is the most reliable and secures way to receive your paycheck. Your check will be mailed if you do not opt for direct deposit.

#### **Time Cards**

Time cards are due immediately following the completion of a pay week. Time cards must be approved by a supervisor and sent to our office via fax or e-mail (<u>customerservice@iqpipeline.com</u>).

If you have a question about your paycheck please send an e-mail to customerservice@iqpipeline.com

#### **Performance Evaluations**

Employees are strongly encouraged to discuss job performance and goals informally any time. Performance reviews may be conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. However, there is no set schedule for performance reviews.

## **Conduct Standards**

# **Company Equipment**

When using a customer's property, including computer equipment or hardware, exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Notify your supervisor if any equipment or machines appear to be damaged, defective or in need of repair. Prompt reporting can help prevent the equipment's deterioration and also helps prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

Corrective action may be taken for handling equipment recklessly or in an unsafe manner.

## **Company Property**

Please keep your work area neat and clean and use normal care in handling company property. Report any broken or damaged equipment to your supervisor at once so that proper repairs can be made.

You may not use any company property for personal purposes or remove any company property from the premises without prior written permission from your supervisor.

# **Conduct Standards & Discipline**

IQ Pipeline, LLC expects every employee to adhere to the highest standards of job performance and personal conduct, including individual involvement with company personnel and outside business contacts.

The Company reserves the right to discipline or discharge any employee for violating any company policy, practice or rule of conduct. The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that may result in disciplinary action. Be aware that IQ Pipeline, LLC retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

Employees may be disciplined or terminated for misconduct, including, but not limited to the following:

- unsatisfactory quality or quantity of work
- repeated unexcused absences or lateness
- failing to follow instructions or Company procedures, or

- failing to follow established safety regulations.
- falsifying an employment application or any other company records or documents;
- failing to record working time accurately;
- recording a co-worker's timesheet;
- insubordination or other refusal to perform;
- using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment and other unlawful forms of discrimination;
- disorderly conduct, fighting or other acts of violence;
- destroying or stealing company property or another person's property;
- possessing, entering with or using weapons on company property;
- possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on company property or on company time;
- violating conflict of interest rules;
- disclosing or using confidential or proprietary information without authorization;
- violating the Company's computer or software use policies, and
- being convicted of a crime that presents a threat to the Company or its employees.

#### **Dress Code**

The dress code varies by position. Please consider your work environment and dress appropriately, keeping in mind the following standards:

- Undergarments may not be exposed.
- Shorts are not appropriate.
- Revealing clothing, such as tank tops and mini-skirts, is not permitted.
- Employees in labor intensive positions must wear closed toed shoes and long pants.
- Flip flops are inappropriate.
- Articles displaying foul language or images are not permitted.
- Facial piercings are inappropriate.
- Please cover tattoos displaying foul language or images.

Please ask your recruiter for guidance should you require a medical or religious accommodation to this policy or if you have any questions..

# **Drug and Alcohol Policy**

IQ Pipeline, LLC is committed to maintaining a workplace free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Misuse of alcohol or drugs by employees can impair the ability of employees to perform their duties, as well as adversely affect our customers' and customers' confidence in our company.

#### Alcohol

Employees are prohibited from using or being under the influence of alcohol while performing company business for IQ Pipeline, LLC, while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite.

## **Illegal Drugs**

IQ Pipeline, LLC employees are prohibited from using or being under the influence of illegal drugs while performing company business or while on a company facility or worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in IQ Pipeline, LLC facilities, while operating a motor vehicle for any job-related purpose or while on the job, or while performing company business. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited.

## **Disciplinary Action**

Employees who violate this policy may be disciplined up to and including termination.. Violations include refusal to consent to and comply with testing and search procedures as described.

#### **Drug Testing**

IQ Pipeline, LLC requires drug testing whenever an employee is involved in a work related accident. Refusing to consent to testing may result in disciplinary action, including termination. Drug testing may be required before starting certain assignments.

## **Ethical and Legal Business Practices**

IQ Pipeline, LLC expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with the Company. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our customers and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. Be guided by honesty, and be sensitive to others' perceptions and interpretations.

If you have any questions about this policy, consult your supervisor or manager. Exceptions to this policy may be made only by the President of IQ Pipeline.

You are expected to promptly disclose to the management of the company anything that may violate this policy. We will not tolerate retaliation or retribution against anyone who brings violations to management's attention.

## **Complying With Laws and Regulations**

All our activities are to be conducted in compliance with the letter and spirit of all laws and regulations

# **Giving and Receiving Gifts**

You may receive gifts of nominal value from customers and suppliers. If you do receive a gift or other benefit of more than nominal value, report it promptly to your recruiter. It will be returned or donated to a suitable charity.

#### **Employee Privacy and Other Confidential Information**

IQ Pipeline, LLC collects only personal information about employees that relates to their employment. Only people with a business-related need to know are given access to this

information and our Office Manager must authorize any release of the information to others. Personal information, other than that required to verify employment or to satisfy legitimate investigatory or legal requirements, will be released outside the company only with the employee's approval.

If you have access to any confidential information, including private employee information, you are responsible for maintaining the confidentiality of the information. Unauthorized disclosure or inappropriate use of confidential information will not be tolerated.

# **Accounting and Financial Reports**

IQ Pipeline, LLC's financial statements, including time records, and all books and records on which they are based must accurately reflect the Company's transactions. All disbursements and receipts must be properly authorized and recorded.

You must receive permission from your supervisor before incurring any business expense and the cost will be billed to our customer. Reimbursable business expenses must be pre-approved, reasonable, accurately reported and supported by receipts. Expense reports should be submitted on a weekly basis and should include all expenses through the end of the prior week.

#### **Account and Customer Information**

Employees are prohibited from distributing account and/or customer information to anyone, in any form, except the named account holder or customer.

## **Smoking Policy**

Smoking is prohibited inside customer's facilities. Please follow the customer's policies regarding smoking on their premises. Should you have a question, complaint or dispute about smoking in the workplace, contact your supervisor.

# **Workplace Solicitation**

To promote a professional and collegial workplace, prevent disruptions in business or interference with work, and avoid personal inconvenience, IQ Pipeline, LLC has adopted rules about soliciting and distributing literature of any kind and/or cause in the workplace.

Employees may not solicit on our customer's property or use company facilities, such as e-mail, voicemail or bulletin boards during working time for solicitation. This policy applies to collecting funds, requesting contributions, selling merchandise, gathering employee signatures and promoting membership in clubs or organizations.

Working time means time during which employees are expected to be actively engaged in their assigned work; it does not include scheduled meal or break periods.

You may solicit another employee only if both you and the other employee are not on working time, and you may distribute literature only in nonworking areas and while not on working time to other employees who are not on working time.

Nonemployees may not make solicitations or distribute literature at any time.

IQ Pipeline, LLC may grant limited exemptions from these rules for charitable purposes at its discretion.

## **Zero Tolerance for Workplace Violence**

IQ Pipeline, LLC has a zero-tolerance policy concerning threats, intimidation and violence of any kind in the workplace either committed by or directed to our employees. Employees who engage in such conduct will be disciplined, up to and including immediate termination of employment.

Employees are not permitted to bring weapons of any kind onto company premises or to company functions. Any employee who is suspected of possessing a weapon will be subject to a search at the company's discretion. Such searches may include, but not be limited to, the employee's personal effects, desk and workspace.

If an employee feels he or she has been subjected to threats or threatening conduct by a coworker, vendor or customer, the employee should notify his or her supervisor or another member of management immediately. Employees will not be penalized for reporting such concerns.

## **Leaves of Absence**

## **Family and Medical Leave**

Family and medical leave is granted in accordance with the requirements of applicable state and federal law in effect at the time the leave is granted. No greater or lesser leave benefits will be granted than those set forth in the relevant state or federal laws. In certain situations, the federal law requires that provisions of state law apply. In any case, employees will be eligible for the most generous benefits available under either law. Please contact your supervisor as soon as you become aware of the need for a family and medical leave. The following is a summary of the relevant provisions.

#### **Employee Eligibility**

To be eligible for family and medical leave benefits, you must: (1) have worked for the Company for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months; and (3) work at a location where at least 50 employees are employed by the Company within 75 miles.

#### Leave Available

Eligible employees may receive up to a total of 12 workweeks of unpaid leave during a 12-month period. A 12-month period begins on the date of the employee's first use of federal family and medical leave (FMLA). Successive 12-month periods commence on the date of an employee's first use of family and medical leave after the preceding 12-month period has ended.

