

## **Real Soft, Inc-SAFETY IS EVERYONE'S PRIORITY**

Always exercise due care while working for RSI or at a client site. Most accidents can be prevented with proper caution-whether in an office or other environment. All unsafe working conditions must be reported immediately to your onsite supervisor, and to RSI Human Resource Manager, Valerie Femiano.

Please contact HR at RSI:609-409-3636-ext 113

Please Call immediately: If you believe that your working conditions are unsafe.

If you are injured while on an assignment or if a near miss occurs.

If you are asked to perform work which was not part of your initial job description.

-lifting over 50 lbs without assistance

Performing tasks at heights greater than 8 feet

Operating equipment, machinery, or working in confined spaces.

SEEK immediate medical attention if needed.

PLEASE become familiar with each client's safety procedures that are included in all new hire paperwork. Each person will sign and date the documents included, as having been read and understood.

Due to the seriousness of prohibited conduct, disclosure of confidential information will be subject to appropriate actions being taken by RSI management. Such action may include, but is not limited to termination of employment.

The terms of the confidentiality clause of your Employment Agreement would control.

Employee is not permitted to remove or make copies of any RSI records, reports or documents without prior written management approval. Such unauthorized action may result in legal action being initiated at the discretion of RSI Management.

## **Customer Relations**

As a representative of RSI, each employee is responsible for conducting himself/herself in the utmost professional manner including but not limited to the following:

1. Act in a competent and professional manner when conducting business with customers;
2. Act in a courteous and congenial manner.;
3. Communicate pleasantly, respectfully, and professionally with peers at all times; and
4. Make RSI aware of opportunities at client site

The employee's professionalism is a reflection of RSI.

## **Equal Employment Opportunity**

RSI is an Equal Opportunity Employer.

No employee of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, gender, national origin, ancestry, age, veteran status, sexual orientation, or other physical, or mental disability, or any other basis protected by state or federal law.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay, and other forms of compensation or overtime.

It is the policy of RSI to:

- \* strictly follow personnel procedures that will ensure equal opportunity for all people without regard to race, color, religion, creed, national origin, gender, age, ancestry, marital status, disability, veteran or draft status, sexual orientation, any other basis protected by state or federal law;
- \* achieve understanding and acceptance of RSI's policy on Equal Employment Opportunity by all employees;
- \* thoroughly investigate instances of alleged discrimination and/or harassment and take corrective action where-warranted, and

- \* be continually alert to identify and correct any practices by individuals that are at variance with the intent of the Equal Employment Opportunity Policy.

**Please Note: Throughout this Employee Handbook, masculine pronouns such as he, his, or him shall be construed so as to include both sexes.**

## **Harassment Policy**

RSI's harassment policy and Complaint procedure mandates that a pleasant, healthy, comfortable work environment be provided which is free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not and is not tolerated.

### **What Is Harassment?**

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature. Behavior which creates an intimidating, hostile and offensive work environment shall not be tolerated.

### **Sexual Harassment**

Sexual Harassment is defined as unwelcome harassment of a sexual nature. Sexual harassment can be:

1. physical, including unwelcome touching and gesturing;
2. Verbal, including unwelcome requests for a date or sexual favors or lewd remarks or sounds;
3. Visual, including unwelcome exposure to sexual photos, cartoons, or drawings.

RSI will not allow any form of sexual harassment or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

All RSI employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Such conduct, when experienced or observed, should be reported immediately to the supervisor/manager or Human Resource Department. The Human Resource Department will conduct an investigation and will be required to report the findings to the President's office or his or her appointed representative. The privacy of the employee filing the report and the employee under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action or possible discharge. RSI will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Any intentional discrimination/harassment is considered to be a major violation of company policy and will be dealt with accordingly by corrective counseling and/or suspension or termination, depending upon the severity of the violation.

It is the intent of RSI to provide a work environment free from verbal, physical, and visual forms [e.g., signs, posters, or documents] of discrimination and sexual harassment and an environment free of unlawful discrimination/harassment, intimidation or coercion in any form. All employees are expected to be sensitive to the individual rights of their co-workers.

## **Health Examinations**

Once an employee has been hired, medical evaluations may be required to ensure that a prospective employee is capable of performing his or her essential job-related tasks. A Medical Evaluation may be required in the event the Client, at which employee is performing services, requires a medical evaluation. A medical evaluation will be conducted whenever a job has special physical demands or if a reasonable question exists concerning whether the employee would endanger his or her health or safety or the health or safety of others in performing assigned tasks.

The medical evaluation will be at company expense and performed by a physician chosen by the company. HIPAA laws control the release of medical information.

## **Introductory Period**

Your first thirty (30) days of employment at RSI are considered an Introductory Period. During this period the employee will not accrue benefits described in this Handbook unless otherwise required by law.

During this Introductory Period, RSI will evaluate employee's suitability for employment, and employee can evaluate RSI as well. At any time during this first thirty (30) days employee may resign without any detriment to your record. If, during this period, employee's work habits, attitude, attendance or performance do not meet RSI's standards, RSI may release you. If employee takes approved time off in excess of five workdays during the Introductory Period, this Period may be extended by that length of time.

Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause." The terms of the employee's employment remain "at will."

A former employee who has been rehired after a separation from RSI of more than one (1) year is considered an introductory employee during their first thirty (30) days following rehire.

## **Non-Compete Agreement**

The terms of the non-competition and non-solicitation clause of your Employment Agreement would control.

## **Outside Employment**

What the employee does on his/her free time is their own business. However, if the employee is employed by RSI in a full-time position, RSI will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at RSI.

## **Authorized to Work in the U.S.**

Federal regulations require that 1) before becoming employed, all applicants must complete and sign Federal Form I-9, Employment Eligibility Verification Form; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the U. S.

# Standards of Conduct

RSI expects its employees to conduct themselves in a professional, courteous manner when interacting with fellow employees, Clients, Customers and the Public.

By accepting employment with RSI, the employee has a responsibility to the Company and to fellow employees to adhere to certain rules of behavior and conduct. Acting in a professional, courteous and concerted manner, assists in ensuring a healthy pleasant work environment.

## Disciplinary Actions

### Unacceptable Activities

If the employee has any questions concerning any work or safety rule, or any of the unacceptable behavior/activities listed, please contact the Human Resource Department for an explanation.

Unacceptable behavior/activities may include but is not limited to the following:

- \* violation of any company rule;
- \* violation of security or safety rules or failure to observe safety rules or RSI safety practices; failure to wear required safety equipment; tampering with RSI equipment or safety equipment.
- \* Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician which do not impair work performance.
- \* possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
- \* Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing RSI; fighting, or horseplay or provoking a fight on company property, or negligent damage of property.
- \* Threatening, intimidating or coercing fellow employees on or off the premises -- at any time, for any purpose.
- \* Engaging in an act of sabotage; with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- \* Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- \* Dishonesty; falsification or misrepresentation on your resume or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by RSI; alteration of company records or other company documents.
- \* Violating the non-disclosure agreement; giving confidential or proprietary RSI information to competitors or other organizations or to unauthorized RSI employees; working for a competing business while a RSI employee; breach of confidentiality of personnel information.
- \* Engaging in Malicious conduct and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job;
- \* Immoral conduct or indecency on company property.

- \* Conducting a lottery or gambling on company premises.
- \* Any acts of harassment, sexual, racial or other; discriminatory conduct, including but not limited to telling sexist or racial-type jokes; making racial or ethnic slurs.
- \* Excessive tardiness.
- \* Excessive absenteeism.
- \* Excessive use of company telephone for personal calls.
- \* Smoking in restricted areas or at non-designated times, as specified by department rules.
- \* Creating or contributing to unsanitary conditions.
- \* Posting, removing or altering notices on any bulletin board on company property without permission of an officer of RSI.
- \* Failure to report an absence or late arrival; excessive absence or lateness within a reasonable period of time.
- \* Obscene or abusive language toward any manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company and/or client premises.
- \* Failure to immediately report damage to, or an accident involving company equipment.
- \* Soliciting without authorization.
- \* Failure to maintain a neat and clean appearance in terms of the standards established by your manager; any departure from accepted conventional modes of personal grooming; failing to abide by the Client Site's dress code;
- \* Failure to use your timecard; falsification and alteration of your own timecard or records or attendance documents; falsifying or altering another employee's timecard or records, or causing someone to falsify or alter your timecard or records.

Engaging in prohibitive conduct may be subject to disciplinary action and possible immediate termination of employment. RSI reserves the right to initiate legal remedies it has available.

Notwithstanding this list, all employees remain employed "at will."

### **Disciplinary Actions**

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal Warning
- Written Warning
- Dismissal

The Employee will have an opportunity to defend his/her actions and rebut the opinion of their manager at the time the warning is issued. Disciplinary actions may include suspensions or other measures deemed appropriate to the circumstances.

All pertinent facts will be carefully reviewed, and the employee will be given a full opportunity to explain his or her conduct before any decision is reached.

## **Discipline**

The Discipline Policy applies to all regular employees who have completed the introductory period.

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

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

To insure that RSI business is conducted properly and efficiently, the employee must conform to certain standards of attendance, conduct, work performance and other work rules and regulations.

When a problem in these areas do arise, RSI will develop an effective solution. If, however, the employee fails to respond to the recommended "solution[s]", or an incident occurs requiring formal discipline, the following procedures will occur.

### *Step One: Oral Reminder*

RSI will meet with the employee to discuss the problem, ensuring that the employee understands the nature of the violation and the expected remedy. The purpose of this conversation is to remind the employee of exactly what the rule or performance expectation is and also reminds the employee that it is his/her responsibility to meet that expectation. A copy that an oral reminder was given shall be noted in the employee's personnel file.

### *Step Two: Written Reminder*

If employee's performance does not improve, or if the employees is again in violation of RSI practices, rules or standards of conduct, RSI will discuss, the problem with employee, emphasizing the seriousness and the need to immediately remedy same.

Following the conversation, RSI will write a memo to the employee summarizing the discussion. The original memo will go to employee and a copy will be placed in his/her Personnel file.

### *Step Three: Dismissal*

If the employee's performance does not improve following a Written Reminder, or if employee is again in violation of RSI's practices, rules or standards of conduct, RSI, at its discretion, may terminate his/her employment.

## **Dismissal**



Employment and compensation with RSI is "at will" in that they can be terminated with or without cause, and with or without notice, at any time, at the option of RSI.