

TAP//AZ TECHNICAL ASSISTANCE
PARTNERSHIP *of* ARIZONA



Employee Handbook

TAPAZ

Updated July 2018

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I. INTRODUCTION

Employee Welcome Message

Welcome new employee!

On behalf of your colleagues, I welcome you to TAPAZ and wish you every success here.

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

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible for it will answer many questions about employment with TAPAZ.

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

Organization Description

CBR is a Professional Employer Organization (“PEO”). PEOs contract with businesses to provide human resources management, payroll, employment law compliance assistance, and employee benefits. As a part of that arrangement, PEOs become co-employers for some purposes of the client’s existing workforce. Employer responsibilities are shared by or allocated between the client and the PEO, in this case, CBR and TAPAZ (the “Company”). This allows the Company to focus on its core business - “the business of business”- while letting TAPAZ assume the burdens related to the “business of employment.”

The PEO relationship involves a contractual allocation and sharing of employer responsibilities between the PEO and the TAPAZ: this shared employment relationship is called co-employment. In evaluating the employer role of either the PEO or the client, the facts and circumstances of each employer obligations should be examined separately, since neither party alone is responsible for performing all of the obligations of employment. Each party will be solely responsible for certain obligation of employment, while both parties will share responsibility for other obligations. When the facts and circumstances of a PEO arrangement are examined appropriately, both the PEO and the client will be found to be an employer for some purposes, but neither party will be found to be “the” employer for all purposes.

It is the goal of both CBR and TAPAZ to establish common law employment relationships with TAPAZ employees. Each entity has a right to independently decide whether to hire or discharge an employee. Each entity has a right to direct and control worksite employees – the PEO directs and controls worksite employees in matters involving human resource management and compliance with employment laws, and TAPAZ directs and controls worksite employees in all other operational aspects regarding production and delivery of the product and/or services.

TAPAZ provides worksite employees with the tools, instruments, and place of work. TAPAZ ensures that worksite employees are provided with a workplace that is operated in compliance with employment laws and regulations. In addition, the TAPAZ provides worksite employees with workers’ compensations insurance, unemployment insurance, and a broad range of employee benefits programs.

CBR will not involve itself in the core business activities of TAPAZ. Those functions and duties remain the sole responsibility of TAPAZ, and it retains all employer authority and responsibilities in that regard. Similarly, TAPAZ and individual employees remain responsible for all licensing or certifications necessary for their business activities.

If you have additional questions on PEOs or how you, as a co-employee, are affected by this status, there are several resources you may access.

- Visit our web-site at www.cbri.com
- Contact Creative Business Resources at 602-200-8500

Introductory Statement

This handbook is designed to acquaint you with TAPAZ and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by TAPAZ to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As TAPAZ continues to grow, the need may arise and TAPAZ reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or TAPAZ to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

These policies are applied consistently and without discrimination so that all similarly situated associates receive uniform treatment. A situation may arise that requires us to deviate from our normal operating procedure. While we attempt to minimize those situations, we must reserve the right to consider each case separately and make any appropriate exceptions we feel necessary. The only recognized deviations from these policies, practices, and benefits are those authorized and signed by the President.

This handbook has been created without bias toward employees, the Company or any group of employees. It is the Company's policy that the employment relationship between TAPAZ and its employees is at will, and can be terminated with or without cause at any time, at the option of either the employee or the Company. The provisions of this handbook or any other documents (such as benefit statements or confidentiality agreements) are not intended to create any contractual obligation that conflict in any way with that policy.

If any provision of this handbook is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force and effect without being impaired or invalidated in any way. If any policy in the handbook conflicts with state or federal law, the law controls, and the policy or portion of the policy that conflicts with the law will be considered inapplicable to the employees, to the extent it conflicts with the law.

The employee handbook applies to all new and existing employees of TAPAZ. The employee handbook applies to full-time, part-time, temporary, and trainee employees, except where otherwise stated. The employee handbook supersedes all previous policies, practices, and benefits, both written and unwritten.

You have been provided with your own electronic copy of the employee handbook. As soon as possible, please take a moment to review it. Refer to it whenever you have questions about the company's policies, practices, or benefits. The policies are effective immediately, and you are expected to know and comply with them.

II. EMPLOYMENT AND ORIENTATION

Nature of Employment

Employment with TAPAZ is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, TAPAZ may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between TAPAZ and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or canceled at any time, at TAPAZ's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the chief executive officer of TAPAZ.

Employee Relations

TAPAZ believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with their supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that TAPAZ amply demonstrates its commitment to employees by responding effectively to employee concerns.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at TAPAZ will be based on merit, qualifications, and abilities. TAPAZ does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Immigration Law & E-Verify Compliance

TAPAZ is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

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. Former employees who are rehired must also complete the form if they have not completed an I-9 with TAPAZ within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

In accordance with any local, state or federal law and applied accordingly, each new employee falling under an applicable law will have their work eligibility authorized through the E-Verify system. E-Verify is an Internet-based system that compares information from an employee's Form I-9, Employment Eligibility Verification, to data from U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

Disability Accommodation

TAPAZ is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers. Medical records will be kept separate and confidential.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

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

TAPAZ is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. TAPAZ will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

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

Employment Background Checks

TAPAZ recognizes the importance of maintaining a safe workplace with employees who are honest, trustworthy, qualified, reliable, and nonviolent, and do not present a risk of serious harm to their co-workers or others. For purposes of furthering these concerns and interests, TAPAZ reserves the right to investigate an individual's prior employment history, personal and professional references, and educational background, as well as other relevant information that is reasonably available to TAPAZ. TAPAZ may review an employee's credit report and criminal background, if any. In the event that a consumer report is obtained, TAPAZ will comply with the federal Fair Credit Reporting Act and applicable state laws, including providing the employee with any required notices and forms. Consistent with these practices, employees may be asked to sign certain

authorization and release forms. Consistent with legal requirements, TAPAZ reserves the right to require employees to sign the forms as requested as a condition of employment.

TAPAZ may respond to reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by TAPAZ's records.

Employment Applications and Enrollment Forms

TAPAZ relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In processing employment applications, TAPAZ may obtain a consumer credit report for employment purposes only concerning credit worthiness, credit standing, and credit capacity. If TAPAZ takes an adverse employment action based in whole or in part on the consumer credit report, a copy of the report and a summary of your rights under the Fair Credit Reporting Act will be provided as well as any other documents required by law.

Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with TAPAZ. All employees will be judged by the same performance standards and will be subject to TAPAZ's scheduling demands, regardless of any existing outside work requirements.

If TAPAZ determines that an employee's outside work interferes with performance or the ability to meet the requirements of TAPAZ as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with TAPAZ.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside TAPAZ for materials produced or services rendered while performing their jobs.

Access to Personnel Files

TAPAZ and CBR maintain a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of TAPAZ, and access to the information they contain is restricted. Generally, only supervisors and management personnel of TAPAZ who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Department. With reasonable advance notice, employees may review their own personnel files in CBR's offices and in the presence of an individual appointed by CBR to maintain the files.

III. PERSONNEL POLICIES AND ETHICS

Business Ethics

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

The continued success of TAPAZ is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to TAPAZ, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

TAPAZ will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every TAPAZ employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Conduct

Each employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

The following may result in disciplinary action, up to and including discharge: violation of the company's policies or safety rules; insubordination; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises, during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; physical harassment; sexual harassment; disrespect toward fellow employees, visitors or other members of the public; performing outside work or use of company property, equipment or facilities in connection with outside work while on company time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to modify our employment-at-will policy.

Sexual and Other Unlawful Harassment

TAPAZ intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal,

physical, or visual - will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

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

Responsibility: All TAPAZ employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate work site supervisor or manager or the designated TAPAZ representative. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting: While TAPAZ encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify either your work site supervisor or manager or contact CBR's Human Resources Department at 602-200-8500 immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to a manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action up to and including termination. TAPAZ will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

What Is Sexual Harassment? It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. Among other perceived unconventional situations, sexual harassment may even involve two women or two men. Sexual harassment may exist on a continuum of behavior. For instance, one example of sexual harassment may be that of an employee showing offensive pictures to another employee.

Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in your working conditions and/or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcomed sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of an employee. This behavior does not necessarily link improved working conditions in exchange for sexual favors.