Leave may be used for one or more of the following reasons:

1) for the birth or placement of a child for adoption or foster care;

- 2) to care for an immediate family member (spouse, child, parent, or domestic partner) with a serious health condition; or
- 3) to take medical leave when the employee is unable to work because of a serious health condition
- 4) for any qualifying exigency because the employee's spouse, son, daughter, or parent is a covered military member on active duty or has been notified of an impending call or order to active duty.

Employees may also be eligible to receive up to a total of 26 workweeks in a single 12-month period to care for an injured covered service member who includes veterans who were discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA. This leave applies to a spouse, child, parent, or next of kin to the injured service member. A 12-month period begins on the date of the employee's first use of family and medical leave to care for a covered service member and ends 12 months after that date. Successive 12-month periods commence on the date of an employee's first use of family and medical leave after the preceding 12-month period has ended. FMLA definitions of a "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition."

Under some circumstances, employees may take family and medical leave intermittently – which means taking leave in blocks of time, or by reducing the normal weekly or daily work schedule. If an employee is pregnant, the employee may have the right to take pregnancy disability leave in addition to a family and medical leave. Please review the pregnancy disability leave policy below and notify your supervisor if leave due to pregnancy is needed. Certain restrictions on these benefits may apply.

#### **Notice & Certification**

If you need family and medical leave, you may be required to provide:

- 1) 30-day advance notice when the need for the leave is foreseeable;
- 2) Medical certification from a health care provider (both prior to the leave and prior to reinstatement);
- 3) Periodic recertification; and
- 4) Periodic reports during the leave.

When leave is needed to care for an immediate family member or your own serious health condition, and is for planned medical treatment, you must try to schedule treatment so as not to unduly disrupt the Company's operation.

## **Compensation During Leave**

Family and medical leave is unpaid unless you meet the eligibility requirements of the California Paid Family Leave. Paid Family Leave provides for up to six (6) weeks of California Paid Family Leave via employee contributions through State Disability Insurance (SDI). For more information please see the Family Temporary Disability Insurance policy in this handbook. The Company may require employees to use accrued PTO to cover some or all of the family and medical leave. The use of PTO will not extend the length of a family and medical leave.

#### **Job Reinstatement**

Under most circumstances, upon return from family and medical leave, the employee will be reinstated to the position held at the time of the leave or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, upon return from a family and medical leave, the employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee would have been laid off had the employee not gone on family and medical leave, or if the employee's position was eliminated during the leave, then the employee will not be entitled to reinstatement.

If the employee returning from family and medical leave taken for the employee's own serious health condition, and the employee is unable to perform the essential functions of the job because of a physical or mental disability, the Company will attempt to accommodate the employee. The use of family and medical leave will not result in the loss of any employment benefit that the employee earned or was entitled to before using family and medical leave.

#### **Unlawful Acts**

It is unlawful for the Company to interfere with, restrain, or deny the exercise of any right provided by state or federal family and medical leave law. It is also unlawful for the Company to refuse to hire or to discharge or discriminate against any individual for being involved in any proceedings related to family and medical leave.

Please see government guidelines at www.dol.gov

## **Pregnancy Disability Leave**

Any employee who is disabled due to pregnancy, childbirth, or related medical conditions is entitled to an unpaid leave of absence for the period of disability, for up to a maximum of four months (17 and 1/3 weeks for a full-time employee and pro-rated for less than full time). Time off needed for prenatal care, severe morning sickness, doctor ordered bed rest, childbirth and recovery from childbirth, loss or end of pregnancy will all be counted against your pregnancy disability leave entitlement.

Any employee who plans to take a pregnancy disability leave must provide written notice of the date the leave is expected to commence and the estimated duration of such leave. Such notice should be given at least 30 days in advance of the expected commencement date, if possible. The statement needs to include that due to the disability, the employee is unable to work at all or to perform any one of the essential functions of her position without undue risk to herself, the successful completion of their pregnancy, or to another person. The request for leave must be supported by a medical certification of disability. In addition, before the employee will be reinstated, the employee must provide a medical certification that she is able to resume her original job duties.

Employees who return to work immediately following the expiration of an approved pregnancy disability leave will be re-employed in her former position or a comparable job, except as permitted by law. As a general rule, employees will have no greater right to employment than they would have had if they had been continuously employed.

Pregnancy disability leaves are without pay. Health benefits will continue to the same extent as they were prior to leave, for a maximum of four (4) months in a 12-month periods. No additional benefits such as PTO, or holidays are earned during any unpaid portion of pregnancy disability leave. The employee may use any accrued PTO as part of the pregnancy disability leave before taking the remainder of the leave as an unpaid leave. The employee may also be eligible for state disability insurance (SDI) for the unpaid portion of the leave; the employee is responsible for submitting the appropriate claim forms to the California Employment Development Department. If the employee receives state disability insurance benefits, any PTO used will supplement the SDI payment so that the employee receives her full compensation, but no more than that. Use of such paid leave benefits will not extend the period of approved leave.

Further information or clarification regarding the rights of employee to use leave due to a disability caused by pregnancy, childbirth or related medical condition may be obtained from the Human Resources Department.

Please see government guidelines at: <a href="http://www.dpa.ca.gov/benefits/health/workcomp/pubs/Disability/page8.shtm">http://www.dpa.ca.gov/benefits/health/workcomp/pubs/Disability/page8.shtm</a>

#### **Jury Duty**

Non-Exempt employees who are summoned for jury duty will not be paid. Employees must provide the Company with a copy of the records of jury duty, if they decide to participate in jury duty. Exempt employees will receive their full salary for any workweek in which they perform

service for the Company. However, exempt employees will not receive a salary for any workweek in which they perform no service at all. PTO may be used for unpaid jury duty time. Reporting to work when not needed in Court is expected of all employees. Failure to do so may result in disciplinary action up to and including termination.

# **Time Off for Voting**

If an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote. Such time off will be taken at the beginning or the end of the regular work shift, whichever allows for more free time, and the time taken off will be combined with the voting time available outside of working hours to a maximum of two hours combined. Under these circumstances an employee will be allowed a maximum of two (2) hours of time during an election day without loss of pay. When possible, an employee requesting time off to vote will give his or her supervisor at least two (2) days advance notice.

#### **Emergency Duty**

No employee will be disciplined for taking time off to perform emergency duty as a volunteer firefighter, a reserve peace officer, or emergency rescue personnel. If you are participating as a volunteer firefighter, reserve peace officers, or emergency rescue personnel, please alert your supervisor that you may have to take time off for emergency duty. Then taking time off for emergency duty, please alert your supervisor before doing so when possible.

# **Domestic Violence/Sexual Assault Leave**

Employees who are victims of domestic violence or sexual assault are eligible for unpaid leave. You may request leave if you are involved in a judicial action, such as obtaining temporary restraining orders, restraining orders, or appearing in court to obtain relief to ensure your health, safety or welfare, or that of your child.

You may also take time off from work to attend to any of the following:

- To seek medical attention for injuries caused by domestic violence or sexual assault.
- To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence or sexual assault.
- To obtain psychological counseling related to an experience of domestic violence or sexual assault.
- To participate in safety planning and take other actions to increase safety from future domestic violence or sexual assault, including temporary or permanent relocation.

You must provide advance notice when possible of your need to take leave under this policy. Certification of your need for leave may be requested. If an unscheduled absence occurs, you must provide certification within a reasonable time. Certification will be sufficiently provided by any of the following:

- A police report indicating the employee was a victim of domestic violence or sexual assault.
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence or sexual assault, or other evidence from the court or prosecuting

- attorney the employee appeared in court.
- Documentation from a medical professional, domestic violence advocate, and advocate for victims of sexual assault, health-care provider, or counselor the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence or sexual assault.

The Company will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave under this provision. The length of unpaid leave an employee may take is limited to that provided for in the federal Family and Medical Leave Act of 1993, 12 weeks.

#### **Victims of Crime Leave**

An employee who is themselves a victim or who is the family member of a victim of a violent felony or serious felony may take time off from work under the following circumstances.

- The crime must be a violent or serious felony, as defined by the law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.
- An immediate family member is defined as: a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather.
- A registered domestic partner means a domestic partner who is registered accordance with California state law.
- The absence from work must be in order to attend judicial proceedings related to a crime listed above.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of a crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office, or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absence from work to attend to judicial proceedings will be unpaid, unless you choose to take paid time off, such as accrued vacation or sick leave.

# **School Conference Involving Suspension**

If m employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the employee should alert his or her supervisor as soon as possible before leaving work. Pursuant to California Labor Code Section 230.7, no discriminatory action will be taken against the employee for taking time off for this purpose.

## **School Activities**

Employees are encouraged to participate in the school activities of their child(ren). The absence is subject to all the following conditions:

• Parents, guardians or grandparents having custody of one or more children in kindergarten or grades 1 to 12,

- or attending a licensed day care facility, may take time off for a school activity;
- The time off for school activity participation cannot exceed eight (8) hours in any calendar month, or a total of 40 hours each year.
- Employees planning to take time off for school activities must provide as much advance notice as possible to their supervisor.
- If both parents are employed by the Company, the first employee to request such leave will receive the time off. The other parent will receive the time off only if the leave is approved by his/her supervisor;

Employees must use existing vacation time to receive compensation for this planned absence. Employees who do not have vacation available will take the time off without pay. Employees must provide their supervisor with documentation from the school or licensed day care facility verifying the employee participated In a school activity on the day and at the time of the absence for that purpose.

#### **Other Types of Leave**

For all other government mandated leave types please see <a href="www.dol.gov">www.dol.gov</a>

## **General Employment**

## **Personnel Records**

The information recorded in your personnel file is extremely important. The Company is responsible for maintaining complete and up-to-date personnel records for all current employees. It is the employee's responsibility to assist in keeping the information up-to-date. Please email changes to <a href="mailto:customerservice@iqpipeline.com">customerservice@iqpipeline.com</a> promptly of any changes in your name, marital status, number of dependents, emergency contact, and personal contact information including phone numbers, email and other addresses.

Employees may inspect their personnel file in the presence of a designated representative. Please contact the Human Resources Department to schedule a time. Current, former employees or their representative may make a written request for copies of the employee's personnel file if they pay the actual cost of copying. If an employee desires, a written statement may be added to the personnel file by the employee explaining any disputed item.

Only authorized management personnel will have access to personnel files. However, the Company will cooperate with – and provide access to a personnel file to – law enforcement officials, local, state, and/or federal agencies in accordance with applicable law. All requests to review an employee's personnel file by an outside agency will be referred to Human Resources Department. Confidential health/medical records are not included in the personnel file. This information is confidential and is available only (1) as allowed by law; (2) to the employee's personal physician upon written request of the employee; or (3) as required for workers' compensation cases. Any questions regarding your personnel files should be directed to the Human Resources Department.

## **Employment of Relatives**

IQ Pipeline, LLC may hire relatives of employees where there are no potential problems of supervision, safety, security, morale or potential conflict of interest. Relatives include an employee's parent, child, spouse, domestic partner, sibling, cousin, in-laws and step relationships.

Employees who marry or become related will be permitted to continue to work as long as there are no substantial conflicts. Reasonable accommodations will be made when possible in the event a conflict arises.

## Reference/Background Checks

IQ Pipeline, LLC conducts reference checks on all new employees. Employees who have falsified information on their employment applications may be disciplined up to and including termination. Applicants who have provided false information may be eliminated from further consideration for employment. Background checks are required for certain assignments. You will be notified if an assignment requires a background check.

IQ Pipeline, LLC recognizes the importance of maintaining a safe workplace with honest, trustworthy, qualified, reliable and non-violent employees. For the benefit of all employees and IQ Pipeline, LLC, in furthering these interests and enforcing IQ Pipeline, LLC's policies, IQ Pipeline, LLC may perform applicant background checks and employee investigations. These background checks and investigations may be performed by IQ Pipeline, LLC in whole or in part, at IQ Pipeline, LLC's discretion.

IQ Pipeline, LLC's applicant background checks and employee investigations may also include the use of consumer reporting agencies to gather and report information to IQ Pipeline, LLC in the form of consumer or investigative consumer reporting agencies.

The types of reports that may be requested from consumer reporting agencies under this policy, include, but are not limited to, credit reports, criminal records checks, court records checks, driving records, and/or summaries of educational and employment records and histories. The information contained in these reports may be obtained, by a consumer reporting agency from public record sources or through personal interviews and with your co-workers, neighbors, friends, associates, current or former employers, or other personal acquaintances. Any information contained in such reports may be taken into consideration in evaluating your suitability for employment, promotion, reassignment or retention as an employee.

If any adverse decision is made with regard to your employment based entirely or in part on the information contained in a consumer report or investigative consumer report prepared by a consumer reporting agency, you will be notified and given a copy of the report, as well as a summary of your applicable rights.

#### **Termination, Resignation and Discharge**

Unless expressly proscribed by statute or contract, employment with IQ Pipeline, LLC is "at will" and may be terminated with or without cause or notice. Similarly, employees are free to resign at any time. If an employee resigns, IQ Pipeline, LLC requests the professional courtesy of a notice of at least two weeks.

Any employee who is discharged by IQ Pipeline, LLC shall be paid wages accrued to the date of the separation.

# **Workplace Safety**

## **General Safety**

IQ Pipeline, LLC is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your supervisor.

If you or another employee is injured, contact your supervisor or manager immediately. Seek help from outside emergency response agencies, if needed. Call 911 in the event of an emergency.

You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury that requires medical attention. If your inquiry does not require medical attention, you must complete a Supervisor and Employee Report of Accident Form in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required forms from our Office Manager.

A federal law, the Occupational Safety and Health Act, requires that we keep records of all illnesses and accidents that occur on the job. OSHA also provides for your right to know about any health hazards which might be present on the job.

In addition, the state Workers' Compensation Act also requires that you report any illness or injury caused by the workplace, no matter how slight. You can get the required reporting paperwork from our Office Manager.

#### Fire Safety

Every employee is responsible for recognizing potential fire dangers and taking an active role in preventing fires.

Employees are required to observe all OSHA safety requirements and regulations. Flammable materials are to be stored in covered metal containers. Employees should not block any fire doors, fire exits, fire extinguishers, windows or doorways. Review the fire escape routes posted in each work area.

## Security

IQ Pipeline, LLC is committed to ensuring employees' security. If you are in the office before or after hours please keep the office doors locked and do not allow non-employees to enter. If you have a security concern or need more information about operating these systems, contact your supervisor.

# **Emergency Measures (Inclement Weather)**

We realize that bad weather or hazardous commuting conditions may occasionally make it impossible for employees to report to work on time.

However, you are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of the conditions, inform your supervisor as soon as possible.

If it becomes necessary to shut down the office due to weather or other emergency, every effort will be made to notify employees. If there is a question as to whether the office will be open, call your place of work. If there is no answer within one hour after the normal start time, assume the office is closed.

## **Employee Benefits**

## **Employee Benefits**

IQ Pipeline, LLC employees are entitled to a wide range of benefits. A number of the benefit programs -- such as Social Security, workers' compensation, state disability and unemployment insurance -- cover all employees as required by law.

Eligibility for most other benefits depends upon a variety of factors, including employee classification and to which customer you are assigned. Your recruiter can identify the programs for which you are eligible. You can find the details of many of these programs in separate written summaries. For more information, review the "employees" tab on our website, <a href="http://www.igpipeline.com/sections/view/employees">http://www.igpipeline.com/sections/view/employees</a>

Some benefit programs require contributions from employees, but many are fully paid by IQ Pipeline, LLC. We reserve the right to add, amend, modify or terminate any employee benefit plans or programs.

#### **Worker's Compensation**

IQ Pipeline, LLC provides insurance to compensate for any illness or injury an employee might suffer while working on company premises, traveling on official company business, or attending an activity officially sponsored by the Company. If you become ill or injured, please get medical attention at once.

Work related injuries are taken very seriously and must be reported in accordance with the <u>accompanying brochure</u> from our workers compensation insurer. The brochure also contains a form which you may complete if you would like to select your personal physician as your care provider in the event of an injury. Please complete the form and return it to us prior to receiving your first paycheck.

If you are injured, an examination, including a drug screen, will be administered during your first visit to a physician.

You must also report the details to your supervisor immediately and complete a report for every injury, no matter how small.



#### **EMPLOYEE POLICIES**

# ACKNOWLEDGMENT AND AT-WILL AGREEMENT

I, hereby acknowledge that I have received a copy of the Company Employee Policies dated February 2015. I understand that it is my responsibility to read the handbook and to comply with the policies, practices and rules of employment as stated in this handbook. I understand that other rules may apply that are not included in this handbook. I agree to keep a copy of this handbook readily available and to use it as a reference guide.

I also hereby acknowledge receiving a copy of the Department of Fair Employment and Housing's handout titled "Sexual Harassment is Forbidden by Law."

I understand and agree that my employment with the Company is on an "at-will" basis, and can be terminated by either me or the Company at any time with or without reason or notice. Furthermore, I understand and agree that the Company may alter the terms and conditions of employment including compensation, employment status, work schedule, and work rules, with or without reason or notice. I further understand and agree that the "at-will" nature of my employment relationship with the Company cannot be changed except in writing signed by the President of the Company.

I understand that this handbook supersedes all previous policies, written or oral, express or implied. I also understand that this handbook is neither a contract of employment nor a legal document.

Signed:	 Date: