Professional Business Associates

Human Resources Manual

Dedicated to Bob Roeder

in honor of his immense dedication and long-term guidance to Business Professionals of America.

Bob Roeder's knowledge of human resources was instrumental in the development and continued revision of the Human Resources Manual as it stands today. His contributions at both the State and National level have impacted thousands of Business Professionals of America members pursuing a career in business and human resource management through the development of case studies and real-world scenarios.

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2019-20 Edition

Welcome to Professional Business Associates

Thank you for joining Professional Business Associates. We believe you have a great contribution to make to the computer industry by way of Professional Business Associates. We also believe you will find your employment at Professional Business Associates a rewarding experience. We look forward to working together to create a more successful company. We want your employment with Professional Business Associates to be beneficial and gratifying.

You have joined an organization that has established an outstanding reputation for quality. Credit for this reputation goes to everyone in the organization. You are now an important member of that team, and we want you to take pride in your work here. As a member of the Professional Business Associates' team, you will be expected to contribute your talents and energies to further improve the environment and quality of the company.

This Human Resources Manual will provide answers to most of the questions you may have about Professional Business Associates' compensation and benefit programs, as well as company policies and procedures. You are responsible for reading and understanding this Human Resources Manual. If anything is unclear, please discuss the matter with your manager.

I wish you much success at Professional Business Associates.

Sincerely,

Nancy Wells

Nancy Wells, Chief Executive Officer
Professional Business Associates

Notice

This Human Resources Manual provides you with an understanding of Professional Business Associates' philosophy, employment practices, and policies, as well as the compensation and benefits provided to you as a valued associate.

Some Things You Must Understand

The policies in this Human Resources Manual are to be considered guidelines.

- Professional Business Associates, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Human Resources Manual at any time without prior notice as business, employment legislation, and economic conditions dictate.

- Any such action will apply to existing, as well as to future associates.

- Associates do not accrue eligibility for monetary benefits for which they have not become eligible through actual time spent at work.

- Associates do not accrue eligibility for any compensation, benefits, rights, or privileges beyond the last day worked.

- Only the CEO of Professional Business Associates may alter or modify any of the policies in this Human Resources Manual. Any alteration or modification of the policies in this Human Resources Manual must be in writing and provided to impacted associates within 30 days of the change.

- No statement or promise by a supervisor, manager, or department head, past or present, may be interpreted as a change in policy nor will such promise or statement constitute an agreement with an associate.

Should any provision in this Human Resources Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Human Resources Manual, but only that particular provision.

This Human Resources Manual supersedes any previous Professional Business Associates' Human Resources Manuals or other Professional Business Associates' policies whether written or oral.

Receipt and Acknowledgment of Professional Business Associates Human Resources Manual

Please read the following statements, sign below and return to your manager, supervisor, team leader or designated company representative.

Understanding and Acknowledging Receipt of Professional Business Associates Human Resources Manual

I have received and read a copy of the Professional Business Associates Human Resources Manual and all of my questions have been answered. I understand that the policies and benefits described within are subject to change at the sole discretion of Professional Business Associates at any time.

At-Will Employment

I further understand that my employment is at-will, and neither I nor Professional Business Associates has entered into a contract regarding the duration of my employment. I am free to terminate my employment with Professional Business Associates at any time, with or without reason. Likewise, Professional Business Associates has the right to terminate my employment or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of Professional Business Associates. No associate of Professional Business Associates can enter into an employment contract for a specified period of time or make any agreement contrary to this policy without the written approval of the CEO.

Confidential Information

I am aware that during the course of my employment confidential information will be made available to me (e.g., product designs, marketing strategies, customer lists, pricing policies). I understand that this information is proprietary and critical to the success of Professional Business Associates and must not be given out or used outside of Professional Business Associates' premises or with non-Professional Business Associates' employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

Associate Name (printed)	Position
Associate Signature	Date

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An Overview of Professional Business Associates

About Professional Business Associates

Professional Business Associates develops and sells software, hardware, and services. The services provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

This large corporation has a branch office in the capital of each membership state. The corporate headquarters is located at 5454 Cleveland Avenue in Columbus, OH 43231-4021, and has 200+ associates. Management includes:

Chief Executive Officer	Nancy Wells
Financial Services Department	Harvey Rosen
Information Technology Department	Tom Carlson
Human Resources Department	Julie Smith
Marketing Department	Roger Meyer
Administrative Support Department	Edna Renick

How You Were Selected

Professional Business Associates is confident as a result of the selection process undertaken, your employment will prove to be mutually beneficial, and we are pleased you have joined us.

We carefully select our associates through written applications, personal interviews and reference checks. After all available information was considered and evaluated, you were selected to become a member of our team!

This selection process helps Professional Business Associates find and employ:

- people who are concerned with their own personal success and the success of Professional Business Associates,
- people who want to do a job well,
- people who can carry on their work with skill and ability, and
- people who are comfortable with Professional Business Associates and who can work well with our team.

What You Can Expect From Professional Business Associates

Professional Business Associates believes in creating a harmonious working relationship between all associates. In pursuit of this goal, Professional Business Associates has created the following associate relations objectives:

- Provide an exciting, challenging, and rewarding workplace and experience.

- Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.

- Compensate all associates according to their effort and contribution to the success of our business.

- Review pay, associate benefits, and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.

- Provide eligible associates with health and welfare benefits.

- Assure associates, after talking with their manager, an opportunity to discuss any issue or problem with the Vice President – Human Resources.

- Take prompt and fair action regarding any complaint which may arise in the everyday conduct of our business, to the extent that is practical.

- Respect individual rights and treat all associates with courtesy and consideration.

- Provide buildings and offices that are comfortable, orderly, and safe.

- Promote associates on the basis of their ability and merit.

- Make promotions or fill vacancies from within Professional Business Associates, whenever practical.

- Promote an atmosphere consistent with Professional Business Associates' vision, mission, and goals.

What Professional Business Associates Expects From You

Professional Business Associates needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow associates and to maintain a good team attitude.

How you interact with fellow associates and those whom Professional Business Associates serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by Professional Business Associates. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed the expectations of Professional Business Associates.

We strongly believe you should have the right to make your own choices in matters concerning and controlling your life. We believe in direct access to management. We are dedicated to making Professional Business Associates a company where you can approach your manager, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Professional Business Associates.

Remember, you help create the pleasant and safe working conditions Professional Business Associates intends for you. The result will be better performance for the company overall and personal satisfaction for you.

Open Communication Policy

Professional Business Associates encourages you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange a meeting with your manager to discuss any concern, problem, or issue arising during the course of your employment. Any information discussed in an Open Communication meeting is considered confidential. Retaliation against any associate for appropriate usage of Open Communication channels is unacceptable. Please remember it is counterproductive to a harmonious workplace for associates to create or repeat corporate rumors or office gossip. It is more constructive for an associate to consult his/her manager immediately with any questions.

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Professional Business Associates methods of communication, including bulletin boards, memoranda, staff meetings, newsletters, training sessions, and company e-mail and Internet.

You will receive other information booklets, such as your insurance booklets, from time to time. You should take these booklets home so your family knows more about your job.

In addition, you will receive letters from Professional Business Associates. There is no regular schedule for distribution of this information. The function of each letter is to provide you and your family with interesting news and helpful information which will keep you up-to-date on the events here at Professional Business Associates.

Employment

At-Will Employment

Your employment with Professional Business Associates is at-will. This means neither you nor Professional Business Associates has entered into a contract regarding the duration of your employment. You are free to terminate your employment with Professional Business Associates at any time, with or without reason. Likewise, Professional Business Associates has the right to

terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of Professional Business Associates.

No associate of Professional Business Associates can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy, without written approval of the CEO.