TAPAZ prohibits any employee from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual.

Attendance and Punctuality

To maintain a safe and productive work environment, TAPAZ expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on TAPAZ. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Employees should first call their supervisor to inform them they will be late. If they cannot reach the supervisor, they must call the main office number and leave a message.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Personal Appearance

TAPAZ provides a professional work environment for its employees. It is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Employees are expected to be neat, clean and free from offensive or overwhelming odors. Please use common sense.

Any questions or complaints regarding the appropriateness of attire should be directed to the Human Resources department. Decisions regarding attire will be made on a case-by-case basis.

Social Media Policy

The term “social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication. The same principles and guidelines found in the Company rules, policies and procedures apply to an employee’s social media activities online.

Any conduct that adversely affects an employee’s job performance or the performance of fellow employees, or otherwise adversely affects the Company’s legitimate business interests, may result in disciplinary action, up to and including termination. Similarly, inappropriate postings, including but not limited to discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in disciplinary action, up to and including termination. However, this restriction will not apply to any postings made in the exercise of any rights granted to an employee by federal law.

Use of Equipment and Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

Employees who regularly use company vehicles for work-related purposes may be asked to review and sign a Vehicle Safety Agreement.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with TAPAZ. Although advance notice is not required, TAPAZ requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

Return of Property

Employees are responsible for all TAPAZ property, materials, or written information issued to them or in their possession or control.

Employees must return all TAPAZ property immediately upon request or upon termination of employment. Where permitted by applicable laws, TAPAZ may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. TAPAZ may also take all action deemed appropriate to recover or protect its property.

IV. EMPLOYEE BENEFITS AND LEAVES

Benefits

TAPAZ offers a benefit package, please contact CBR's HR Department at 602-200-8500. These benefits will be explained to you as part of the onboarding process.

Arizona's Paid Sick Leave

In accordance with Arizona law, TAPAZ offers all employees up to 40 hours of sick pay per year.

All categories of employees are entitled to accrue and use sick time, including exempt, non-exempt, part-time and temporary.

Employees can use sick time for:

- Medical care of mental or physical illness, injury, or health condition for themselves or a family member
- A public health emergency
- Absence due to domestic violence, sexual violence, abuse, or stalking

Employees may begin to use their sick time after they have been employed for 90 days.

Employees will accrue paid sick days at the rate of 1 hour per every 30 hours worked, capping at 40 hours (5 days) per year, beginning at the commencement of employment.

Accruals will rollover at the employee's anniversary date. Sick time will roll-over, however, a maximum of 40 hours may be used in a year.

We request that if the need to use the time is foreseeable that an employee provides as much notice as possible.

Sick time will not be paid out upon separation. If an employee leaves the company and is reinstated within 9 months of separation, their sick time will be restored to their pre-separation balance.

Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under TAPAZ's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at TAPAZ's group rates plus an administration fee. TAPAZ provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under TAPAZ's health insurance plan. The notice contains important information about the employee's rights and obligations.

Workers' Compensation Insurance

TAPAZ provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical,

or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Neither TAPAZ nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by TAPAZ.

Jury Duty

TAPAZ encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off (for example, vacation benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either TAPAZ or the employee may request an excuse from jury duty if, in TAPAZ's judgment, the employee's absence would create serious operational difficulties.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during unpaid jury duty leave and will resume upon return to active employment.

Time Off to Vote

The TAPAZ will provide our employees paid time off to vote consistent with Arizona law. An employee registered and entitled to vote at a primary or general election held within the state will be allowed time off to vote on the day of the election. Employees will be granted up to three hours of time off for voting unless the polls are open three hours before or after the employee's work shift. The total time off allowed is three hours, less the time the polls are open before or after work. The employee is required to apply for leave 24 hours prior to the day of the election and the employer may specify the hours when the employee may be absent.

Military Leave

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) is a federal law that establishes various rights and benefits for employees and applicants for employment who have served in the military or have engaged in other forms of protected governmental service. USERRA requires employers to provide leaves of absence and to re-employ workers who enter military service while employed.

USERRA provides four important benefits related to military leave:

- Protection from discrimination on the basis of military service.
- