

Employee Handbook



Table of Contents

About Kellermeyer Bergensons Services	7
About this Handbook	8
A Letter from our CEO	9
Our Commitments	11
Our Commitments to Our Customers	11
Customer Assignments	12
Management Rights	12
Our Commitments to You	13
Equal Opportunity Employment	13
Religious Accommodation	13
Open Door Policy and Process	14
Harassment and Discrimination	14
Harassment and Discrimination	15
Retaliation	16
Resources	16
Vision and Values	17
Your Employment	18
Employment Screening	18
Immigration Compliance	18
Age Requirement	18
At-Will Employment	19
Introductory Period	19
Learning Your Job	19
Job Assignments	20
Dress and Public Image	20
Performance Evaluations	21
Promotions and Transfers	21
Conflict of Interest	22
Outside Activities	22
Non-Disclosure of Information	23
Photos or Videos of Employees and Customers	24
Employment of Relatives or Friends	24
Visitors	24
Internet Access	25
Personal Phone Calls and Texting	25

Workspace	25
Employment Verification Requests.....	25
Terminations	26
Re-Hire	26
Our Standards	27
Professional Behavior	27
Business Ethics and Code of Conduct	28
Anti-Corruption Policy.....	29
Employee Discipline	29
.....	30
Work Rules	30
Work Rules	31
Cellular Phone Usage	31
Social Media	32
Electronic Communications System.....	33
E-mail	34
Voicemail	35
Company Communications	35
Employee Suggestions and Questions	36
Company Property	36
Gifts.....	36
Employment References.....	36
Letters of Recommendation	36
Outside Contacts and Media Inquiries.....	37
Parking	37
No Solicitation or Distribution	37
Personnel Records	38
Your Pay	39
Employment Classifications	39
Exempt (Salaried)	39
Non-Exempt (Hourly)	39
Workday and Work Week.....	39
Periods and Paydays	40
Methods of Payment	40
Banking Information and Pay Preference Changes.....	41
Withholdings.....	41

Mandatory Meetings and Trainings.....	41
Garnishments.....	41
Travel Pay.....	41
Travel & Expense Reimbursement.....	42
Auto Allowances	43
Mobile Phone Allowance	43
Errors in Pay.....	44
Advances and QuickPay	44
Pay Increases.....	44
Company Loans.....	45
Final Pay.....	45
Your Time.....	46
Hours of Work and Work Schedules.....	46
Attendance and Punctuality.....	46
Attendance and Punctuality.....	47
Time Records (Non-Exempt Employees).....	47
Missed Punches	48
Time Fraud	48
Overtime	48
Meal and Rest Breaks.....	49
Lactation Accommodation	50
Your Benefits.....	51
Group Health Insurance Plans.....	51
Eligibility and Enrollment	51
Flexible Spending Account	51
COBRA Healthcare Plan.....	52
Workers' Compensation	52
Short and Long-Term Disability—Exempt Employees.....	52
State Disability Insurance.....	52
Unemployment Insurance	53
Life Insurance.....	53
Voluntary Benefits	53
Employee Assistance Program (EAP)	53
Retirement Savings—401(k)	53
Retirement Savings—Non-Qualified Deferred Compensation	54
Holidays—Full-time office employees only.....	54

Vacation—Office Hourly, Field Ops Managers, and Zone Managers	55
Vacation	56
Freedom Vacation—Exempt Employees.....	56
Freedom Vacation.....	57
Sick Pay	58
Bereavement—Office and Salaried Managers Only	59
Jury / Witness Duty.....	59
School Activity or Visitation	59
Voting.....	59
Unpaid Time Off.....	59
Leaves of Absence.....	60
How to Request a leave	60
Being on Leave	60
How to Return from a Medical Leave	61
How to Return from a Non-Medical Leave	61
Summary of Federal Leave of Absence Policy.....	61
Safety	64
Safety Rules.....	64
Safety Hotline.....	65
Accident Reports.....	65
Work-Related Illness or Injury	65
Hazard Communication	66
Drug and Alcohol-Free Workplace	67
Drug and Alcohol-Free Workplace continued.....	68
Support for Voluntarily Seeking Help.....	68
Testing Process	68
Consequences	69
Confidentiality.....	69
Implementation at Your Location	69
Smoking and Tobacco	69
Workplace Violence Prevention.....	70
Equipment and Supplies	70
Lifting Heavy Objects	71
Slip Resistant Shoes	71
Mobile Phones and Driving.....	72
Emergency Preparedness.....	72

Inclement Weather and Natural Disasters.....	72
Security in the Workplace.....	72
Security in the Workplace.....	73
Security in the Workplace.....	74
Identification and Security.....	74
Theft.....	74
Employee Handbook Acknowledgement and At-Will Agreement.....	75

About Kellermeyer Bergensons Services



Kellermeyer Bergensons Services (KBS) is based in Oceanside, California. We are one of the largest providers of interior and exterior property services to multi-site and multi-region customers in North America. With more than 75,000 active customer locations in all 50 U.S. states, Canada, Guam, and Puerto Rico, KBS sets the industry standard for delivering dependable, high-quality, compliant, and cost-effective service solutions.

Our company is growing and thriving. We're consistently adding best-in-class facility services companies, increasing the number of industries we serve and expanding the services that we offer to our customers. KBS' expertise includes janitorial, landscaping, parking lot sweeping, snow and ice removal, HVAC, handyman, and comprehensive management of all related services. Our customers range from retail chains to distribution centers, manufacturing plants to schools, commercial buildings to stadiums, healthcare facilities to restaurants. Locations range from large campuses to small bank branches and every size in between.

Our people are our most valuable asset. We deeply value our employees and are committed to creating an outstanding workplace with competitive pay and benefits. We are always looking for ways to enhance the experiences and benefits we offer employees. Every day our employees bring their skills, their values, and the capabilities to deliver innovative and high-quality services to our customers. Our dedication to our people includes offering opportunities to pursue career growth, professional development, and leadership.

From hourly and entry-level jobs to professional career paths, we provide a supportive work environment and shifts that can accommodate individual needs. Our team includes individuals with a variety of training, education, and experience.

We are happy to have you as part of the KBS family!



About this Handbook

We hope that this Handbook is a helpful reference for you. It is meant to explain the policies and practices established by KBS. There are a lot of changes since the last Handbook was released, so be sure to read this Handbook carefully and keep it handy for future reference. Employees are expected to understand and adhere to the expectations described in this Handbook as a requirement of your employment with KBS.

This Handbook supersedes all previous policies, rules, procedures, benefits, and practices, both oral and written. This Handbook is not a contract and is not intended to create any express or implied contractual obligations between you and KBS.

We intend to revise and update this Handbook every month so there is always a current copy available. We reserve the right to revise, modify, rescind, delete, or add to the provisions of this handbook from time to time. We have the sole and absolute discretion to make these changes and revisions.

This Handbook is yours to read and review, but it is the property of the company. If you have any questions about this Handbook, we encourage you to talk to your supervisor or Human Resources.



A Letter from our CEO

Hello, I am happy that you have chosen to be part of Kellermeyer Bergensons Services LLC (KBS).

I wanted to share with you what we value most and what it takes to be successful and have a rewarding experience at KBS!

Our customers place special trust and confidence in us to provide critical services to their facilities. Without our services, stores won't be ready for shoppers, schools won't be ready for students, stadiums won't be ready for events and distribution centers might not be able to ship products on time. Our customers count on us and we don't let them down!

We know well that the reason we are able to take great care of our customers is because of our **people** and our **culture**. Our culture is our shared beliefs about work, our team and how we work together. It was formed over decades of consistent practice and dedication, not by a committee or by consultants. It was formed by the thousands who have come before you, and now you have the opportunity to carry it forward! Let's talk about our culture:

First, we believe fundamentally that **all work is honorable**. That means there is no job in the company that anyone, including myself, will not do or has not done. Your work, be it on the front lines in a facility providing great service or in the headquarters office, is vitally important to the company and must be done well. A fundamental belief that all work is honorable is core to us.

Second, while believing that all work is honorable, **we acknowledge the dignity of those who do it**. That means that every one of us, regardless of position in the company, has the same intrinsic human value and should always expect to be treated accordingly; from basics like getting your pay on time and in full, to knowing that you can feel safe to bring up ideas or talk with your supervisors. As we acknowledge your dignity, you too are expected to do the same for those at the company and to bring your best self to work each day.

Third, because we believe that all work is honorable and we acknowledge the dignity of those who do it, **the result is great service**. Delivering great service is what this company was built upon.

Finally, because we deliver great service, our customers award us more work, which provides **tremendous opportunities for you in our company**. This company was built from the ground up. When my brother and I went to our first job in September 1984, we knew then that if we gave it our all and did great work, that the company would grow. I know that as clearly today as we did then. As the

company has grown, we've provided many thousands of opportunities for our people to grow with us professionally and personally, making their lives and the lives of their families better. If you are here for a part-time job and that meets your needs, we are very happy you are with us. If you are here as a first step or mid-stream in a professional career and are looking for an environment that will challenge you with opportunity and advancement, then **welcome to KBS!**

Thank you in advance for the work you will do to help make KBS the best integrated facilities services company in the world!

Now, let's get to work!



Mark Minasian

CEO and Co-Founder



Our Commitments



Our Commitments to Our Customers

The opportunities we have at KBS are due to the fact that we have great customers, and we are totally committed to delivering great service.

You are our customers' closest contact with the company. The impression you create plays a key role in our – and your – success. Your work, attitude, appearance, cooperation and attention to details and company policy is vitally important. Here are some basic rules to help you establish good customer relations:

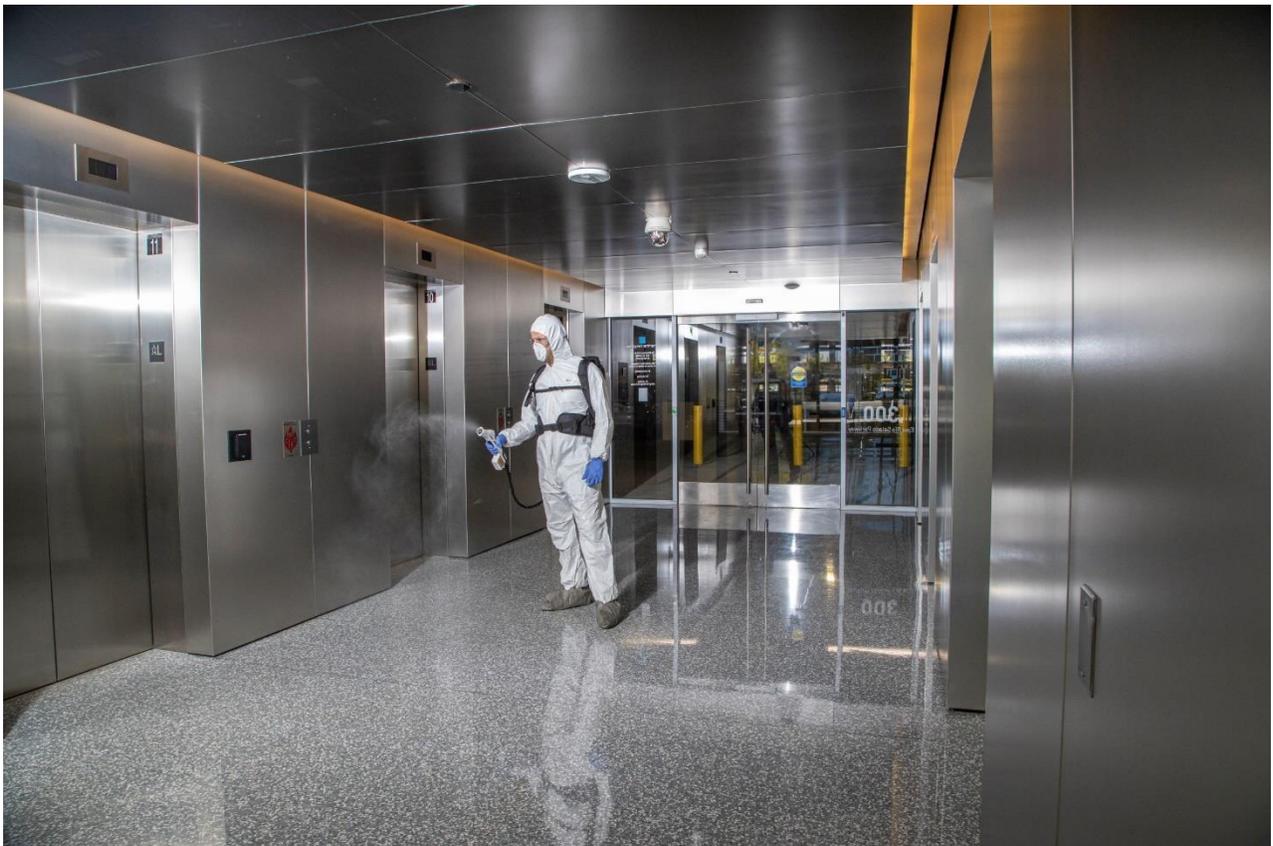
- > Do not use any of the customer's electronic devices, such as iPads, radios, TVs, or computers.
- > Do not use the customer's phone to make personal calls. Only emergency calls or calls to your supervisor are permitted. In addition, personal cellular phones and pagers are to be turned off while working. Phones may only be used during authorized breaks.
- > Do not disturb papers on desks, open drawers, cabinets, closets, or files unless instructed to do so.
- > Do not read correspondence or literature on desks or files.
- > Do not throw any papers or other items into the trash unless they are in the wastebaskets or clearly marked as trash. If in doubt, ask the customer or your manager before discarding.
- > Do not use the customer's computers or other office equipment.
- > Turn off the lights when you are finished in an area unless otherwise instructed.
- > Do not take candy, gum, pens, paper, paper clips, food, soda, or any such items for your own use. This is considered stealing. No food or drink may be taken or consumed unless purchased.
- > Do not take partial packs or rolls of paper, supplies or equipment for your own use. Partial toilet paper rolls must be discarded.
- > Do not take promotional items, such as make-up samples, perfume samples, pens, discount coupons, etc., even if found in the trash.
- > Use utmost care when handling the customer's property. If any damages occur, notify your supervisor at once. Do not wait to report the damage.
- > Only authorized personnel are permitted to your work area. Visitors are not allowed on the job. Authorized personnel will have their own keys, so never admit anyone into the customer's premises.
- > Do not bring family members or friends to work with you. This includes friends and family who are not authorized to work. Do not socialize with family and friends during your work shift when at the jobsite.

Customer Assignments

During your employment, KBS will assign you to both specific work locations and individual job duties. However, there may be times when a location or job assignment needs to change. When possible, we will communicate the change in location or job assignment in advance, but we cannot guarantee specific notices. Please understand that the assignments and changes align with the needs and requirements of the business as determined by KBS.

Management Rights

From time-to-time KBS will make business decisions without prior consultation with its employees. KBS maintains exclusive discretion to exercise the customary functions of management, including, but not limited to, the discretion to discipline and dismiss employees for any lawful reason it feels necessary; to determine the size and composition of the workforce; to establish, change and abolish policies, procedures, rules and regulations; to modify the terms and conditions of an employee's employment, including for example compensation, role or duties; and to assign duties to employees in accordance with the needs and requirements of the business as determined by KBS. The Company's policy of at-will employment, however, is not subject to change, other than by means of a written document signed by both you and the Company's CEO.



Our Commitments to You

Our goal is to foster a positive environment where our employees will feel empowered and dedicated to their own success, as well as that of KBS. We are committed to providing a workplace that treats you with care and respect. When issues arise, we are confident that we can solve them as a team.

Equal Opportunity Employment

KBS is an equal opportunity employer committed to complying fully with federal, state, and local equal employment laws, including the Americans with Disabilities Act (ADA). We try to attract and employ the best-qualified individuals regardless of their race, religion, creed, color, national origin, sex, ancestry, ethnicity, genetic information, age, gender, gender identity or expression, sexual orientation, citizenship status, pregnancy, childbirth or related medical condition, physical or mental disability, use of a service animal, marital status, veteran or military status and any other category protected under the law.

Any employee with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor or Human Resources. You can raise good faith concerns and make good faith reports without fear of retaliation.

Qualified individuals with disabilities who feel they need an accommodation in the workplace to apply for or perform the essential functions of their position, should contact Human Resources to mutually explore such accommodations. Reasonable accommodations will be made for qualified disabled individuals where necessary to enable application for employment and the performance of essential job functions, unless undue hardship will result. The employee and the Company will work together to find a reasonable accommodation, if one is possible. When more than one accommodation is reasonable, the Company may select any of the accommodations. Please contact Human Resources for more information.

This policy is neither exhaustive nor exclusive. We are committed to taking other actions necessary to ensure equal employment opportunity, including for persons with disabilities, in accordance with applicable Federal, state, and local laws.



Religious Accommodation

KBS strives to ensure that applicants and employees do not suffer unlawful discrimination because of religion. KBS accommodates the sincerely held religious beliefs and practices of employees except where such accommodation causes undue hardship on the business.

The employee and the Company work together to find a reasonable accommodation, if one is possible. When more than one accommodation is reasonable, the company may select any of the accommodations. Please contact Human Resources for more information.

Open Door Policy and Process

The essence of KBS' Open-Door Policy is honest, open communication between managers and employees in an environment of trust. If a problem or an issue arises, start by discussing it with your supervisor as he or she, generally, is in the best position to understand the issues and discuss a solution. Any problem or complaint should be settled promptly and as close to its source as possible.

When you have an issue, you should follow this procedure:

1. Discuss the matter as soon as possible with your immediate supervisor. If you feel uncomfortable discussing it with your supervisor or feel the issue is still unresolved after meeting with your immediate supervisor, follow step two (2).
2. Contact your supervisor's supervisor to discuss the matter. If you feel uncomfortable discussing it at this level or feel the issue is still unresolved after meeting with him or her, follow step three (3).
3. Submit your concern to Human Resources. You can call the Human Resources Helpline at 866-843-2155. Be sure to give us your name, phone number, name of your work location, name of your supervisor, date that the problem occurred and an explanation of the problem.
4. You can raise good faith concerns and make good faith reports without fear of reprisal. Your concern will be investigated by Human Resources, and you will receive a follow-up response.

Harassment and Discrimination

We want all employees to work in an environment that is free from unlawful harassment or discrimination from anyone in the workplace, including co-workers, supervisors, managers, independent contractors, customers, and vendors. To this end, KBS will not tolerate unlawful discrimination or harassment.

Our policy prohibits harassment or discrimination based on race, religion, creed, color, national origin, sex, ancestry, ethnicity, genetic information, age, gender, gender identity or expression, sexual orientation, citizenship status, pregnancy, childbirth or related medical condition, physical or mental disability, medical condition, use of a service animal, marital status, veteran or military status and any other category protected under the law. We also prohibit unlawful harassment or discrimination based on the perceptions of any of those characteristics, or against someone associated with a person who is perceived as having any of those characteristics.

Other forms of unlawful harassment or discrimination may include nicknames or labels, slurs and derogatory remarks, stereotypes, jokes, posters, or cartoons based on race, national origin, age, disability, marital status, or other legally protected categories.

Keep in mind that performance corrections or write-ups are not harassment unless they are solely based on a protected category.

Harassment and Discrimination (continued)

KBS does not tolerate sexual harassment of its employees. Our policy strives to create an environment where employees can work free from unsolicited and unwelcome sexual overtones. Sexual harassment includes any unwelcome sexual advances and requests for sexual favors. It includes any other verbal or physical conduct of a sexual nature that affects a worker's employment, hinders job performance, or creates an intimidating, hostile or offensive work environment. Sexual harassment is also defined as any other verbal or physical misconduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or engagement;
2. Submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's employment or engagement; or
3. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment is not limited to conduct motivated by sexual attraction. It can include unwelcome sexual advances; subtle pressure or requests for sexual favors; lewd, verbal harassment or abuse; vulgar or obscene remarks, jokes, posters, or cartoons; and any unwelcome touching, pinching or other physical contact.

If you believe you have been harassed in any way or discriminated against in violation of this policy, or if you witness any harassment or discrimination, report it immediately to your Supervisor or Human Resources. You are not required to complain to Human Resources first, particularly if Human Resources is the subject of your complaint. In that case, you may raise your concern via the Ethics Hotline at 866.843.2155, option 7. Your complaint should include details of the incident or incidents, names of the individual or individuals involved, and names of any witnesses. Supervisors must report any complaints of misconduct to Human Resources.

When the Company receives a complaint of violation of this policy, it will promptly conduct a fair, timely, and thorough investigation, by a qualified individual, that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected. All complaints will be handled as confidentially as possible, with information shared only to the extent necessary to conduct a meaningful investigation. The investigation will be documented and tracked for progress and will be closed in a timely manner. All employees and supervisors have a duty to cooperate in the company's investigation of alleged harassment. Failing to cooperate or providing false information during an investigation shall be grounds for disciplinary action, including termination.

If the Company determines that discrimination or harassment has occurred in violation of this policy, remedial action will be taken in accordance with the circumstances involved, up to and including termination.



Retaliation

We do not tolerate retaliation against any employee who reports a situation he or she feels is wrong, makes a claim of unlawful discrimination or harassment, cooperates in any investigation, or initiates or assists in any action regarding unlawful harassment or discrimination. Anyone with access to such information shall maintain its confidentiality to the greatest extent possible and shall not release the information to anyone who does not have the right or need to know.

Resources

In addition to your supervisor and supervisor's supervisor, here are some of the resources available to you for making suggestions or reporting any issues associated with harassment, discrimination, retaliation, or other concerns you would like to discuss.

RESOURCES			
Topic	Contact	Phone	Email
Accidents	Safety Hotline	866.843.2155—Option 6	
Benefits	Benefits Helpline	866.843.2155—Option 5	Benefits@KBS-Services.com
Ethics	Ethics Hotline	866.843.2155—Option 7	
Human Resources	HR Helpline	866.843.2155—Option 8	
Onboarding	Onboarding Support	866.843.2155 – Option 4	
Pay Card	Cardholder Services	877.237.4321	
Payroll	Paycheck Hotline	866.843.2155 – Option 1	Payroll@KBS-Services.com
Recruiting	KBS Recruiting	866.543.2155 – Option 3	
Safety Issues	Safety Hotline	866.843.2155—Option 6	
TeamCentral	TeamCentral Helpline	866.843.2155—Option 2	
QuickPay	KBS QuickPay Support	855.816.5685	Employee.Support@TryDailyPay.com

The Company encourages all employees to report any incidents of harassment immediately so that complaints can be quickly and fairly resolved. Any incidents of further discrimination, harassment or retaliation should be reported immediately to Human Resources or one of the above resources. Complaints of harassment or discrimination also may be filed with the Equal Employment Opportunity Commission or the equivalent state agency, whose numbers may be found online.



Vision and Values

Kellermeyer Bergensons Services' continued success is founded on a clear vision of our impact on the people and industries we serve. That vision drives our actions every day and is at the core of who we are and how we deliver our complete offering of integrated facility support services.

Our Vision

Our vision is to be the leading provider of commercial contract cleaning and integrated facility support services to retailers, commercial facilities, manufacturing and distribution facilities, entertainment venues and other multi-region, multi-site businesses across North America.

Our Values

We care: We care about our customers and their success by delivering the ultimate in integrated facility support services so they can provide the cleanest and safest experience to their guests.

We do it the right way: Doing it the right way is the starting point in everything we do.

We are innovative: We serve dynamic customers with changing service needs, delivering innovative and timely facility support services and cost-effective, technology driven solutions.

We are trusted and reliable: Anytime. Anywhere. You can always count on KBS.

We are competitive: We will always deliver the best total value to our customers.

Your Employment



The information in this Handbook provides a summary of the standard company policies and practices. In some cases, a practice may only apply to employees who live in a particular state. State-specific requirements are included in the State Addendum, which can be found as a separate document on portal4me. If you have a question, check with your supervisor or Human Resources for more information.

When you begin employment, you will receive an Employee ID number. This is your personal ID number for employment with KBS. Never give your employee ID number to anyone, including your manager. Where there is any apparent conflict between this Handbook and your State Addendum, please escalate that questions to Human Resources, but generally the State Addendum will control.

Employment Screening

In accordance with applicable law, KBS performs employment screening which includes, but is not limited to, I-9, E-Verify, employment verification, eligibility requirements, background checks and may include drug screening. Initial and continued employment is subject to successfully passing employee screening. Please note that it is against policy to send pictures of your ID to anyone, including your manager.

Immigration Compliance

KBS participates in E-Verify and employs only individuals authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. You cannot be hired if you can't provide valid documentation that meets I-9 requirements.

If your work authorization expires, you must provide documentation of your continuing work authorization that meets I-9 requirements. Failure to provide documentation will result in immediate termination.



Age Requirement

KBS You must be at least 18 years old to work for KBS.

At-Will Employment

KBS has the right to make employment decisions that are in the best interest of the company and other employees. For this reason, employment is for an indefinite length of time. KBS is an “at-will” employer, which means that you are free to resign at any time, with or without notice or cause, and that the Company may terminate your employment relationship at any time, with or without notice or cause, for any reason that is not in violation of applicable law. The Company also retains the right to change the terms and conditions of your employment, including your job duties, location, compensation, and benefits at any time with or without notice, and with or without cause, at its sole discretion. This is also known as “at-will employment” or “employment at will”. This policy applies to all employees and can only be changed in writing and must be signed by you and the CEO.

During your onboarding, you will be asked to sign a form confirming that you reviewed and agree to this at-will employee relationship and that you are responsible for reviewing the handbook and following all policies.

Introductory Period

The first 90 days of your employment is called the Introductory Period. This applies to all regular full-time and part-time employees. During this time, employees have the opportunity to evaluate KBS as a workplace and management has its first opportunity to evaluate the employee.

If your performance doesn’t match what the job requires or if you don’t feel the job is the right fit for you, either of us can end the employment relationship without notice at any time during or after your Introductory Period. Also, simply completing the Introductory Period doesn’t change the nature of at-will employment and does not guarantee continued employment.

Learning Your Job

A good new-hire orientation experience involves partnering with your supervisor to understand your job responsibilities and the performance standards expected of you. Learning your job responsibilities and performance standards will start in orientation and continue throughout your employment, as they may change over time.

Even if you’ve had previous experience in our line of work, you will need further training in KBS’s specific methods and procedures. Your training may consist of the following:

- > On-the-job training under a lead person or supervisor;
- > Written materials or job aids;
- > Certification on equipment if required; and
- > Videos or other visual aids as deemed necessary by your supervisor.

Pay close attention during your orientation and subsequent training and be sure to ask questions about things you do not understand.

Job Assignments

From time to time, it may be necessary to revise job assignments, reassign work and add or subtract duties. This is true of any job in the Company.

Your supervisor should be notified of any additions or reductions that the customer has requested for your job assignment. If the customer closes or expands any part of a work area, please inform your supervisor as soon as possible.

Dress and Public Image

Please follow proper hygiene practices to maintain a clean and neat appearance. You should not wear hats, shorts, open toe shoes, leather soled shoes, or other items of clothing which, in the opinion of your supervisor or our customer, are unsafe, inappropriate for a work environment or disruptive to other employees. Employees arriving at work dressed inappropriately may be sent home without pay.

If uniforms and/or identification badges are provided for your use, you must always wear them while on duty. However, never wear them during personal time when your off duty. If uniforms are not provided, you are expected to wear proper clothing for appearance and safety.

It is your responsibility to see that your uniforms are clean and neat every day you report to work. Uniforms will be replaced when necessary due to normal wear and tear or special job hazards.

Upon separation of employment for any reason, you must return all uniform(s).

Office employees follow a business casual dress code. This means that on days when you do not have visitors, it's fine to wear cotton or khaki pants or nice jeans, collared shirts for men (polo shirts are acceptable), and casual - yet nice - tops for women. Shoes should be work-appropriate – meaning not something you would exercise in (e.g., running shoes) or wear to the beach (e.g., flip-flops). First and foremost, always dress for your day. That means that formal business attire is appropriate when there are visitors, (e.g., candidates interviewing for jobs, customers, and vendors). Without listing everything you may or may not wear, we ask that you please remember this guideline: If you're not sure, don't wear it. Remember that employee attire, behavior and personal hygiene should be such that it is neither disruptive nor offensive to other employees. Remote office employees may be required to appear on video calls, either scheduled or unscheduled. It is important to ensure that your attire is appropriate for these occasions.

Performance Evaluations

Performance evaluations provide a way for you and your supervisor to discuss your past work performance and to set goals for the future. These meetings can be scheduled any time there is a need. Evaluations can include reviewing the quality and quantity of your work, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. It is also a time for you to voice your concerns, questions, and opinions. Finally, it is a time for you and your supervisor to have a conversation about your goals and how your supervisor can support you in your work.

At the end of each performance evaluation, you will be asked to sign the evaluation form simply to acknowledge that you have discussed it with your supervisor and that you are aware of what it says. Signing it does not mean that you agree with what is written; it just confirms you have read it.

Wage increases depend on many things, so a positive performance evaluation may or may not mean a change in your pay.

Promotions and Transfers

We try to seek and identify skilled and motivated employees to fill available positions. We try to promote qualified employees from within when reasonable.

If you are interested in an available position, such as a promotion or transfer, first clear it with your supervisor before applying for a position in TeamCentral. Employees in their first 90 days of work or who have not met their supervisor's performance expectations generally are ineligible for promotions or transfers.

Supervisors who are interested in approaching an employee about a promotion or transfer must contact the employee's current supervisor before talking to the employee. This is a matter of common courtesy to your fellow supervisor. If this isn't done, the promotion or transfer may be rejected.

Sometimes a transfer from one position or location to another is required or requested. A transfer may be required to meet the needs of the business. We will try to accommodate transfer requests, but we cannot guarantee them.

Depending on the transfer, there may or may not be an adjustment to your position, title or pay.





Conflict of Interest

Employees are not allowed to engage in activities that are contrary to the best interest of the company or that might impact job performance.

You cannot do any non-company work during work time, using company resources or on company or customer property.

You also may not hire a family member's company to subcontract work for KBS.

You are allowed to do other work, on your own time, if it doesn't compete with company services, but you must let your supervisor know prior to accepting work so the company can decide if a conflict of interest exists.

Outside Activities

While you're on the job you must work on KBS business, and save personal business, errands and projects for your own time. Work time includes the time both you and your co-workers are on the clock.

Non-Disclosure of Information

There is a lot of information at work that can be considered confidential. Protecting confidential business information and trade secrets is vital to the interests and success of KBS.

Depending on your position and the work you do, confidential information may include things like:

- > Financial Records
- > Accounting Records
- > Personnel Records
- > Payroll and time records
- > Employee pay rates (other than your own, which you are entitled to share)
- > Phone lists of employees
- > Site worker shift schedules
- > Usernames and passwords
- > Company strategic plans
- > Marketing strategies
- > Sales materials
- > Pending projects and proposals
- > QBR reports
- > Customer names and information
- > Supplier information or contracts
- > Proprietary computer software

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

You may only use confidential information to perform your job. We follow the “need to know” principle. Never share confidential information with others unless they have a need to know the information in order to do their job and they are a part of KBS. Sharing confidential information is against our policies and may also violate the law.

If you have a username and password for one of our electronic systems, be sure to protect it and never share your login information with anyone.

Even after you leave employment, you still have the responsibility to maintain confidentiality about any information that you received while you worked here. If you have confidential information, you must return it to the company at the end of your employment.



Photos or Videos of Employees and Customers

Think twice before snapping a picture. The bottom-line is don't take any pictures in the workplace as they may violate the privacy of other employees, customers, or employees of our customers. This includes taking photos, videos or audio recordings in work areas, client facilities, etc. An exception to this rule is where an employee is engaging in activities protected by the National Labor Relations Act including, for example, taking pictures of health, safety and/or working condition concerns.

Employment of Relatives or Friends

The Company encourages you to refer your qualified friends and relatives for job openings. While we can make no promises they will be hired, they are encouraged to apply for open positions in the Company. The Company will not hire friends or relatives where actual or potential conflicts may arise which could compromise supervision, safety, confidentiality, security, morale, and the like, at the Company. If two employees marry or otherwise become involved in a way that places them in a conflict or potential conflict position, the Company may, at its option, make reasonable accommodations for one of the employees in another position or location in order to eliminate the potential for conflict, or if deemed necessary, terminate one of the employees.

Employees will not be allowed to report to another employee to whom they are related, married, or otherwise become involved in a way that creates a potential or actual conflict.

In addition, relatives, friends, or significant others cannot occupy a position in the same organizational structure in which an employee can initiate or participate in decisions involving a direct benefit to the relative, friend, or significant other. Such decisions include hiring, retention, transfer, promotion, pay, leave requests, etc.

A relative or significant other is defined as one of the following: spouse or significant other, parent or stepparent, child or stepchild, grandparent, grandchild, brother or brother-in-law, sister or sister-in-law, uncle, aunt, nephew, niece, first cousin, and in-laws (father, mother, son, daughter).

If you become related to another employee by marriage while working here or otherwise have a relationship described above, please notify Human Resources. There may not be a problem, but it's better to report it right away. If a conflict exists, KBS will review the situation and decide what, if anything, needs to be done.



Visitors

It's our goal at KBS to provide a safe environment and protect Company information. For the safety and security of employees, visitors and the customer, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decrease insurance liability, protect confidential information, safeguard employee welfare, and avoid potential distractions and disturbances. Also, children are not allowed in any customer building or location.



Internet Access

Certain employees may have Internet and e-mail access to assist with performing their jobs. The Internet can be a valuable source of information and research related to your position. In addition, e-mail can provide an efficient way to communicate with other employees, our customers, outside vendors and other businesses. However, Internet and e-mail use is restricted to KBS-related business.

If you abuse your right to use the Internet, it will be taken away from you. In addition, you may be subject to disciplinary action, including possible termination, and civil and criminal liability.

KBS is not responsible for material viewed or downloaded by users from the Internet. Internet use must be tempered with common sense and good judgment.

Personal Phone Calls and Texting

While on the clock, you may not make or receive personal phone calls and should avoid sending and replying to text messages. Of course, the exception is an emergency. Emergencies are truly life or death situations, critical illnesses, accidents, etc.

Workspace

Keep your work area neat, clean, and professional. Remember it represents you. In an office, keep decorations to a minimum and in line with a professional environment.

Employment Verification Requests

There are several reasons you may need employment verification, such as renting an apartment, applying for government benefits, buying a car, applying for a loan or credit, or buying or refinancing a home. If you need verification of employment, the institution, agency, or

landlord should contact The Work Number (TWN) at www.theworknumber.com. The verifier will need your Social Security number and the KBS Employer Code, which is 25358.

Requests for employment verification should not be sent to your job site, given to your supervisor, or sent to Human Resources or Payroll.

Terminations

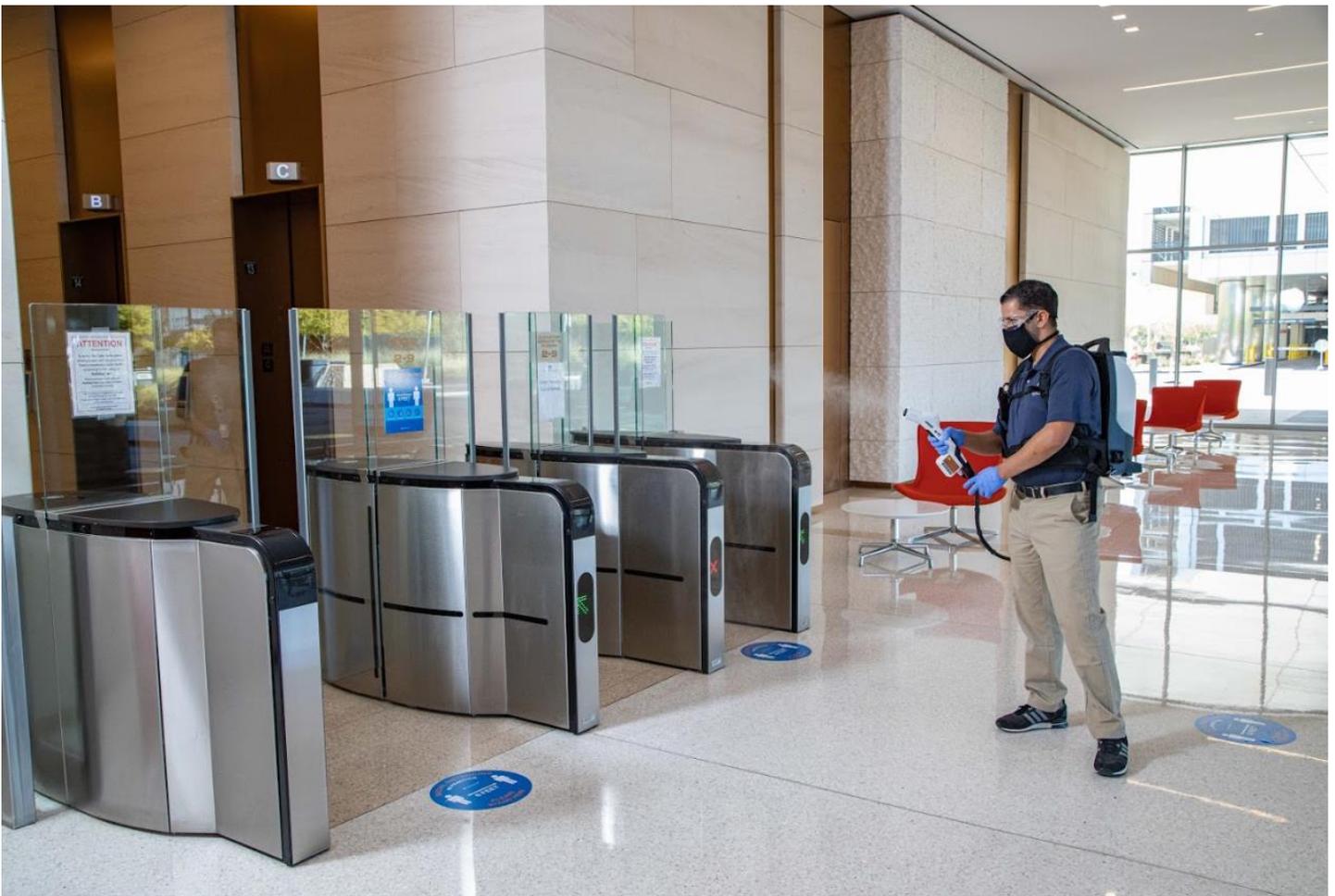
Employment is at-will and may be terminated by either you or the company at any time for any reason. If your employment ends, all company property needs to be returned (e.g., keys, manuals, business records, telephone directories, office supplies, credit cards, cellular phones, laptops). Remember that all information about our business is confidential, even after you leave the company.

All terminations must be submitted by the Supervisor in TeamCentral. Upon termination of employment, final payment of wages will be made according to applicable state law. If your state doesn't specify the final check requirement, your final wages will be paid on the next regular payday. State-specific requirements can be found in the State Addendum, as a separate document located on portal4me.

Re-Hire

If you leave and are re-hired within 90 days, you will be considered a re-hire rather than a new hire. You will keep your seniority and original hire date.

If you leave and are re-hired 91 days or later, you are considered a new hire. You will need to complete the 90-day Introductory Period again, including the waiting period for benefits, except as required by law.



Our Standards



Professional Behavior

We work hard to maintain the highest level of professionalism, and we expect the same from our employees. Showing respect and courtesy is key to your relationship with your co-workers and the customer. Since it's impossible to outline every rule or guideline for behavior, the following is a list of the type of professionalism we expect of all employees every day.

Any employee who does not uphold these, and any other standards of professional behavior, is subject to disciplinary action, up to and including termination.

- > Follow all company policies or procedures
- > Follow any law, statute, rule, or regulation governing the company
- > Do not fight, engage in threats of violence, commit violence, use vulgar or abusive language, engage in rough or boisterous play, make practical jokes, or engage in other disorderly conduct that may disrupt the workplace, endanger others, or damage property
- > Do not use obscene, profane, or abusive language toward any customer, supervisor, manager, or co-worker or behave in a way that would make another person feel threatened, intimidated, coerced or fear for personal safety
- > Follow instructions
- > Arrive on time and be ready to work when you get here
- > Perform assigned duties and comply with the company's health, safety, or other rules
- > Use care with the company's materials, equipment or property and use only when authorized
- > Act as a team member, communicate clearly, perform to standards, conduct yourself professionally and ensure all conduct is consistent with the policies described in the Handbook
- > Do not leave the work area without authorization during working time (you may leave during meal and rest periods)
- > Do not work at another job while on an approved leave of absence without authorization from your supervisor and Human Resources
- > Accurately and truthfully record all hours worked
- > Accurate and truthfully document reasons for being absent from work

Business Ethics and Code of Conduct

The following general rules should guide your conduct whether you are working on our premises or those of our customers. This list is not an exhaustive code of behavior, but it's provided for your information and protection. All workers are expected to follow these examples of professionalism, along with the other policies and rules in this Handbook not mentioned in this section. Failure to follow these examples and an expected code of business conduct, may result in disciplinary action or termination depending on the frequency and/or severity of the offense.

- > We expect absolute honesty from each employee while working for our company
- > No employee shall loan, give, sell, take, or destroy any equipment, supplies or tools – whether belonging to KBS or the customer – including food items, petty cash, etc., which are encountered while performing your work
- > You must turn in to your supervisor any money, jewelry or other items of value found while working
- > You must not open drawers, doors, cabinets, or any containers other than those necessary to complete your work
- > You are not to take, give away, sell, or make available any records of the building occupants where you work – this includes contents of wastebaskets
- > You are not to make use of equipment or supplies in buildings where you work, including copy machines, computers, etc., and are not to touch or turn on equipment which is not to be cleaned or used in carrying out your duties
- > Company vehicles, supplies and equipment are not to be utilized for personal use
- > You are to immediately report any damage or potential damage to buildings, furnishings, or equipment
- > You shall not falsify any records or timecards or “clock in” for another person
- > We will not tolerate the operation of equipment or machinery on which you have not been trained or authorized to use, or the violation of any established safety rules



Anti-Corruption Policy

KBS is committed to conducting business ethically and doing business with integrity. This means avoiding corruption of all kinds, including fraud, kickbacks, bribery, or other unethical acts. Any form of corruption is unacceptable and will result in immediate termination of employment.

Anti-corruption laws and KBS policies prohibit you from giving, promising, offering, or authorizing payment or other items of value to any government official or customer representative in order to obtain or keep business. The prohibition on bribery applies to the giving of anything of value, not just money. This includes providing business opportunities, obtaining favorable contracts, or providing excessive gifts or entertainment.

False invoices, altered documents, knowing acceptance of invalid work documents and other unethical practices are considered fraud and will result in immediate termination.

If you have reason to believe that this policy has been violated or may be violated, please promptly report the information to the Ethics Hotline at 866-843-2155 option 7.

Employee Discipline

Disciplinary rules and procedures exist to create an orderly and fair working environment for you and your co-workers and maintain consistency in the way you and your co-workers are treated in the event of misconduct or policy violations.

The purpose of using disciplinary procedures is primarily to deal with situations where employees fail to comply with work rules. Disciplinary action may also be used in circumstances where you consistently fail to meet the expectations of your job description and/or duties.

The level of disciplinary action or performance correction can include a verbal warning, a written warning, suspension, a final written warning, or termination. The action taken is based on several factors, including the severity of the misconduct and the frequency of the problem.



Work Rules

In addition to expectations described elsewhere in the Handbook, the following conduct is prohibited.

- > Missing more than one (1) scheduled working day without notifying management
- > Four (4) cases of unexcused tardiness during a thirty (30) day period
- > Two (2) unexcused absences during a thirty (30) day period
- > Any combination of four (4) cases of unexcused tardiness or absences within a thirty (30) day period
- > Leaving the job site early before the end of the shift without permission from a KBS supervisor or manager
- > Leaving the job site during your shift without clocking out or notifying a KBS supervisor or manager and the customer
- > Taking unauthorized breaks
- > Conducting personal business during work hours, including receiving and making phone calls and/or texts, unless on an authorized break
- > Any tardiness or absence in combination with another violation
- > Falsifying any record of the company, including but not limited to employee applications, company payroll records, time records or other personnel records; the omission of information may also be considered falsification
- > Knowingly signing in or out for another employee or using any time-keeping system on behalf of another employee
- > Not clocking in at the beginning of the shift or clocking out at the end of the shift
- > Not clocking out at the beginning of a meal period and clocking back in at the end of the meal period
- > Stealing the company's, customer's or other employee's property or removing anything from the customer's location without prior approval from security and KBS management, including items that are in the trash, supplies, paper products or using or taking items noted as "sample"
- > Moving merchandise from one area of the location to another – when in doubt, don't touch it
- > Violation of policies in this Handbook
- > Insubordination or disregard for authority to our customers' employees or patrons, or our own management and employees
- > Refusing to perform work or disregarding the instructions of KBS management
- > Any type of threat of imminent harm directed at our own management or employees or our customers' employees or patrons
- > Using inappropriate language, gestures or conduct towards a customer or company supervisor, manager, employee, or patron at any time
- > Failure to work in harmony with other employees and workers on the premises

Work Rules (continued)

- > Provoking or engaging in fighting, malicious mischief, horseplay, or other conduct endangering the safety of a customer, another company employee, or patron
- > Attempting to or actually destroying or doing malicious damage to the company's, customer's or co-worker's property
- > Possessing or being under the influence of narcotics, alcohol or other intoxicants on the company's or customer's premises at any time
- > Smoking while on duty and not on an authorized break, or smoking in an unauthorized area
- > Keeping, maintaining, or possessing weapons or explosives on the company's or customer's property
- > Sleeping at the jobsite at any time during work hours, unless on an authorized break
- > Falsifying, withholding, or refusing to cooperate in any investigation or give testimony relative to any accident, theft or other matter being investigated
- > Producing work of a substandard quality including, but not limited to, failing to complete work assigned within designated work shift
- > Eating or drinking in the customer's location on an unauthorized break or in an unauthorized area
- > Conviction of or pleading guilty to or admission of a criminal offense involving dishonesty, violence, illegal drugs, or other serious violations of the law

This list is not intended to be all-inclusive. Violations of these work rules may result in disciplinary action, up to and including termination.

If you have any questions regarding any policies or rules of the company, your supervisor will be glad to assist you. If additional assistance is needed, please call the Human Resources Department.

Cellular Phone Usage

It is policy that personal cellular phone use is not allowed while working. Personal calls, texts, etc., may be made during rest or meal breaks.



Social Media

As an employee, you may not participate in any social networking sites, such as Facebook, Twitter, Google+, Instagram, SnapChat, etc., during working hours or by using the company's equipment or network. Working hours do not include unpaid meal breaks or rest breaks.

If part of your job is to post on social media on behalf of KBS and using KBS social networking page(s), this doesn't apply to you while you are completing this assignment.

If you participate in social networking outside working hours, please note that:

- > Employees may not disclose any confidential personal information about our employees, clients, or vendors or make any statement or posting that violates the privacy or publicity rights of any other person.
- > Employees may not post any material that is in violation with the Company's policies against discrimination and harassment.
- > Although you are a company employee, you don't represent the company when you use social media outside of working hours using your own personal phone, tablet or computer. If you post your opinion about your job or worksite, you must be clear that your comments are your own and are not on behalf of the Company.

Any violations of the social media policy may result in disciplinary action, up to and including termination.



Electronic Communications System

As part of your job, you may have access to a computer, e-mail, instant messages, text messages, telephones, cellular phones, voicemail, fax machines, external electronic bulletin boards, online services, and the Internet, as well as information stored on any of these. This is known collectively as the “Electronic Communications System.”

The Electronic Communications System is the property of the Company and should be used for business purposes only. You have no reasonable expectation of privacy in the Electronic Communications System and the Company reserves the right to access any part of the Electronic Communications System, including any files, voicemail, e-mail messages, or text messages stored on or deleted from the Electronic Communications System. Employees are strictly prohibited from accessing another employee’s voicemail, e-mail messages or text messages without the other employee’s express permission.

This applies whether you use the Electronic Communication System:

- > On Company premises;
- > By accessing it using company devices or company-paid methods (like internet access or phone lines); or
- > In a way that identifies you with the Company

The Electronic Communications System may not be used for transmitting, retrieving, viewing, printing, or storing any communications in violation of the Company’s policies against harassment or discrimination or workplace violence, or for “chain letters,” or for any other purpose that is illegal or against policy, except as protected by law.

Anyone obtaining electronic access to another company’s or individuals’ materials must respect all copyrights. To avoid viruses and potential copyright violations, no one may download any new software without the prior authorization of IT. This also extends to free games or applications.

In addition, you should never use a customer’s electronic devices, including phones, computers, TVs, etc.





E-mail

All electronic communications and stored information transmitted, received or archived in KBS' information system is the property of KBS. KBS reserves the right to access and disclose all messages sent by e-mail. Following are guidelines in using the system:

- > E-mails to customers should follow the same formality as a business letter. It should be treated as a formal document following proper business standards. Spelling, grammar, and punctuation should be checked.
- > Follow the chain of command. Do not copy or jump management levels unless absolutely appropriate.
- > Use common sense about what you say or send because you cannot control who will ultimately read it. A good rule of thumb is "never write anything in an e-mail that you would not want to become public knowledge."
- > Review your message before you send it. Remember that someone may read your email and interpret something different than what the recipient would during a face-to-face conversation with your individual tone of voice, body language and facial expressions.
- > Think before adding multiple recipients to receive your email. How many people really need to receive the message? Often, people feel obligated to respond or express their opinions. The e-mail then becomes a "chat" session, wasting valuable time.
- > Practice good housekeeping rules. Storage space on the computer is critical:
- > Create folders to save important sent and received messages. However, review all folders on a regular basis to delete outdated material. Delete any unimportant messages.
- > Do not save multiple copies of threads. Only save the last e-mail in a thread, which will contain the other original message(s).
- > Do not reply with attachments or use "reply to all" unless necessary.
- > Use professional courtesy and business etiquette:
- > Always use a short, informative subject line. This gives the receiver some indication of the importance of the message.
- > Be careful when using sarcasm and humor. Without personal interaction, your joke could be viewed as criticism.
- > Do not type in all caps and keep paragraphs short and concise. Sign your messages.
- > Avoid using personal slogans at the end of your emails.
- > Generally, focus on one subject per message.



Voicemail

All voicemail recordings sent, received or archived in KBS' phone system are the property of KBS. KBS reserves the right to access and disclose all messages. Following are guidelines in using the system:

- > Voicemail messages should be professional. Be sure to leave your name, phone number, the brief subject of your call, and the time and date.
- > Use professional language. Never leave a message that is in violation of the Company's policies against discrimination or workplace violence.
- > Never leave a voicemail you wouldn't want other people to hear. Don't expect privacy when leaving voicemails on KBS' phone system.
- > Be respectful of people's time. Don't leave long or rambling messages.

Company Communications

Successful business relationships, office environments and worksites depend on open communication. To keep information flowing, KBS is dependent upon you to share your ideas, suggestions, personal goals, and challenges if they affect your work. KBS also asks that employees stay up to date with changes in procedures, policies, and general information, along with the daily exchange of information. Make certain to utilize all KBS methods of communication, including this Employee Handbook, discussions with your manager, memoranda, staff meetings, training sessions, etc.

Occasionally, you may receive mailings from KBS. There is no regular schedule for distribution of this information, but we ask you to read any information we send in a timely manner.

Employee Suggestions and Questions

KBS encourages you to offer suggestions that may improve the performance and quality of your work while achieving the company's desired results. You may make suggestions to your supervisor verbally or in writing.

If you have any questions, your supervisor is the best place to start. Specific questions about payroll, benefits or human resource issues can be directed to the various helplines listed under "Resources" in this Handbook.

Company Property

KBS will provide the necessary equipment and supplies for your job assignment. Do not bring supplies or equipment from home. Do not use any of the customer's supplies or equipment unless the customer and your supervisor have authorized it.

We expect you to care for all property, equipment and supplies in a responsible way. Put all tools, supplies and equipment away when you are finished with your assignment. Equipment should be kept clean. If you need something or have any questions, please ask your supervisor.

Upon termination for any reason, all keys, uniforms, and other company property must be returned to your supervisor.

You are responsible to pay for any Company or customer property that is lost or damaged due to your misconduct or gross negligence. Also, you may be required to reimburse the Company for the value of any property issued and not returned, including through payroll deductions where permitted by law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

Gifts

Management must give advance approval before an employee may accept or solicit a gift of any kind from a customer, supplier, or vendor representative.

Employees are not permitted to give gifts to customers or suppliers, except for certain promotional "premiums" (T-shirts, coffee mugs, pens, key chains, etc.) imprinted with the KBS logo.

Business meals and entertainment with our customers and/or vendors are not considered gifts and are managed through the expense reimbursement process.

Employment References

When we receive a request for an employment reference, it is KBS' policy to provide only your name, job title and dates of service. All requests for references must be directed to Human Resources only. Other information will only be provided if we have a signed release from you.

Letters of Recommendation

We do not provide letters of recommendation.

Outside Contacts and Media Inquiries

Please refer any inquiries from representatives of the news media or other outside contacts to:

James Krouse

Vice President, Marketing

216.650.4942

James.krouse@kbs-services.com

You are not authorized to speak to the media on behalf of KBS. In addition, you may not present public representation about KBS without prior approval from the CEO.

Parking

Our customer may designate an area for you to park while you are at work. While you are at work, you may not park in the area our customer designates for their own customers.

No Solicitation or Distribution

To limit disruption of business operations, follow these rules regarding solicitations and literature distribution on company property or other worksites:

- > Employees may not solicit other employees for membership, contributions, funds, or other purposes during the employee's working time, or at any other time if the solicitation interferes with other employees who are scheduled to work.
- > Employees may not distribute literature (other than company information) at any time for any purpose in working areas.

Persons who are not employed by the company may not solicit or distribute literature on company property at any time for any purpose.

Personnel Records

KBS maintains a personnel file for each employee. Personnel files include things like your employment application, documents you signed during onboarding, training records, performance reviews, pay adjustments and other employment records.

Personnel files are the property of KBS and are maintained by the Human Resources Department. You have a right to request a copy of your personnel file by contacting Human Resources at 866-843-2155.

Be sure to update your information in TeamCentral in the Personal Information section when you have changes to:



Personal
Information

- > Home Address
- > Phone Number
- > Personal Email
- > Marital Status
- > Beneficiaries
- > Dependents

Update your tax withholdings in TeamCentral in the Pay section when you want to make changes to:



Pay

- > Federal Tax Elections
- > State Tax Elections
- > Local Tax Elections

While KBS takes reasonable efforts to protect the privacy of employee's information, there are times that we are required to produce personal identifiable information to third parties, subject to direction from legal authority.

There are various requirements for retaining employment documents, depending on the type of document. KBS will retain employment documents in compliance with federal, state, and local law.



Employment Classifications

At KBS there are several employment classifications, which are based on the number of hours worked. These classifications, which are defined below, impact your pay and whether you are eligible for benefits.

Regular Full-Time	Part-Time	Temporary or Seasonal Assignment
<p>Are scheduled to work 30 or more hours per week.</p> <p>Generally eligible for benefits.</p>	<p>Are regularly scheduled to work fewer than 30 hours per week.</p> <p>Generally, not eligible for benefits, except as required by law.</p>	<p>Assigned for a short, set time, during one or more seasons, or for a special project. May be full- or part-time during the time worked.</p> <p>Only eligible for benefits as required by law.</p>

In addition, there are some employment classifications defined by federal and state law. These classes are in general used to decide if minimum wage and overtime laws apply to your job.

Exempt (Salaried)

Exempt employees are paid a salary and have managerial or high-level administrative and professional jobs. Minimum wage and overtime laws don't apply to exempt employees.

Non-Exempt (Hourly)

Non-exempt employees are covered by the federal and state minimum wage and overtime laws. Employees working in non-exempt jobs are entitled to be paid at least the applicable minimum wage per hour, a premium (1½ times their hourly rate) for overtime and are required to take rest and meal breaks. These laws may vary by state. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

Workday and Work Week

Our workday goes from 12 midnight to 12 midnight. Our work week begins at midnight on Sunday and ends at midnight on Saturday. Workdays and work weeks are used to decide if overtime laws apply to your time worked.

Periods and Paydays

Unless state law requires differently, you will be paid on either a weekly or bi-weekly basis. Bi-weekly pay periods run from Sunday of the first week to Saturday of the second week of the pay period. Bi-weekly paydays are every other Friday.

Methods of Payment

KBS offers employees direct deposit or pay cards to facilitate faster and more dependable access to their pay. Direct deposit or pay card funds are deposited electronically and are available on the identified payday anywhere in the United States.

Direct Deposit

- > With direct deposit your pay is deposited into your checking or savings account at any bank or credit union of your choosing.
- > Direct deposit accounts can be added or updated in TeamCentral.

Pay Card

- > Pay cards are provided at no cost to employees. Any employee is eligible to receive a pay card. It is an easy way to access your money on payday while avoiding the inconvenience of a paper check.
- > The pay card is a debit card with a pin number. Never give your card or pin to anyone. If your pay card becomes lost or stolen, call Cardholder Services at 877-237-4321.
- > On payday your net pay will automatically be deposited to your pay card.
- > Beginning with the first pay period you will be able to deposit the balance on your pay card into your bank account or use your pay card at an ATM, to buy merchandise, or receive cash back on any purchase. Some charges may apply, so review the information that will be provided when you receive your pay card.
- > Never give your pay card to anyone else, even when you leave the company. If you no longer wish to use the pay card after receiving your final pay, be sure to destroy it. No one should ask you to turn in your pay card, not even your supervisor.

Paper Paycheck

- > In states that require a paper paycheck or that offer employees the option to select paper paychecks, checks will be mailed to the employee's home by regular U.S. Mail if requested.
- > Checks typically take 7-10 business days, however it may take longer due to mail services.
- > If the check is lost or stolen notify your supervisor who will submit a request to Payroll.

Banking Information and Pay Preference Changes

If you need to change your banking information or pay preferences, you must go to TeamCentral and update it in the Pay application. If you don't have access to a smartphone, tablet, or computer, please call the Paycheck Helpline at 866-843-2155 Option 1 to make the change.



Withholdings

You must contribute to the Federal Social Security Program and Medicare Program. You also must have federal and state income tax withholding, unless you are exempt from withholding.

KBS requires all employees to complete an IRS-approved Form W-4 and a similar state form, if required, and to provide their Social Security number.

You can view and update your withholdings by going to Team Central, accessing the Pay application, and selecting Withholding Elections.



Mandatory Meetings and Trainings

You will be paid to attend any meeting or training outside of regularly scheduled work hours that is required by your supervisor. If attendance is not mandatory, no pay is provided.

See your supervisor with any questions about attending a meeting or training.

Garnishments

KBS must comply with any court order to garnish wages. This may be for child support, tax levies or another court-ordered garnishment. A garnishment reduces your take-home pay. KBS will also comply with all notice requirements.

Travel Pay

KBS pays pre-approved travel pay in accordance with any federal and state requirements. Travel pay does not apply to time spent commuting to and from work.



Travel & Expense Reimbursement

Business travel and expenses are reimbursed by the company. KBS utilizes the Concur Travel and Expense system accessible at: <https://expense.kbs-services.com>. Your login ID is your email address, and your password is your system password.

The complete Travel & Expense Reimbursement Policy can be found as a separate document on portal4me. All employees who incur business related expenses are responsible for reading the complete policy carefully to ensure that all expenses incurred will be within the policy guidelines. This policy is designed to incorporate best business practices for travel, while expecting the employee to consider spending the company's money in a responsible manner.

Expenses must be pre-approved by your supervisor who will also approve your expense report. KBS reserves the right to reject reimbursement for any non-necessary expenditures that do not comply with the KBS Travel & Expense Reimbursement Policy or any other KBS policies.

Employees are expected to submit Travel and Entertainment (T&E) expenses as well as original receipts monthly or reimbursement may be delayed. An employee who neglects this important policy may be subject to disciplinary action up to and including termination.

Fraudulent or non-compliant expense reports are prohibited. Managers are prohibited from approving fraudulent or non-compliant expense reports.

If you have any travel related questions, please contact the travel group at admin@kbs-services.com. For business expense related questions, please refer to the complete Travel & Expense Reimbursement Policy which can be found as a separate document on portal4me, or contact the expense reporting team at expense.reports@kbs-services.com.



Auto Allowances

The company generally does not supply automobiles to its employees. Employees who are required to travel frequently with their personal car may be given an Auto Allowance. The Auto Allowance will be paid monthly as part of the normal payroll process. The Auto Allowance covers all operating expenses (insurance, gasoline, routine maintenance, normal wear and tear). Repeated excessive mileage reimbursements will be reviewed by leadership and the Auto Allowance may be adjusted. Employees must provide proof of insurance before receiving an Auto Allowance and at each insurance policy period to be eligible to continue to receive the allowance.

Auto Allowances must be approved by your supervisor and Human Resources in advance of the allowance start date and will not be paid retroactively. Auto Allowances will not be prorated for a partial month, except for new hires and promotions into a qualifying position.

For detailed information regarding this, as well as other transportation reimbursement please review the complete Travel & Expense Reimbursement Policy which can be found as a separate document on portal4me.



Mobile Phone Allowance

As a matter of policy, KBS does not supply employees with mobile phones. Employees who use their personal phones for company business on a regular basis will be given a monthly phone allowance if required by state law.

Eligibility for a phone allowance is determined by position and the necessity of a mobile phone to fulfill the duties of that position. Phone allowances will not be prorated for a partial month.

Phone allowance requests must be made in advance of the allowance start date and will not be paid retroactively. Phone allowances must be approved by your supervisor and Human Resources.

Phone allowances are paid through payroll on the first paycheck of each month for the current month and are taxed as deemed by the IRS. No documentation is required for payment. Employees should let Human Resources know if at any time the reimbursement does not compensate the employee for the employee's work-related phone usage.

Errors in Pay

Consult your supervisor with any questions regarding rate of pay, deductions or hours worked. If you do not receive a satisfactory response contact the Paycheck Helpline at 866-843-2155 Option 1. You have a duty to report any disputes as soon as possible, but no later than five (5) days after the occurrence.

Pay adjustments for missed punches will be processed as soon as administratively possible, either in the form of an off-cycle payment or as an addition to the regularly scheduled paycheck.

Advances and QuickPay

KBS QuickPay is a voluntarily benefit offered to both part-time and full-time KBS employees who are paid hourly via direct deposit only. QuickPay provides a way for employees to access a portion of their pay prior to the upcoming scheduled payday. The money available is based on approved shifts and is an estimate of earnings. This benefit is available online.

QuickPay is offered through a company called DailyPay, which handles the day-to-day administration. Questions about QuickPay should be directed to its dedicated customer service team:

<p style="text-align: center;"><u>QuickPay</u> www.kbsquickpay.com 855.816.5685 employee.support@trydaily.com Hours of Operation: M-F, 9 a.m.—6 p.m. EST</p>

If for any reason, including termination of employment, you receive an advance through QuickPay for wages that you have not earned, you will be expected to reimburse any advanced but unearned compensation. If you do not repay unearned compensation, DailyPay will pursue collection of the money from you to the fullest extent allowed by law.

Pay Increases

All raises, promotions and advancements are based on productivity, results, and individual merit, and are at the Company's discretion. While length of service can be a consideration, no increases will be based on tenure or seniority.

Having a positive performance review does not guarantee a pay increase.



Company Loans

KBS does not loan money to employees or cash checks. Any employee who loans money to or cashes checks for another employee acts independently and not as an agent for the company. KBS is not responsible for any losses associated with such actions.

Final Pay

Upon termination of employment, final payment of wages will be made on the next regular payday, unless state law requires otherwise. In such case KBS will follow the applicable state law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

Your Time



It is important that we have an accurate and complete record of your time at work so that you can be paid correctly.

All hourly employees must record their actual work time every day, and request personal time off, such as vacation or sick days, when needed. All exempt employees will be paid the same salary every pay period, with certain exceptions, but still need to request personal time off, such as vacation or sick days, as outlined in the time-off section of this handbook.

Hours of Work and Work Schedules

Your supervisor will give you your schedule of daily work hours. You will be notified promptly whenever a change is necessary. Should you have any questions concerning your work schedule, please ask your supervisor.

For office employees, the normal work week consists of five (5) days, eight (8) hours long, Monday through Friday.

Attendance and Punctuality

It is very important that you arrive to work on time as scheduled and be prepared to immediately start work. Your co-workers and supervisor depend on your punctuality. You are expected to remain at work for the entire work schedule, except during uninterrupted, off-duty meal breaks and rest periods.

If, for any reason, you are unable to come to work, you must contact your supervisor at least 24 hours before your shift starts, except in cases of emergency. Failure to work as scheduled without sufficient prior notice of tardiness or absence, or without authorization, is unacceptable and may either individually or cumulatively result in termination of employment.

No-call/no-show refers to being absent with no communication to your supervisor. The first instance of a no-call/no-show will result in a final written warning. The second separate offense may result in termination of employment with no additional disciplinary steps. If you are absent for two (2) consecutive days without notification to management, you will be considered to have voluntarily resigned. If there are reasons why you couldn't communicate with your supervisor, consideration may be given to that, and please let your supervisor know.

If you are coming to work but are going to be late, call your supervisor as soon as possible. If you are late by more than 15 minutes without contacting your supervisor, it will be considered unexcused and will count as an absence. Tardiness may be considered excused when the employee notifies the manager at least two hours before the scheduled start time, and the reason for the tardiness is reasonable and acceptable to the manager. Tardiness may be unexcused when the employee fails to call at least two hours before the start time and the reason for being late is not acceptable to the supervisor.

Attendance and Punctuality (continued)

Absences that are protected by state sick leave requirements will not be counted against your attendance record, as required by state law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on [portal4me](#).

Absences due to illnesses or injuries that qualify under the Family and Medical Leave Act (FMLA) or other protected leaves will not be counted against an employee's attendance record. Medical documentation within the guidelines of the FMLA will be required.

Time Records (Non-Exempt Employees)

At KBS, we care deeply about the quality of service we provide for our customers. And we're dependent upon you to help us achieve and maintain excellence. Everything you do from reporting to work on time to dressing according to the company's policy enhances our success. When you follow your assigned work schedule and come to work ready and enthusiastic, you help ensure the job is done in a timely manner. As you follow your work shift from your supervisor, it is essential that you respect scheduled meal and break times.

We also care deeply about you as our valued employee. We want to ensure that you are paid on time and correctly. But to accomplish this we need you to keep an accurate and complete record of your time worked. It is also necessary for you to take a meal break when you work six (6) or more hours in a shift (or as otherwise required by state law – state-specific requirements can be found in the State Addendum, which can be found as a separate document on [portal4me](#), so that you can relax and recharge. Your supervisor will let you know the start and end times of your shift and may also schedule your meal break.

All hourly, non-exempt employees are required to record actual hours worked, using KBS' IVR system. You should arrive ready to work, and once you clock in you must begin work immediately. When you're on the clock, we expect you to be doing KBS work. You must clock in at the beginning and clock out at the end of each KBS' scheduled shift, with no exceptions. You must also clock out at the beginning and clock in at the end of your meal breaks, again with no exceptions. You may not leave the workplace while you are clocked. ***Clocking in and out accurately is as much a part of your job as the work you do.***

To clock in, you will need your store location number and your employee ID number. If you forget your employee ID number, please contact Payroll at payroll@kbs-services.com or call the Paycheck Helpline at 866-843-2155 Option 1.

It is to your advantage to record your time accurately because you are paid for the number of minutes you work. You are never allowed to work "off the clock" without pay – all time worked must be recorded. If you feel you need to work overtime to get your job done, you need to check with your supervisor in advance to see if overtime is approved. Never work overtime without approval or clock out and continue working – neither is allowed.

If you forget to clock in or out, or if you believe your time records are inaccurate, notify your supervisor immediately, so the time can be recorded accurately for payroll purposes.

Missed Punches

When you miss a punch, for any reason, it creates extra work for others and results in incorrect pay for you. Missed punches are not acceptable. Repeatedly forgetting to clock in and out may result in the following disciplinary actions, up to and including termination:

- > After 2 missed punches you may receive a notification that missing punches are not acceptable, based on how frequently you are paid:
 - > Weekly pay period—2 missed punches within 2 pay periods
 - > Bi-Weekly—2 missed punches within 1 pay period
- > After 3 missed punches, either in the same pay period or a subsequent pay period, you may receive a final written warning.
- > After the next violation you may be terminated.

If you feel that a missed punch is not your fault and it should not be counted on your record, contact your supervisor who will help you resolve the issue. If research reveals that there was a verifiable technical issue, the missed punch will not be counted against you. Also, if you have any questions or concerns regarding your time punches or pay, you may contact the company's [Paycheck Helpline at 866-843-2155 Option 1 for assistance](#).

It is our honor to serve our customers, and it is our duty to serve them well. We appreciate all the good work you do. Arriving ready to work, working your scheduled shift, and accurately recording your time worked are three of the most important things you can do to help us provide excellent customer service.

Time Fraud

You may not clock in or out for anyone but yourself. Clocking in or out for someone else violates KBS' policy, is considered time fraud and will result in termination.

Falsifying your own time is also considered time fraud and will result in termination.

When clocking in or out, you must access KBS' IVR system from a phone at the location. Unless told otherwise by your supervisor, you may not clock in using any mobile device, including cell phones.

Use of any applications or software that disguises your phone number and is used to clock in or out is prohibited and will result in immediate termination.

Overtime

Overtime is paid to non-exempt employees for hours worked over 40 in a work week. KBS pays overtime in accordance with each state law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on [portal4me](#).

All hourly employees will receive regular pay for all approved and scheduled work hours. All employees must have overtime preapproved by management before working any overtime hours. Employees who work overtime without preapproval from their manager will be paid for all hours worked but will be subject to disciplinary action for not seeking the appropriate preapproval.

If you have any questions regarding your overtime pay, please contact the Paycheck Helpline at 866-843-2155 Option 1.

Meal and Rest Breaks

We require hourly, non-exempt employees to take regular meal breaks. These breaks give you a chance to rest, eat and recharge before continuing your shift. Your supervisor may schedule your meal break to make sure work is covered. If he or she doesn't, then you must take your meal break by following the rules below. Note that meal breaks are required, and eating is not allowed in work areas.

Please be sure to record your meal breaks in the time system. If you don't clock out for your meal and back in following your meal, your meal periods will be automatically deducted or manually adjusted based on the requirements of the state in which you live.

Meal breaks are uninterrupted and "duty free," which means you are relieved of all work duties and can spend your break time in any way you choose. If your meal break is interrupted by work, the auto deduct can be adjusted by:

- > Talking to your Supervisor,
- > Calling the Paycheck Helpline at 866-843-2155 Option 1, or
- > E-mailing payroll@kbs-services.com

If the meal break law in your state is different than below, you will take your meal break in accordance with state law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on [portal4me](#).

If there is no meal break law in your state, or the meal break law in your state is less than 30 minutes, you must take your meal break according to company policy, which is:

- > Meal breaks are required
- > Meal breaks are unpaid
- > Meal breaks are 30 minutes long
- > You must take a meal break if you work a shift of over 6 hours
- > Your meal break must start before the end of the 5th hour of work
 - > For example, if your shift begins at 8am, your meal break must begin before 1pm
 - > 8am—9am is the 1st hour of work
 - > 9am—10am is the 2nd hour of work
 - > 10am—11am is the 3rd hour of work
 - > 11am—12 pm is the 4th hour of work
 - > 12pm—1 pm is the 5th hour of work
- > You must take a second meal break if you work a shift of more than 10 hours
- > Your 2nd meal break must start before the end of the 9th hour of work

Exempt employees are entitled to take meal and rest periods at their own discretion, in at least the amounts outlined above, and are not required to record their meal periods.

Lactation Accommodation

Many states require breaks for nursing mothers. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me. We provide a reasonable amount of break time for female employees who want to express breast milk for their babies. If possible, try to coordinate the lactation break time with your normal rest break. If you need a lactation accommodation, please contact Human Resources at 866-843-2155 to discuss.

Your Benefits



Group Health Insurance Plans

If you are eligible, you will receive information about the group healthcare insurance plans. This information will help you determine:

- > When you are eligible
- > How to enroll
- > What your premium rate will be

Pay close attention to any benefit information you receive. Read through it carefully, take the time to select the best option to meet your needs, and submit by the stated deadline.

Eligibility and Enrollment

All full-time employees (30 or more hours per week, 20 or more hours per week in Hawaii) are eligible to enroll in health, dental and vision insurance, effective the 1st of the month following 60 days of employment. Vision and dental insurance are included or can be enrolled in separately. The cost of these benefits is contributed through pre-tax payroll deductions.

Eligible employees will be sent enrollment information to their home address that includes instructions on how to register and log in to the enrollment portal. The enrollment portal will include information on all health coverage options and costs. Any questions should be directed to the Benefits Department at 866-843-2155 Option 5.

The company has an annual Open Enrollment period when eligible employees **MUST** enroll or make changes to their healthcare selections. Changes made during Open Enrollment are in effect for the next year. Changes at any other time can only be made if you have a Qualifying Life Event.

If you have what the IRS calls a “Qualifying Life Event” during the year, you may enroll yourself and your dependents in this plan. Qualifying Life Events include things like losing other medical coverage, getting married, adopting or having a child, etc. If you have a Qualifying Life Event and are eligible for healthcare insurance, you have 30 days from the date of the event to enroll. Otherwise, you will have to wait until the next Open Enrollment period.

Flexible Spending Account

If eligible, you may sign up for a Flexible Spending Account (FSA) for both healthcare and/or dependent care costs. An FSA election allows you to set aside pre-tax dollars to spend on healthcare or dependent care costs.

COBRA Healthcare Plan

COBRA is a program that lets you continue your insurance coverage if you are terminated from employment or lose your current coverage because of a Qualifying Event. COBRA allows you and your covered dependents to continue your current coverage elections at the time you leave the company. You will be responsible for the group premium cost of the coverage you elect plus a 2% administration fee. If you elect to continue your coverage you will be able to make changes at the time you have a Qualifying Event or during the Open Enrollment period. Your coverage may continue for up to 18 months (29 months if you provide medical verification of a disability at the time you begin coverage) provided you pay your premiums on a timely basis.

Qualifying Events are defined by the IRS. They include marital separation, divorce, death, birth, adoption, etc. You must notify Human Resources within 30 days of any Qualifying Event that might make you or your dependents eligible for COBRA.

COBRA information is automatically sent to you within 14 days from the time the COBRA administrator is notified of your termination of employment or qualifying event. The coverage will be effective on the date you became eligible. You have 60 days from the date of the notice to elect COBRA. You'll be billed for the coverage after you have elected COBRA.

Workers' Compensation

We carry Workers' Compensation insurance coverage, as required by law, to protect all employees who are injured on the job. This insurance provides medical, surgical and hospital treatment as well as payment for the loss of earnings that result from work-related injuries. We completely cover the cost of this insurance.

If you are injured in any way while working, you must report the injury to Human Resources immediately by calling the Safety Hotline at 866-843-2155 Option 6.

Workers' Compensation coverage will not apply when your illness or injury is unrelated to working for KBS or when an injury arises out of voluntary participation in an off-duty recreational, social or athletic activity not constituting a part of your work-related duties.

Workers' Compensation leaves of absence from KBS will run concurrently with Federal Family and Medical Leave Act (FMLA) (and state law equivalent) leaves of absence for employees with FMLA-qualifying conditions.

Short and Long-Term Disability—Exempt Employees

Eligible employees must be employed full-time for at least one year to receive short-term and long-term disability benefits. Please contact the Benefits department for more information on eligibility and details on these plans.

State Disability Insurance

Some states provide payment if you become disabled due to a non-work-related injury or illness. State-specific information can be found in the State Addendum, which can be found as a separate document on portal4me.

Contact Benefits, the state agency or personal physician for more information.

Unemployment Insurance

Unemployment benefits are paid by each state to eligible workers who become unemployed through no fault of their own. To receive unemployment benefits, you should apply to the state in which you worked. In some cases, if you quit or were fired for gross misconduct you may not be eligible for unemployment. That determination is made by the state agency, not by KBS.

Life Insurance

When you elect certain medical plans, you will receive a \$25,000 Term Life policy and Accidental Death and Dismemberment coverage at no additional cost to you. In addition, you have the option to purchase supplemental life and/or AD&D insurance for yourself as well as your spouse. Optional voluntary child life insurance is also available for purchase.

Voluntary Benefits

KBS offers several voluntary benefit options including Basic life/AD&D, Critical Illness, Accident Insurance, Hospital Indemnity and Pet Discount plans.

Employee Assistance Program (EAP)

KBS automatically provides you and your family, including parents and parents-in-law, with an employee assistance plan at no cost to you. The EAP is available throughout the year to assist with your everyday needs. Get help with work-life issues, referrals for clinical, legal, and financial services, and more. Please contact the Benefits Department at 866-843-2155 Option 5 for further assistance.

Retirement Savings—401(k)

KBS' 401(k) retirement plan is a benefits savings program that allows you to make pre-tax contributions through payroll deductions. Contributing to the 401(k) plan lowers your taxable income and gives you the opportunity to save for your retirement. You choose how much to contribute and may direct your contributions to a variety of investment options under the plan.

Eligibility

- Full-time employees - Eligible to participate the first of the month after 60 days of employment.
- Part-time employees – Eligible to participate after completion of one (1) year of service and 1,000 or more hours worked in that year.
- NOTE: Employees eligible to participate in the non-qualified deferred compensation plan are not eligible to participate in the 401(k) plan.

Company Match

- The company will make a matching contribution of 25% of your contribution up to 6% of your eligible compensation.

Once you become eligible, you simply log into TeamCentral, click on the Benefits link, click on the Principal link, and click on Get Started to complete online enrollment. Once enrolled, your contributions, as well as any company match, will be sent to your retirement account after each pay period.

You may rollover a previous 401(k) account into the KBS plan any time after you are hired; there is no waiting period for a rollover.



Retirement Savings—Non-Qualified Deferred Compensation

KBS' Non-Qualified Deferred Compensation (NQDC) plan is available to employees in roles Director or above who meet the total compensation requirements to participate in the program. This program provides participants the opportunity to save tax-deferred compensation through payroll deductions.

Eligible employees will receive an enrollment notice via email which will provide instructions on how to enroll online. Enrollment occurs on an annual basis.

Holidays—Full-time office employees only

To be eligible for holiday pay, you must be a full-time office employee who has completed at least 90 days of employment with the Company.

Exempt employees are paid their regular salary for the holiday.

For non-exempt employees, holidays are paid at their regular hourly rate of pay, up to a maximum of 8 hours. You must work your scheduled days before and after the holiday in order to receive holiday pay. If you are scheduled to work the holiday, you will be paid for all the hours you work, in addition to the holiday pay.

Some states have different holiday pay requirements. KBS will abide by the applicable state law where it differs from our policy. State-specific requirements can be found in the State Addendum, which can be found as a separate document on [portal4me](#).

Holidays Observed
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day
Floating Holiday

The holiday is considered to be the day recognized by the federal government as a holiday, if different from the actual date.

If the holiday is during your vacation, you will get holiday pay instead of vacation pay for that day. Employees on a leave of absence do not get holiday pay. Holiday pay does not constitute hours worked for purposes of calculating overtime.

Vacation—Office Hourly, Field Ops Managers, Zone Managers, and Regional Zone Managers

KBS recognizes that you work hard and that time away from work is important for your work-life balance. The purpose of our vacation policy is to provide you with clear guidelines about your vacation time off benefits. Different vacation policies are applicable to different roles in the company. Depending on your role, you will qualify to either participate in Freedom Vacation or you will accrue vacation time off on a pay period basis and your available vacation balance will be reduced when you take the vacation time off.

Vacation benefits do not apply to part-time employees or to field hourly employees.

Office Hourly Employees

Non-exempt (hourly) Office Employees will accrue vacation hours on a pay period basis. Your vacation accrual begins on your date of hire and you will accrue at a flat rate per pay period based on your years of service (see chart below). The amount you accrue each pay period is shown below.

Years of Service	Annual Vacation Hour Accrual	Pay Period Type	
		Weekly (52 Pay Periods)	Bi-Weekly (26 Pay Periods)
0 through 1 Year	40 Hours	.769 hours accrue per pay period	1.538 hours accrue per pay period
2 through 7 Years	80 Hours	1.538 hours accrue per pay period	3.076 hours accrue per pay period
8 through 14 Years	120 Hours	2.307 hours accrue per pay period	4.615 hours accrue per pay period
15+ Years	160 Hours	3.076 hours accrue per pay period	6.153 hours accrue per pay period

Field Ops Managers, Zone Managers, and Regional Zone Managers

Ops Managers, Zone Managers, and Regional Zone Managers will accrue vacation hours on a pay period basis. Your vacation accrual begins on your date of hire and you will accrue at a flat rate per pay period based on your years of service (see chart below). The amount you accrue each pay period is shown below.

Years of Service	Annual Vacation Hour Accrual	Pay Period Type	
		Weekly (52 Pay Periods)	Bi-Weekly (26 Pay Periods)
0 through 7 Years	80 Hours	1.538 hours accrue per pay period	3.076 hours accrue per pay period
8 through 14 Years	120 Hours	2.307 hours accrue per pay period	4.615 hours accrue per pay period
15+ Years	160 Hours	3.076 hours accrue per pay period	6.153 hours accrue per pay period

Vacation time MUST be submitted through TeamCentral in the Absence section. Managers MUST approve vacation time through TeamCentral.

You cannot take more vacation than you have accrued, so it's important that you know the number of hours you have available before you request time off. Your available balance is shown in TeamCentral in the Absence section. Your vacation balance will be reduced by the amount of time taken and approved by your manager. You may use vacation as it accrues, as long as it has been pre-approved by your manager.



Vacation (continued)

Your manager has the right to refuse vacation requests based on factors such as business needs, coverage of your work needed, and the number of vacation requests from you and other team members for the same time period.

No time off without pay will be allowed until all accrued vacation and sick time has been used. Sick time may not be used for vacation. Time off without pay will only be granted at your manager's discretion and only after all time off benefits have been exhausted.

KBS believes that vacation is important to the health and well-being of our employees. We encourage you to utilize your vacation time. At the beginning of your new anniversary year, your vacation balance will reset to zero and you will begin to accrue again. This is known as "use it or lose it." This applies to you if you live in any state except California, Montana, and Nebraska.

In California, Montana, and Nebraska where the law does not allow a "use it or lose it" vacation balance, your vacation accrual will be "capped," which means accruals will stop after you reach 1.5 times your rate of accrual. For example, if you accrue at the rate of 80 hours per year, the maximum amount of vacation you can accrue is 120 hours. After your vacation accrual reaches the cap, you will stop accruing time until you take vacation time, after which it will begin accruing again until you reach the maximum limit. Other state-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

We do not cash out vacation balances under any circumstances. Vacation days may only be taken in 4-hour increments or more.

Freedom Vacation—Exempt Employees (excluding Field Ops Managers and Zone Managers)

If you are a full-time exempt (salaried) employee other than an Ops Manager or Zone Manager, you are eligible for the Freedom Vacation program. You may take vacation as needed, as long as you meet your performance goals, and you receive manager approval for your vacation request in advance of taking the time off. Additionally, before taking vacation, you need to make sure your manager is updated on your work and that your time off request does not conflict with business needs.

Freedom Vacation means that while you will have paid time off as a benefit, you will not "earn" or accrue time off by the passage of time and you will not have to "track" the time off that you take. FREEDOM from calculations, FREEDOM from paperwork, and FREEDOM from restrictions about how and when you take time off.

Freedom Vacation means YOU have the responsibility to manage your own style of work-life balance, to be collaborative and considerate of your team and the company when planning your time off, and to make mature choices about how much and when you take time off. Freedom Vacation means YOU have the responsibility to consider the peak times of the business and to request time off in reasonable increments of time. Freedom Vacation is a privilege, not an entitlement, and the decision of whether your vacation requests are granted rests with your manager.

"Freedom makes a huge requirement of every human being. With freedom comes responsibility."

Eleanor Roosevelt

Freedom Vacation (continued)

Freedom Vacation means YOUR MANAGER has the responsibility to encourage you to take an appropriate amount of time off, to grant your time off request unless it imposes an unreasonable hardship on the team or the company, to coordinate everyone's requests in a fair manner, and to honor your time off by not disturbing you during that time.

Freedom Vacation means that the company has the responsibility to trust you, to treat you like an adult, and to preserve a culture that understands that time off is as important as time worked. Employees need to relax, refresh, have fun and spend time with their families and friends. Employees who do that are more productive and remain with their companies longer.

Freedom Vacation does NOT include sick time. Sick time is awarded per the sick time off policy and is in addition to Freedom Vacation.

Freedom Vacation requests must be approved in advance by your manager, with the exception of unexpected time off, such as when you have an emergency. Under Freedom Vacation, your work schedule remains the same.

This policy is separate from any entitlement you may have for time off (generally unpaid) under the Company's Leaves of Absence policies, and with respect to leaves of absence.

Freedom Vacation is not accrued and therefore there is no vacation payout at termination.



Sick Pay

Office Employees

At hire exempt employees will receive 40 hours of sick time, and non-exempt employees will receive 24 hours of sick time. For new-hires there is a 90-day waiting period before sick leave may be used. On January 1st of each year, any remaining sick-leave balance will be lost, and sick pay will again reset with 40 hours for exempt employees and 24 hours for non-exempt employees.

In states and locales that have different regulations governing sick time and require different benefits, KBS will abide by the applicable state law when it differs from our policy. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

You may use your sick time for your own illness, injury, diagnosis or treatment of a medical condition or preventive care. For those same reasons, you may use it to care for your child, spouse, domestic partner, parent, grandparent, grandchild, sibling, or in-law. You may also use sick time if you are a victim of domestic violence, sexual assault or stalking. Sick pay time-off requests are based on your normally scheduled shift.



Sick time **MUST** be submitted through TeamCentral in the Absence section. Managers **MUST** approve sick time through TeamCentral. Sick days must be taken in increments of 30-minutes or more.

Unless otherwise required in the state or location where you work, any absence of three (3) or more days due to your own illness or that of a family member will require medical certification. A release to full duty may be required when the absence is related to your own illness or physical condition.



Non-Office Employees

KBS does not provide paid sick leave unless it is required by state or local law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

Bereavement—Office and Salaried Managers Only

After 90 days of employment with the Company, non-exempt office employees may take up to three (3) days paid bereavement leave for the loss of an immediate family member (spouse, domestic partner, child, stepchild, grandchild, parent, grandparent, sibling, in-law, or a relative who resides in your household). You may request one (1) day of paid bereavement for non-immediate family members.

Requests for additional days as well as requests to attend the funeral of a friend or other family member should be submitted to your manager.

Exempt managers are paid their regular salaries for bereavement pay.



Requests for bereavement leave must be submitted through TeamCentral in the Absence [section](#). Employees who are not eligible for bereavement may request an unpaid leave of absence through TeamCentral in the Absence section.

In states or locales that have different regulations governing bereavement and require different benefits, KBS will abide by the applicable state law where it differs from our policy. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

Jury / Witness Duty

After 90 days of employment with the Company, employees who are subpoenaed to serve as a juror or witness, will be paid for their regularly scheduled work hours while on jury duty or serving as a witness. To receive payment for these hours, employees must submit a time off request through Team Central in the Absence section and include documentation from the courthouse.



- > A maximum of 2 weeks leave will be allowed, except where different from state law — see State Addendum, which can be found as a separate document on portal4me.
- > If an employee is scheduled to work at a time when court is not in session, he or she must return to work. If not, no pay will be issued.

School Activity or Visitation

Where some states provide time off for parents to attend school activities or visits, KBS will abide by the applicable state law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

Voting

Time off for voting will be given in accordance with state law. State-specific requirements can be found in the State Addendum, which can be found as a separate document on [portal4me](#).

Unpaid Time Off

All paid time off, such as vacation, sick, bereavement, etc., must be taken before any unpaid time off will be granted.



Time off without pay will only be granted at supervisor's or manager's discretion after all time off benefits have been exhausted.

Requests for time off MUST be submitted through TeamCentral in the Absence section.

Leaves of Absence



KBS offers many types of leaves. Some are required by law and others are discretionary. This section summarizes the leave process and the types of leaves. State-specific requirements can be found in the State Addendum, which can be found as a separate document on portal4me.

If you need more information about state-specific leaves or leaves associated with special circumstances, contact the Benefits Department at 866-843-2155 Option 5.

First, some basics:

How to Request a leave

- > Submit a leave request in TeamCentral in the Absence section_ at least 30 days in advance or, in an emergency, as soon as you know you need a leave.
- > Human Resources must approve leave requests. Human Resources will work with employees requesting leaves due to a disability or religious need to determine if a leave can be granted without undue hardship.
- > Medical leaves require a certification from your healthcare provider.
- > If you need a leave extension, be sure to get it approved before the end of your current leave.



Being on Leave

- > All leaves are unpaid by KBS. There may be other forms of payment available through state disability programs.
 - > Some of the benefits available to you as an employee are not available to you while on leave.
 - > Vacation and sick time accruals are suspended while on leave, unless required by law.
 - > You may, if you choose, use your accrued vacation or sick time to receive pay while you're on leave. Freedom vacation may not be used while you are on leave.
 - > Group health insurance coverage is continued during a leave of absence. You are required to pay your share of the premiums by the 1st of every month while out on leave or your insurance will be cancelled, and you will be offered COBRA. COBRA will also be offered after you have exhausted either 12 weeks of FMLA or 30 days of personal leave.
 - > Holidays that fall during your leave of absence are unpaid.
 - > You may not work while on leave of absence. This includes checking email, taking or making phone calls, etc.
-

How to Return from a Medical Leave

- > If you went out on a medical leave, your healthcare provider will have to provide certification indicating you are cleared to return to work.
- > When your doctor indicates that you're ready to return from leave, either with a reasonable accommodation or to full duty, or when your non-medical leave is over, we will make a reasonable effort to return you to your former job or a comparable job. Unless required by law, there is no guarantee this will happen.
- > If you don't return to work when your doctor has released you, we will assume that you have resigned your employment. You will be removed from payroll on your scheduled return date or a different date as agreed.

How to Return from a Non-Medical Leave

Contact Benefits at 866-843-2155 Option 5 or benefits@kbs-services.com to confirm any requirements prior to returning to work.

Summary of Federal Leave of Absence Policy

Traditional Family Medical Leave Act (FMLA)

Definition: You need a leave for one or more of the following reasons:

- > For the birth of a child, and to bond with the newborn child;
- > For the placement of a child with you for adoption or foster care, and to bond with that child;
- > To care for an immediate family member (spouse, child, or parent (excluding "parent in-law") with a serious health condition; or
- > To take medical leave when you are unable to work because of a serious health condition.

Eligibility: To qualify for FMLA, you must have been employed with the company for at least twelve (12) months. In addition, you must have worked at least 1,250 hours during the 12 months prior to the start of FMLA leave.

Requirements:

- > Serious health conditions require inpatient care or continuing treatment supervised by a healthcare provider.
- > For new children, the leave needs to be completed within 12 months of the birth or placement.
- > For medical leaves, you need to provide medical certification from your healthcare provider verifying that you need the leave.

Length of Leave: Eligible employees have a right under FMLA to take up to 12 weeks of unpaid, job protected leave in a 12-month period. Beginning January 1, 2021, the FMLA 12-month period will be based on calendar year beginning January 1st and ending December 31st.

If you and your spouse are requesting leave from the Company at the same time, the length of leave is a combined total of 12 weeks for the two of you unless the law allows for a longer period of time.

In the case of a leave request to care for a covered service member with a serious injury or illness, eligible employees may be approved for up to 26 workweeks of unpaid, job protected leave in a single 12-month period.

Traditional Family Medical Leave Act (FMLA) continued

Other Information:

- > Group health benefits are maintained but you will need to pay the premiums
 - > By law, you will receive your own job or one with equivalent duties, pay and benefits when you return, except that you have no greater right to reinstatement than if you had been continuously employed during the leave period
 - > For a medical leave, you need to provide a release from your healthcare provider for your return to work
 - > All time off is counted against your state and federal family and medical leave entitlements, consistent with applicable law
 - > California employees may be eligible to receive partial payment for their leave in the form of State Disability Insurance Benefits or through Paid Family Leave Benefits through the Employment Development Department (EDD). Contact the EDD for information on how to file a claim.
-

Military Caregiver Leave (FMLA)

Definition: You need to take a leave to care for a spouse, child, parent or next of kin who is a recovering “covered service member.”

Eligibility and/or Requirements: Medical certification from the injured service member’s healthcare provider

Length of Leave:

- > Up to 26 work weeks in a 12-month period with healthcare provider certification
 - > If you and your spouse are requesting leave from the Company, the length of leave is a combined total of 26 work weeks in a 12-month period
 - > Unless otherwise stated, all the rules for the Traditional FMLA apply to this leave
 - > All time off is counted against your state and federal medical leave entitlements, consistent with applicable law
-

Qualifying Exigency Leave (FMLA)

Definition: You need to take a leave to assist a spouse, child or parent who has been notified of a call to active military duty or deployment overseas.

Eligibility and/or Requirements: Contact Benefits to determine if any documentation is needed.

Length of Leave: Up to 12 work weeks in a 12-month period

Other Information:

- > Unless otherwise stated, all the rules for Traditional FMLA apply to this leave
 - > All time off is counted against your state and federal family and medical leave entitlements, consistent with applicable law
-

USERRA Military Leave

Definition: You are a member of the uniformed services and need to take leave from work to participate in military service.

Eligibility: You must be a member of the uniformed services and be called up to active duty.

Length of Leave: Until discharged from the military service or up to 5 years.

Other Information:

- > While on leave, you will be guaranteed employer-paid medical coverage for up to 2 years.
 - > When you return from leave you are guaranteed to be restored to your seniority, status and pay and receive any promotions or pay raises you would have received while gone.
-

Workers' Compensation Leave

Definition: You need to take a leave because of a work-related injury or illness.

Eligibility: Medical certification from the treating physician that you are temporarily unable to work.

Length of Leave: Until discharged you are cleared to return to work by your physician or you are declared permanently disabled and are unable to return to work.

Other Information: While on leave, you will receive Workers' Compensation benefits including paid lost time from work and payment of medical expenses associated with the work-related illness or injury. All time off is counted against your state and federal family and medical leave entitlements, consistent with applicable law.

Personal Leave

Definition: KBS offers employees the option to unpaid take time away from work for a personal reason that is not covered in any of the other leave policies. Personal leaves are not to be used in lieu of vacation.

Eligibility: All Company full-time and part-time employees are eligible after 3 months of service. This policy is only applicable to leave requests that are not covered by KBS's FMLA policy or other leave policies.

Length of Leave: Personal leave may be requested for up to 30 days for unusual circumstances not covered by other company leave policies.

Other Information: You must notify your manager as early as possible to request personal leave, 30 days of notice is preferred. The Personal leave request must be submitted through team TeamCentral in the Absence section and must be approved by your manager. Human Resources will make the final decision regarding approval or denial of your request.

State Leaves

Many states have leaves that are available only to employees who work in their state. There are certain details, exceptions and limitations that apply to these various leaves. State-specific requirements can be found in the State Addendum, which can be found as a separate document in portal4me. For more information, please contact the Benefits Department at 866-843-2155 Option 5.

Safety



KBS wants to ensure a safe and healthy workplace. The safety of all employees is our first consideration in our methods and procedures of work at the jobsite. We utilize all reasonable methods, procedures, and equipment necessary to meet our goal of safety.

Each employee is responsible for his or her own safety as well as the safety of other employees. At all times every employee must be safety conscious in order to maintain a safe workplace.

It is essential that you are familiar with the safety rules and follow them consistently at the workplace. Here are some of the safety rules, but of course you also must use common sense when it comes to being safe.

Safety Rules

- > Report any work-related incident, illness, injury, or accident, no matter how minor, to your supervisor. He or she is required to perform a complete investigation.
 - > If you notice a hazard that can be corrected immediately, please do so or notify the responsible person to correct it. Prevention is everyone's responsibility.
 - > Push, do not pull, all rolling items, including carts used for mail or dollies and carts used to transport boxes. Avoid having your hands in a place where they can strike a doorframe or other objects. Watch your fingers and toes.
 - > Wear slip resistant shoes.
 - > Never stand on any object other than a stepstool, ladder or other equipment designed for that purpose.
 - > Keep cabinet drawers and doors, etc., closed so that they don't create a hazard.
 - > Don't stretch electrical cords across hallways, stairs, open doorways or anywhere where someone can trip over them. Also, don't use any cord that is damaged, frayed or broken. Please report any unsafe cords you see to your supervisor.
 - > Report any unsafe conditions or practices immediately to your supervisor.
-

Safety Hotline

Your safety is KBS' top priority. We want to know of any hazards or potential safety-related problems on the jobsite.

You can call the safety Hotline at 866-843-2155 Option 6 for:

- > Any questions regarding to safety
- > To report any unsafe conditions
- > To report suspected workers' compensation fraud
- > Any safety concerns or suggestions
- > To report any potential hazards
- > To report an accident

Accident Reports

Any accident involving yourself, another employee, a customer's employee, or patron, or one that involves damaged property, equipment or merchandise should be reported to your supervisor immediately. Your supervisor will write and send in a report for investigation and, when needed, direct you to a company-approved clinic for treatment. If you have restrictions due to the injury, KBS endeavors to make light duty available whenever possible to limit your missed time from work. This will be determined on a case-by-case basis, considering your restrictions, the medical evidence submitted and the job's requirements.

Immediate accident reporting is an important part of our safety program. Please report accidents when they happen. We want to get you the help you need, and late reporting may affect the processing of your claim.

To report accidents please call the Safety Hotline at 866-843-2155 Option 6.

Work-Related Illness or Injury

KBS Workers' Compensation program will cover the cost of a legitimate occupational injury or illness that results from working for KBS. Benefits help pay for your medical treatment and part of any income you may lose while recovering. Specific benefits are prescribed by law depending on the circumstances of each case. To be assured maximum coverage, each injury or illness must be reported immediately to your supervisor who will promptly report the claim to the Human Resources Department.

Workers' Compensation coverage will not apply when your illness or injury is unrelated to working for KBS or when an injury arises out of voluntary participation in an off-duty recreational, social, or athletic activity not constituting a part of your work-related duties.

Workers' Compensation leaves of absence from KBS run concurrently with Federal Family and Medical Leave Act (FMLA) leaves of absence for employees with FMLA-qualifying conditions.

Reporting Emergencies or Other Problems

Without delay, report the following to your supervisor:

- > Any emergency
- > Any injury to yourself, another employee, or damage to equipment or merchandise. You and your supervisor must complete an Accident Investigation Report
- > Any emergency repairs needed
- > Any lost or missing keys
- > Any money or things of value you find. Do not touch or move them
- > Any breakage or damage to customer property, either building structure or merchandise
- > Any suspicious person or incident in the building
- > Theft

Hazard Communication

You need to know the hazards you face on the job and how to protect yourself from them. The KBS Hazard Communication Program provides information about the protection you need to work safely with and around chemicals and hazardous materials. If you would like to see the Hazard Communication manual, please ask your supervisor.

The Hazard Communication manual contains KBS' written Hazard Communication Program along with the Safety Data Sheets (SDS) for each chemical used at your location. Also, you will find various training materials on how to read the SDS, properly label a chemical and read a chemical label.

If you have any questions regarding the Hazard Communication Program, please ask your supervisor or feel free to contact the Human Resources Department.

OSHA Compliance

The Occupational Safety and Health Act (OSHA) is a federal law that requires us to keep records of all illnesses and accidents which occur during the workday. OSHA also gives workers important rights, such as knowledge of any health hazards which might be present on the job. Should you have any questions or concerns, contact your supervisor or Human Resources for more information.



Drug and Alcohol-Free Workplace

As a company, KBS is concerned about the negative effect that drugs and alcohol can have on our employees' safety and health. The illegal use of drugs and the abuse of alcohol can eventually deteriorate an individual's health and devastate his or her family life. Drug use or abuse can increase the number of accidents and medical claims, causing long-term or permanent issues.

It's KBS' goal to maintain a safe, healthful and productive work environment. To do so, we have a Drug and Alcohol-Free Workplace Policy to ensure, to the greatest extent possible, that our work environment is free from the negative effects of drug use and alcohol abuse. The Drug and Alcohol-Free Workplace Policy applies to all regular employees, including part-time workers and sets forth KBS' policies and plans regarding employee assistance, prohibited conduct, inspections, consequences, testing guidelines and confidentiality.

Contractors, temporary workers, and vendors who come onto our premises or perform work for KBS are expected to observe our rules regarding drug and alcohol use and possession as a condition of access to our facilities or assignment to perform work on KBS' behalf. Contract workers or vendors suspected of violating this policy will be referred to their management for investigation and testing and may be barred from KBS premises and assignments. All employees, supervisors, and managers are expected to assist in helping to ensure a drug and alcohol-free workplace by reporting or addressing suspected policy violations. All employees are required to perform their job, including the operation of equipment, vehicles, or machinery, in a safe manner and according to this policy as well as all KBS rules and industry standards.

It is a violation of our Drug and Alcohol-Free Workplace Policy to use, possess, be under the influence of, sell, trade, and/or offer for sale alcohol, illegal drugs, or intoxicants while at work, while on the premises of the company or company's clients, while using company or client vehicles or equipment, or while on-duty conducting work-related activities off company premises. Prescription and over-the-counter drugs are not prohibited when taken in a standard dosage and/or according to a physician's prescription, provided that doing so does not impair the employee's ability to perform the essential functions of the position effectively and in a safe manner that does not endanger the employee, or other individuals or property. Any employee taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with the safe performance of his/her job. If you need to take prescription or over-the-counter medication that might impair your ability to perform the essential functions of the position effectively and in a safe manner, tell your supervisor or Human Resources immediately before starting or resuming work, and together we can decide the best course of action.

KBS realizes that employees with drug and alcohol problems represent a small percentage of the workforce. However, we believe, that having a Drug and Alcohol-Free Workplace Policy benefits all employees at KBS. We appreciate our employees' understanding and cooperation in complying with this policy, which formally addresses the abuse of drugs and alcohol in the workplace.

An "illegal drug" means any drug that is not legal or legally obtainable under state or federal law. It can also mean a legal drug that has been legally obtained but is used for illegal or unauthorized purposes. This could mean a prescription drug that is not being used for (1) prescribed purposes, (2) by the person it was prescribed for, or (3) in the prescribed amounts or methods.

Marijuana, even medical marijuana, is considered an illegal drug in our policies and under federal law. In all states, including those that have legalized marijuana usage, marijuana may not be used at work and you may not report to work under the influence of marijuana.

Drug and Alcohol-Free Workplace continued

If we have a reasonable suspicion to suspect that you are under the influence of illegal drugs or alcohol while at work, we may require you to undergo testing for drugs and alcohol in your system. You may also be tested after an injury or post-accident, to the extent permitted by applicable law.

Any violations of this policy, including failing to report a violation by someone else or not cooperating with an investigation, may result in disciplinary action up to and including termination.

Support for Voluntarily Seeking Help

Employees who voluntarily seek help for substance abuse (self-referral) will be provided an opportunity to pursue counseling and rehabilitation. An employee who is receiving counseling and / or rehabilitation treatment may utilize available vacation, sick leave, or, if eligible, family, and medical leave. Employee health insurance may cover the cost of such services; the employee is responsible for any costs not covered by his or her medical benefits plan.

An employee's decision to seek help voluntarily (before the employee is asked to submit to a drug test or is discovered to have otherwise violated this policy) will not be used as a basis for disciplinary action, although the individual may be transferred, given work restrictions, or placed on leave, as appropriate, until he or she is drug- and/or alcohol-free and released by his or her healthcare provider to resume work. A return-to-work and follow-up testing may be required, depending upon the individual's circumstances, to the extent permitted by applicable law.