Termination of Your Employment

Professional Business Associates will consider you to have voluntarily terminated your employment if you do any of the following:

1. Resign from Professional Business Associates,

2. Fail to return from an approved leave of absence on the date specified by Professional Business Associates, or

3. Fail to report to work or call in for three (3) or more consecutive workdays.

Confidential Information

Upon accepting employment with Professional Business Associates, you were asked to sign a Confidentiality Agreement, which provides you will not disclose or use any Professional Business Associates confidential information, either during or after your employment. We sincerely hope our relationship will be long-term and mutually rewarding. However, your employment with Professional Business Associates assumes an obligation to maintain confidentiality, even after you leave our employ.

Additionally, our customers and suppliers entrust Professional Business Associates with important information relating to their businesses. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, Professional Business Associates earns the respect and further trust of our customers and suppliers.

If you are questioned by someone outside the company or your department, and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to your manager.

No one is permitted to remove or make copies of any Professional Business Associates records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

Customer Relations

The success of Professional Business Associates depends upon the quality of the relationships between Professional Business Associates, our associates, customers, suppliers and the general public. Our customers' impression of Professional Business Associates and their interest and willingness to purchase from us is greatly formed by the people who serve them. In a sense, regardless of your position, you are a Professional Business Associates Ambassador. The more goodwill you promote, the more our customers will respect and appreciate you and Professional Business Associates' products and services.

Below are several things you can do to help give customers a good impression of Professional Business Associates. These are the building blocks for our continued success.

1. Act competently and deal with customers in a courteous and respectful manner.

2. Communicate pleasantly and respectfully with other associates at all times.

3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.

4. Take great pride in your work and enjoy doing your very best.

Equal Employment Opportunity

Professional Business Associates is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. Professional Business Associates complies with the Americans with Disabilities Act (ADA).

Equal employment opportunity notices are posted near associate gathering places as required by law. These notices summarize the rights of associates to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event any person believes he or she has been discriminated against.

Management is primarily responsible for seeing Professional Business Associates' equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring by their personal actions the policies are effective and apply uniformly to everyone.

All associates, including managers, involved in discriminatory practices will be subject to termination.

Harassment Policy

Professional Business Associates intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort — verbal, physical, visual — will not be tolerated.

What Is Harassment?

Workplace harassment can take many forms. Harassment is, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons and articles of a harassing or offensive

nature. Any associate taking retaliatory action against an associate for discussing or making a harassment complaint will be subject to termination.

Responsibility

All Professional Business Associates employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any associate who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager or the Vice President–Human Resources. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting

While Professional Business Associates encourages you to communicate directly with the alleged harasser and make it clear the harasser's behavior is unacceptable, offensive or inappropriate, it is not required you do so. It is essential, however, to notify your manager immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to your manager or Human Resources Department manager. Appropriate investigation and disciplinary action will be taken.

All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any associate found to have harassed a fellow associate or subordinate will be subject to termination. Professional Business Associates will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any associate making a good faith report of alleged harassment.

Professional Business Associates accepts no liability for harassment of one associate by another associate. The individual who makes unwelcome advances, threatens, or in any way harasses another associate is personally liable for such actions and their consequences. Professional Business Associates will not provide legal, financial, or any other assistance to an individual accused of harassment if a legal complaint is filed.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to Professional Business Associates and to your fellow associates to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain you understand what conduct is expected and necessary. When each person is aware she/he can fully depend upon fellow workers to follow the standards of conduct, our organization will be a better place to work for everyone.

Unacceptable Activities

We expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your manager for an explanation.

Note the following list of Unacceptable Activities does not include all types of conduct resulting in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment; either you or Professional Business Associates may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

1. Any action detrimental to Professional Business Associates' efforts to operate profitably.

2. Violation of security or safety rules or failure to observe safety rules or Professional Business Associates' safety practices; failure to wear required safety equipment; tampering with Professional Business Associates equipment or safety equipment.

3. Negligence or any careless action which endangers the life or safety of another person.

4. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.

5. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.

6. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on company premises or when representing Professional Business Associates; fighting, or provoking a fight on company property, or negligent damage of property.

7. Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.

8. Threatening, intimidating or coercing fellow associates on or off the premises at any time, for any purpose.

9. Engaging in an act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow associates, customers, suppliers, or visitors in any manner.

10. Theft or unauthorized possession of company property or the property of fellow associates; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons.

11. Dishonesty; falsification or misrepresentation on your application for employment or other work records; falsifying reason for a leave of absence or other data requested by Professional Business Associates; alteration of company records or other company documents.

12. Violating the non-disclosure agreement; giving confidential or proprietary Professional Business Associates information to competitors or other organizations or to unauthorized Professional Business Associates fellow associates; working for a competing business while a Professional Business Associates associate; breach of confidentiality of information.

13. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.

14. Excessive use of company telephone for personal calls.

Disciplinary Actions

This policy pertains to matters of conduct as well as the associate's competence. However, an associate who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy.

Under normal circumstances, managers are expected to follow the procedure outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the company may decide to repeat a disciplinary step.

To ensure Professional Business Associates' business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem in these areas does arise, your manager will coach and counsel you in developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident occurs requiring formal discipline, the following procedures occur:

1. Verbal Warning—Verbal warning regarding the nature of infraction and remedial action to be taken by associate.

2. Written Warning—Inadequate response to verbal warning will result in written reprimand with specific steps to be taken to remedy the situation within a specific time period. This document is to be acknowledged by the associate in writing and becomes part of the associate's personnel file.

3. Suspension Without Pay—Failure to respond to written warning will result in suspension without pay for up to five (5) days.

4. Termination—Failure to respond to suspension without pay will result in termination.

Drug-Free Workplace

Professional Business Associates is a community in which responsibilities and freedoms are governed by policies and codes of behavior, including penalties for violations of these standards as stated in this Human Resources Manual. Professional Business Associates has a standard of conduct, which prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by associates on Professional Business Associates' site and/or client sites or as a part of Professional Business Associates' activities. Professional Business Associates will impose disciplinary sanctions on associates ranging from educational and rehabilitation efforts up to and including termination of employment and referral for prosecution for violations of the standards of conduct.

It is the goal of Professional Business Associates to maintain a drug-free workplace. To that end and in the spirit of the Drug-Free Workplace Act of 1988, Professional Business Associates has adopted the following policies:

1. The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace.

2. Associates who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate up to and including termination.

3. As an ongoing condition of employment, associates are required to abide by this prohibition and to notify, in writing and within five (5) days of the violation, her/his manager of any criminal drug statute conviction they receive.

4. If an associate receives such a conviction, Professional Business Associates will take appropriate action against the associate up to and including termination.

5. Professional Business Associates provides information about drug counseling and treatment. In addition, the Associate Assistance Program is also available to associates and their families as defined in the EAP policy.

Violence in the Workplace

Professional Business Associates has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect Professional Business Associates or which occur on Professional Business Associates property will not be tolerated.

Acts or threats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions at Professional Business Associates, or to create a hostile, abusive, or intimidating work environment for one or several associates. Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on Professional Business Associates' premises, regardless of the relationship between Professional Business Associates and the parties involved.

2. All threats or acts of violence occurring off Professional Business Associates' premises involving someone who is acting in the capacity of a representative of Professional Business Associates.

Specific examples of conduct, which may be considered threats or acts of violence, include, but are not limited to, the following:

1. Hitting or shoving an individual.

2. Threatening an individual or his/her family, friends, associates, or property with harm.

3. Intentional destruction or threatening to destruct Professional Business Associates' property.

4. Making harassing or threatening phone calls.

Workplace Policies

Company and Department Meetings

On occasion, you will be requested to attend a mandatory company-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt associate, and attend a meeting held during your non-working hours, you will be paid for the time you spend traveling to and from the meeting as well as for time spent at the meeting.

Computer Software (Unauthorized Copying)

Professional Business Associates does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the user's right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines up to and including $250,000, and jail terms of up to five (5) years.

Computers, Electronic Mail, and Voice Mail Usage Policy

Professional Business Associates makes every effort to provide the best available technology to those performing services for Professional Business Associates. In this regard, Professional Business Associates has installed, at substantial expense, equipment such as computers, electronic mail and voice mail.

Professional Business Associates property, including computers, electronic mail and voice mail, should only be used for conducting company business. Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

Internet use is specifically limited to business-related web sites. Any use of other web sites is strictly prohibited.

Gifts

No associate may accept or solicit a gift of any kind from a customer, supplier or vendor representative that is valued at more than $25. Associates are not permitted to give unauthorized gifts to customers or suppliers, except for certain promotional "premiums" (such as t-shirts, coffee mugs, pens or key chains) imprinted with the Professional Business Associates' logo or sales information.

Use of Company Vehicle

If you are authorized to operate a Professional Business Associates vehicle in the course of your assigned work or if you operate your own vehicle in performing your job, you must adhere to the following rules:

1. You must have a valid license for the type of vehicle you will be operating.

2. You must maintain weekly mileage reports, including detailed reporting of any personal mileage.

3. You are responsible for following all the manufacturer's recommended maintenance schedules to maintain valid warranties, and for following the manufacturer's recommended oil change schedule.

4. Professional Business Associates provides insurance on company vehicles, however, you will be considered responsible for any accidents, fines, moving or parking violations incurred.

5. You must keep the vehicle clean at all times. You must also wash and vacuum the vehicle as often as necessary. You will be reimbursed for your reasonable expense of keeping the vehicle clean. Please retain any receipts for reimbursement.

6. Persons not authorized or employed by Professional Business Associates cannot operate or ride in a company vehicle.

7. Prior to operation of any company vehicle, your manager will train you on all of the appropriate steps to take if you are involved in an accident — filling out the accident report, getting names of witnesses, etc.

Dress Code

Proper grooming and attire have a positive impact on the workplace. Dress and grooming of associates must be clean, neat, and in a manner appropriate to their assignment and in accordance with the following standards:

1. Associates are expected to dress in a manner that projects a professional image.

2. Style of clothing for males and females should always reflect a professional atmosphere and should not be a distraction to other associates.

3. Denim cannot be worn except for special occasions with the approval of your immediate supervisor or on days designated by Professional Business Associates.

4. An associate's hair must neatly combed, clean and appropriately styled and should not be a distraction to other associates.

5. Associates cannot wear visible body piercing jewelry except earrings in the ear.

6. Tattoos must be covered at all times.

7. Department managers, at their discretion, can implement a "Business Casual Day" policy. However, associates should take into consideration their work activities for that day, which includes client meetings both in and out of the office, when deciding to participate.

8. Shoes should be of a professional nature. No athletic shoes, sneakers, flip-flops or slippers may be worn.

Social Media Policy

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not employed or affiliated with Professional Business Associates, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Professional Business Associates or our legitimate business interests may result in disciplinary action up to and including termination.

Know and Follow the Rules
Carefully read these guidelines, as well as the Associate Handbook, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful
Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of Professional Business Associates. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Communications Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be Honest and Accurate
Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Professional Business Associates, fellow associates, members, customers, suppliers, and people working on behalf of Professional Business Associates or competitors.

Post Only Appropriate and Respectful Content
Maintain the confidentiality of Professional Business Associates' trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate federal and state laws and regulations.

Do not create a link from your blog, website or other social networking site to a Professional Business Associates' website without identifying yourself as an associate.

Express only your personal opinions. Never represent yourself as a spokesperson for Professional Business Associates. If the company is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of Professional Business Associates, fellow associates, members, customers, suppliers or people working on behalf of Professional Business Associates. If you do publish a blog or post online related to the work you do or subjects associated with the company, make it clear that you are not speaking on behalf of Professional Business Associates. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Professional Business Associates."

Media Contacts
Associates should not speak to the media on the company's behalf without contacting the Public Relations or Legal Department. All media inquiries should be directed to them.

Work Schedule

Business Hours

Our regular operating hours are from 8 a.m. to 5 p.m., Monday through Friday. The normal workweek consists of five (5) days, each eight (8) hours long with one hour for a meal, Monday through Friday.

Your particular hours of work and the scheduling of your meal period will be determined and assigned by your manager. Most associates are assigned to work a 40-hour work week. Should you have any questions concerning your work schedule, please ask your manager.

Attendance

Professional Business Associates expects you to be ready to work at the beginning of your assigned daily work hours and to reasonably complete your projects by the end of your assigned work hours. Please let your manager know if you will be away from your workstation for an extended period of time and when you expect to return.

Absence or Lateness

From time to time it may be necessary for you to be absent from work. Professional Business Associates is aware emergencies, illnesses, or pressing personal business cannot be scheduled outside your work hours. Paid Time Off (PTO) days have been provided for this purpose.

If you are unable to report to work or if you will arrive late, please contact your manager immediately. If you know in advance you will need to be absent, please request this time off directly from your manager.

When you call in to inform Professional Business Associates of an unexpected absence or late arrival, ask for your manager. If you're arriving to work late, please call your manager to let your manager know when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you. If your manager is not available, please contact Human Resources.

Meal Periods

If you work longer than four (4) hours, you will be given an unpaid meal period. The time when meal periods are scheduled varies among departments, depending on the needs of each department. Do not perform any work during your regularly scheduled meal period. It is important to return to work on time at the end of your meal period.

Performance and Compensation Reviews

Performance Reviews

Because we want you to grow and succeed in your job, Professional Business Associates conducts a formal review once each year for each associate. New associates are also reviewed near the end of their Introductory Period. A special review may also be conducted in the event of a promotion or change in duties and responsibilities. In addition, any associate receiving a written reprimand or suspension without pay will have a formal review every ninety (90) days for one year.

During a formal performance review, your manager will cover the following areas:

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Customer service orientation
- Problem solving skills
- Ongoing professional growth and development

Additional areas may also be reviewed as they relate to your specific job. Your review provides an opportunity for collaborative, two-way communication between you and your manager. This is a good time to discuss your interests and future goals. Your manager is interested in helping you to progress and grow in order to achieve personal as well as work-related goals. Your

manager can recommend further training or additional opportunities for you. The performance review gives your manager an opportunity to suggest ways for you to advance and make your job at Professional Business Associates more fulfilling. Your manager can answer any questions you may have about the performance review process.

Compensation Reviews

Professional Business Associates' compensation reviews are usually given with the annual performance reviews. Any applicable compensation increase will appear in the pay period ending after the date granted. Having your compensation reviewed does not necessarily mean you will be given an increase due to individual and/or company performance and changes in market value.

An individual's pay will depend on how consistently he/she performs over a given period of time and the financial resources of the company. During the review, significant performance events occurring throughout the year will be discussed. The overall performance rating will influence any compensation adjustment.

In addition to individual performance reviews, Professional Business Associates periodically conducts a review of job descriptions to ensure we are fully aware of any changes in the duties and responsibilities of each position, and such changes are recognized and adequately compensated.

Associate Assistance Program

Another important benefit Professional Business Associates offers its associates is the Associate Assistance Program (AAP). The AAP provides a confidential, easily accessible professional counseling service for our associates whose personal problems are affecting their abilities to function effectively at work or home. This service is available to all full-time and part-time associates and their immediate family members. If you or a member of your family has questions concerning legal, family, or financial issues, child care, elder care, relationships, substance abuse or addiction questions and concerns, work-related issues and any mental health issue, you can contact the AAP directly.

Confidentiality is one of the most important aspects of this program. If you contact the AAP directly, no one in the company will know unless you tell them. No information concerning the nature of your problem will be released without your written consent. Professional Business Associates assumes the costs for the Associate Assistance Program.

Workers' Compensation

All associates are entitled to Workers' Compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness which is directly related to performing your assigned job duties. This job-injury insurance is paid for by Professional Business Associates. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your manager immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until we are informed about the injury. Insure your right to benefits by reporting every injury no matter how slight.

Associates returning to work after being absent due to a work-related injury must report to their manager prior to beginning work and must bring a doctor's clearance for returning to work.

Paid Leaves

Paid Time Off (PTO)

Paid Time Off is provided to associates for you to rest, relax, and pursue special interests and for sick or personal days. Professional Business Associates has provided PTO as one of the many ways in which we show our appreciation for your work, knowledge, skills, and talents and to provide income when you are sick or injured.

Only regular full-time associates are eligible to accrue PTO.

Amount of PTO

Eligible associates accrue PTO for each month of service. The PTO accrual rate is based on length of employment, as follows:

Years of Employment	**Monthly Accrual Rate (In Hours)**	**Total Accrual Per Year (In Days)**
Less than five (5) years	6.67	10
Five (5) to ten (10) years	10	15
More than ten (10) years	13.3	20

PTO Policies

Professional Business Associates will always try to let you use your PTO time as desired, but PTO cannot interfere with your department's operation. Therefore, your PTO must be approved in advance by your manager. If any conflicts arise in PTO requests, preference will be given to the associate with the longest length of continuous service.

If you are sick or injured, it is important you notify your manager before your scheduled work hours that you will not be at work. Professional Business Associates may, in its sole and absolute discretion, require a doctor's certificate verifying the necessity for absence(s) and the specific illness, injury, or other disability to which the absence is attributed.

In the event of an illness or injury which is covered by workers' compensation insurance, this PTO Policy will not apply, but will defer to State statutes.

In addition to utilizing PTO for your own illness, PTO may also be used for the purpose of visiting doctors, dentists or other recognized practitioners. These PTO days should be scheduled in advance.

All PTO time must be taken in half-day or full-day increments. Specific PTO dates must be approved by your manager. Your manager has the responsibility to maintain adequate staffing levels and has the authority to limit the approval of PTO requests in order to meet operational needs. Requests will normally be granted as long as your absence will not seriously affect Professional Business Associates' operations.

If you are on an approved leave of absence for less than thirty (30) days, your PTO eligibility will not be affected. If your approved leave of absence extends beyond thirty (30) days, PTO time will not continue to accrue.

If you have unused PTO days upon the termination of your employment with Professional Business Associates, you will be paid for that time at your regular base hourly rate.

Holidays

Recognized Holidays

Regular full-time associates are eligible for holiday pay. The following holidays are recognized as paid holidays:

- New Year's Day
- MLK Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- Day After Thanksgiving
- Labor Day
- Christmas Day

Holiday Policies

You may take time off to observe your religious holidays. If available, a full day of unused PTO may be used for this purpose; otherwise, you will not be paid for this time off. Please schedule the time off in advance with your manager.

All national holidays are scheduled on the day designated by common business practice.

In order to qualify for holiday pay, you must work the scheduled workday immediately before and after the holiday. Only excused absences approved in advance will be considered exceptions to this policy.

If a holiday occurs during your scheduled PTO, you are eligible for the holiday pay.

You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

Military Leave

Military leaves are governed by federal and state law, and will be treated in accordance with applicable regulations. Associates must give advance notice that he/she will be taking a military leave of absence.

Full-time and part-time associates with benefits will be paid the difference between their military base pay (not including allowances) and their normal straight time salary for up to 10 days each

calendar year. Such associates will submit a receipt or certification of their military pay to the Financial Services Manager.

During the period of leave, the associate will retain his/her previously earned seniority and PTO. Associates honorably-discharged from military service are entitled to reinstatement to their former positions upon returning from military leave, according to USERRA (Uniformed Services Employment and Reemployment Rights Act of 1994).

Following release from the military, safe travel home and eight (8) hours of rest, the following procedures apply:

- For periods of military service up to 30 days, you must report back to work at the next regularly scheduled shift.
- For periods of military service of 31-180 days, associates must apply for reemployment within fourteen (14) days of release.
- Following a period of 181 days or more, associates must apply for reemployment within ninety (90) days of release.

In applying for reemployment, you should contact the Human Resources Department and state you left to perform military service, that you have completed the service, provide documentation of your service and ask you be reinstated.

Unpaid Leaves

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with Professional Business Associates. It is the policy of Professional Business Associates to allow its eligible associates to apply for and be considered for certain specific leaves of absence.

Time off for any reason during a working day will count against your accrued PTO days in half-day or full-day increments. Thereafter, unless specifically excepted, any time off will be without pay.

Failure to return to work as scheduled from an approved leave of absence or to inform your manager of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment.

All requests for leaves of absence shall be submitted in writing to your manager. Each request shall provide sufficient detail such as, the expected duration of the leave, and the relationship of family members, if applicable.

Safety and Security

General Associate Safety

Professional Business Associates is committed to the safety and health of all associates and recognizes the need to comply with regulations governing injury and accident prevention and

associate safety. Maintaining a safe work environment requires the continuous cooperation of all associates.

Professional Business Associates will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your manager for assistance. Any suspected unsafe conditions and all injuries occurring on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement each manager make the safety of associates an integral part of her/his regular management functions. It is the responsibility of each associate to accept and follow established safety regulations and procedures. Professional Business Associates strongly encourages you to communicate with your manager regarding safety issues.

Reporting Safety Issues and Incidents

All accidents, injuries, potential safety hazards, safety suggestions, and health and safety related issues must be reported immediately to your manager. If you or another associate is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a Supervisor and Associate Report of Accident Form must still be completed in case medical treatment is later needed and to ensure any existing safety hazards are corrected. The Associate's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires we keep records of all illnesses and accidents which occur during the workday. The Workers' Compensation Act also requires you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards which might be present on the job. Should you have any questions or concerns, contact your manager for more information.

Weapons

Professional Business Associates prohibits all persons who enter company property from carrying a handgun, firearm, knife, or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not. The only exception to this policy will be law enforcement officers and security guards.

Any associate disregarding this policy will be subject to immediate termination.

Emergency Evacuation

If you are advised to evacuate the building, you should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment and machines, if possible.

- Walk to the nearest exit, including emergency exit doors.

- Exit quickly, but do not run. Do not stop for personal belongings.

- Proceed, in an orderly fashion, to your designated location and wait for your supervisor or manager to complete a roll call.

Do not re-enter the building until instructed to do so.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times. Do not leave tools, materials, or other objects on the floor, which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

If you spill a liquid, clean it up immediately according to safety guidelines for clean-up of that particular liquid. Refer to the HAZMAT sheet located in your office or work area for the substance in question.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to your manager immediately.

Property and Equipment Care

It is your responsibility to understand the machines needed to perform your duties. Good care of any machine you use during the course of your employment as well as the conservative use of supplies will benefit you and Professional Business Associates. If you find a machine is not working properly or in any way appears unsafe, please notify your manager immediately so repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify the safeguards provided.

Do not attempt to use any machine or equipment you do not know how to operate, or if you have not completed training on the proper use of the machine or equipment.

Security

Maintaining the security of Professional Business Associates buildings and vehicles is every associate's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware cash is insecurely stored, immediately inform the person responsible.

- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.

- When you leave Professional Business Associates' premises, make sure all entrances are properly locked and secured.

Separation of Employment

Termination

Professional Business Associates operates under the principle of at-will employment. This means neither you nor Professional Business Associates has entered into a contract regarding the duration of your employment. You are free to terminate your employment with Professional Business Associates at any time, with or without reason. Likewise, Professional Business Associates has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of Professional Business Associates.

Professional Business Associates expects you will give at least two (2) weeks' notice in the event of your resignation. Any accrued but unused PTO time will be paid out at the time of employment termination.

Exit Interview

In a termination situation, Professional Business Associates management will conduct an exit interview to discuss your reasons for leaving and any other impressions you may have about Professional Business Associates. During the exit interview, you can provide insights into areas for improvement that Professional Business Associates can make to ensure the retention of high performance associates. All information will be reported collectively and individual responses will remain confidential.

Return of Company Property

Any Professional Business Associates property issued to you, such as but not limited to product samples, computer equipment, keys, parking passes or company credit card must be returned to Professional Business Associates at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you will be required to sign a wage deduction authorization form for this purpose.