KBS provides you and your family, including parents and parents-in-law with employee assistance through Anthem—at no cost to you. This employee assistance program (EAP) includes information and resources focused on addiction and recovery. An employee's decision to seek help will be treated as confidential and communicated to other company employees and agents on a need-to-know basis only.

Please be aware that a decision to seek treatment can neither excuse nor protect employees from the consequences of failing to meet job expectations or for engaging in policy violations, so the company encourages you to seek assistance before such problems develop. Employees with concerns about substance abuse are subject to the same job performance and behavior standards as other employees. As is the case of all employees, those seeking voluntary counseling or treatment who fail to meet performance standards will be subject to disciplinary action.

Testing Process

Specimens will be collected and tested pursuant to applicable law. Positive test results will undergo confirmatory testing in a certified laboratory using the GC/MS (Gas Chromatography/Mass Spectrometry) methodology or other acceptable method. In the event an applicant or employee receives a positive confirmatory test, he or she has the right to explain the positive test, to submit written information explaining such result, request for a confirmatory retest at an independent laboratory, and/or otherwise challenge or rebut a positive test result.



Consequences

Compliance with this policy is a condition of employment. Any violation of the Drug and Alcohol-Free Workplace Policy, even a first offense, may be a basis for disciplinary action to the fullest extent permitted under applicable law, up to and including termination. However, particularly serious violations, such as selling drugs on KBS premises or while performing work for KBS, will normally result in immediate termination and referral for criminal prosecution.

Employees and applicants have a right to refuse to undergo drug or alcohol testing. However, with respect to applicants, a positive pre-employment drug test may result in a no hire determination as will a refusal to test. Employees should also understand that should an employee produce a confirmatory positive drug or alcohol test result or refuse to submit to a drug or alcohol test as required under this policy, his/her eligibility for worker's compensation and unemployment compensation and benefits may be affected.

Confidentiality

Individuals will be provided with a copy of the notice of their test results or may request those results in writing, depending on requirements under applicable law. All records relating to test results and employee medical information shall be kept confidential and disseminated within the Company only on a need-to-know basis. Such records will be kept in secure files separate from personnel files. Employees tested have the right to obtain, immediately upon request to Human Resources, a copy of all records maintained of his or her initial positive confirmatory test results. Test results will not be released outside the Company and its agents involved in the testing process or evaluation and treatment of employees without the written consent of the tested individual, except as may be required by law or legal process.

Implementation at Your Location

KBS will implement this policy in a manner that complies with Federal, State, and Local law. To the extent any portion of this policy conflicts with those laws or agreements, the policy will be applied in the affected locations in a manner that complies with the law.

Smoking and Tobacco

Smoking is never allowed at any time while on duty. The term "smoking" includes "vaping," which is the use of electronic cigarettes or e-cigarettes. Smoking is allowed only when you are on an authorized break and in an area designated for smoking. No smoking is allowed on the sales floor, in stock rooms, baling rooms, compacting rooms or any other area not designated for smoking.



Workplace Violence Prevention

Threats, threatening language, or any other acts of aggression made toward or by any employee will not be tolerated.

A threat includes any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, bringing or using weapons in the workplace, stalking, or any other hostile, aggressive and / or destructive actions taken for the purpose of intimidation.

We expect employees to exercise reasonable judgment in identifying potentially dangerous situations.

- > All potentially dangerous situations should be reported immediately to your supervisor, Human Resources, or the Safety Hotline at 866-843-2155 Option 6.
- > Employees may also report the situation to the Ethics Hotline at 866-843-2155 Option 7.

All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith.

If you are the recipient of a threat made by any party, please follow the steps detailed in this section. It is important for KBS to be made aware of any potential danger in the workplace. We want to take every precaution to protect employees and customers from the threat of a violent act while working.

Employees who believe that they have a problem that could lead to violent behavior are encouraged to use the Employee Assistance Program (EAP). The EAP, offered at no cost to employees through Anthem, is a professional, confidential counseling service that is available to assist in resolving emotional difficulties, marital and family conflict, stress, chemical dependency, conflicts at work, and other concerns that could lead to violent situations. Assistance is available 24 hours a day, 7 days a week. Employees may contact the EAP at www.anthemEAP.com and entering the company code: KBS, or by calling toll-free 800-999-7222.

Equipment and Supplies

Safety is an important part of your job and requires constant attention. KBS works hard to provide the tools and equipment to complete each job safely. In return, we ask our employees to work in a safe manner. You must make safety a priority every day.

Some job assignments may require the use of Personal Protective Equipment (PPE). PPE may include wearing goggles and gloves when using chemicals. Information about what type of PPE may be needed for the use of a particular chemical can be found on a Safety Data Sheet (SDS).

Where needed, KBS will supply the following Personal Protective Equipment:

- > Disposable Gloves
- > Protective Gloves
- > Masks
- > Hardhats
- > Safety Glasses and Goggles

To ensure safety and consistent quality of cleaning, KBS will also provide the equipment and cleaning supplies you will need to perform your job. Do not bring supplies or equipment from home. Do not use any of the customer's supplies or equipment unless the customer and your supervisor have authorized it.

Reasonable care of property, equipment and supplies is expected from you. Put all tools, supplies and equipment away when you are finished with your job. Equipment should be kept clean. If you need something or have any questions, please ask your supervisor.

Lifting Heavy Objects

Avoid any lifting that twists your body or puts undue strain on your back. If you are unsure about a load, or need help, please ask someone to help you. Never, never lift a heavy load by yourself! Your supervisor has a copy of the proper lifting requirements. Make sure you are fully aware of proper lifting and handling procedures before you begin your assignment.

Slip Resistant Shoes

Slip resistant shoes are important for your safety. You may wear any style of slip resistant shoes and you do not need to reserve them just for your job at KBS. They can be worn apart from the KBS' jobsite or for another employer.

You have many options to purchase your slip resistant shoes. To promote the use of slip resistant shoes KBS offers the following:

1. Voluntary Payroll Deduction Plan – In an effort to provide all employees with access to quality, slip resistant shoes at an affordable price, we offer an online Payroll Safety Shoe Program. This payroll deduction plan is voluntary and allows you to purchase slip resistant shoes online and pay for them through 1, 2, 3 or 4 payroll deductions.
 - a. Authorized Shoes – In order to participate in the Payroll Deduction Plan, the slip resistant shoes must be purchased from Shoes for Crews.
 - b. Company Contribution – If shoes are purchased from Shoes for Crews, KBS will pay up to \$10.00 of the total cost of the shoes.
 - c. Termination – If you leave KBS, for any reason, prior to the Shoes for Crews purchase(s) being paid in full, the unpaid balance will be deducted from your final paycheck, consistent with applicable law. If required by state law, you will be asked to sign a payroll deduction agreement.
2. Alternative Option – You may purchase slip resistant shoes from any other company, including Tred Safe, Famous Footwear, TX traction, Safety Plus, Knapp Shoes and Red Wing. Search online or check your local telephone directory Yellow Pages to locate one of these stores. To properly document your compliance with shoes purchased from another company other than Shoes for Crews, you will be required to provide one of the following:
 - a. Literature from the shoe box
 - b. Pamphlets on the shoes purchased
 - c. Sales receipt stating shoes purchased are slip resistant
 - d. Written documentation from your supervisor stating the shoes purchased are slip resistant. This will only be acceptable if “slip resistant” is written on the shoes.

Remember: The Payroll Deduction Plan and Company Contribution are only for shoes purchased from Shoes for Crews.

Not wearing slip resistant shoes can disqualify you from working your shift. KBS seeks voluntary compliance that all employees wear slip resistant shoes during each shift.

Mobile Phones and Driving

You need to be aware of the laws in your locality or state that restrict the use of mobile phones when you are driving. If you are driving on business, you must use a hands-free device when using a mobile phone, and the mobile phone should be mounted to your car.

Also, if you are driving on business or a business-related trip, you are not allowed to use a mobile phone for any reason except to make a hands-free call. This means that when you are driving, you are prohibited from activities such as text messaging, e-mailing, instant messaging, posting, tweeting, etc.

Emergency Preparedness

You should become familiar with the emergency procedures for your location, office, or work area. You need to know the location of the exits and the evacuation procedures. Be sure you know your responsibilities to keep yourself and your co-workers safe.

Inclement Weather and Natural Disasters

At times, emergencies such as severe weather, natural disasters, fires, power failures or a declared state of emergency, can disrupt company operations. In all cases employee and customer safety will be the primary consideration. The decision to close the offices will be made by the KBS Executive Team. The decision to close any customer building or location will be made by the customer representative.

If the decision is made to close the offices, or any customer building or location, employees will receive official notification from their supervisors.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. Employees are permitted to use any available vacation time during emergency closings, if they desire.

Security in the Workplace

We all spend a lot of time in the workplace, and we want to make sure you are secure while you're here. A big part of being secure means being aware of your surroundings. KBS security rules are listed below along with some smart security practices. Your supervisor will notify you if the customer has any additional security rules.

- > Report any suspicious people or activities and all possible threats of violence to a supervisor or other management employee. This can include things like robbery, stalking, violence directed at employees or managers, terrorism or hate crimes. This applies to both current and former employees. If you see something, say something.
- > Under no circumstances may you use information about the company, management, or co-workers, or any other individual, for personal gain, such as posting on social media and blogs, leaking information to the media, etc. Employees should not pick up personal belongings until they leave the customer's location. These belongings may be inspected.



Security in the Workplace (continued)

- > Secure your workspace at the end of the day, or when called away from your work area for any extended length of time. That might mean putting things away, locking up files or cabinets, etc.
- > Log out of any open computer applications and keep your passwords and usernames in a secure place. Don't share them with others.
- > Lock up or put away your personal possessions.
- > When going to and from your car or transportation, be sure to be aware of your surroundings. Look around, listen, and walk with others, if possible.
- > Firearms, weapons, and explosive devices are never allowed in the workplace.
- > Park only in designated areas.
- > Enter and leave the building through the employee entrance or other designated entrance only.
- > Under no circumstances can any alarmed door be opened, or overnight personnel be permitted to enter or leave the building through an alarmed door. Of course, an emergency exit door may be opened in the event of an emergency (such as a fire or medical emergency).
- > Sign in and out upon entering and leaving the jobsite.
- > Leave purses, packages, coats, and other personal belongings only in the properly designated area.
- > Employees should not pick up personal belongings until they leave the customer's location. These belongings may be inspected.
- > Wear designated KBS uniforms during working hours (see the "Dress and Public Image" section).
- > Stay in your designated work area.
- > Do not touch merchandise found in an unusual place, such as clothing hidden in a fitting room or fine jewelry under a clothing rack. Employees should notify their supervisor or security personnel immediately. Do not pick it up! In the event you find money, a wallet, gift card, purse, or money bag, etc. do not touch the item. Do not place it in your pocket, on the cleaning cart or in any other container. Leave it where found and immediately contact your supervisor or the location's security team.
- > If, while performing job duties, fallen merchandise or clothing is in your path, pick it up and place it on the nearest rack or countertop. Employees should not inspect merchandise or tags. Leave the merchandise where you found it. Do not carry it to security or place it in your pockets or garbage pails to turn in to security later.
- > During your shift, do not shop or give the appearance of shopping by inspecting merchandise or tags. Employees may shop during an authorized break only if your supervisor and the customer approve it.
- > Security shall have the right to inspect any merchandise, shopping bags and other personal belongings when you enter and leave the workplace.
- > After the end of your shift, do not shop unless you are no longer in uniform. Exit through the approved exit and return through a public entrance.



Security in the Workplace (continued)

- > Do not use discount privileges where prohibited by the customer. Do not accept an offer of a discount from any customer representative without the approval of KBS management.
- > Where provided, use discount privileges only within the guidelines provided by the customer.
- > You will be subject to disciplinary action up to and including termination if charged with a crime or deemed to be a security risk. All circumstances will be taken into consideration.

If you have any safety or security concerns, please report it to your supervisor.

Identification and Security

Your uniform and/or badge will serve as your identification in most cases. There may be some accounts that will use a special security pass. Your supervisor will instruct you on which identification is used in the account where you work.

If you are issued customer keys, take special care not to lose them and do not allow anyone else to use them. If they are lost or stolen tell your supervisor immediately. You will be responsible for replacement costs.

Upon termination for any reason, all keys, uniforms, and other company property must be returned to your supervisor.

Theft

It's a privilege to be working at the customer's location, and we want our customers to continue to trust and rely on us. Stealing from the customer breaks that trust. KBS will not tolerate theft of any nature, even with small items such as soda, candy, office supplies, etc. It is both our customers' policy and KBS' policy to prosecute any employees caught stealing. If you see anyone stealing, it's your responsibility to inform your supervisor right away. Employees caught shoplifting may be required to pay back the customer for the item(s), pay any associated penalties or fines assessed by the customer and be arrested and imprisoned.

KBS will also not tolerate damage to the customer's, company's or other employees' merchandise or property. We do not allow violations of the customer's regulations or abuse of the customer, their employees, or your co-workers. KBS reserves the right to investigate, question, remove from the customer's property or refer to public authorities any employee who is alleged to have committed any of these offenses.



During onboarding you read and signed an acknowledgement regarding the Employee Handbook and at-will agreement of employment. The acknowledgment you signed may be slightly different from the acknowledgment below; however, this is the most recent version, and it applies to all employees.

Employee Handbook Acknowledgement and At-Will Agreement



- > I acknowledge that I am responsible for reading the Handbook and for following all policies.
- > I acknowledge and agree that my relationship with the Company is at-will, which means that my employment is for no definite period – either I or the Company can end the relationship at any time and for any reason, with or without cause or advance notice, and the Company may demote or discipline me or otherwise alter the terms of my employment at any time at its sole discretion, with or without cause or advance notice.
- > I understand that, except for the Company’s at-will employment policy, the Company reserves the right to interpret, change, or rescind policies in whole or in part, with or without notice, unless otherwise required by applicable law.
- > I understand that the policies contained in the Handbook are guidelines only and that they do not create a binding employment contract.
- > I understand and agree that this Acknowledgment contains a full and complete statement of the agreements and understandings that it recites, that no one has made any promises to me contrary to the foregoing, and that this Acknowledgment supersedes all previous agreements relating to the subjects covered in this Acknowledgment.
- > I understand and agree that the terms of this Acknowledgment may not be modified or superseded except by a written agreement signed by me and the CEO of the Company, that no other employee or representative of the Company has the authority to enter into any such agreement, and that any agreement to employ me for any specified period of time or that is otherwise inconsistent with the terms of this Acknowledgment will be unenforceable unless in writing and signed by myself and the CEO of the Company.
- > I further understand and agree that if the terms of this Acknowledgment are inconsistent with any guideline or practice of the Company in the future, the terms of this Acknowledgment shall control.
- > I have carefully read this Acknowledgment and At-Will Agreement.
- > I understand that if I have any questions regarding any guidelines or procedures, I should consult Human Resources.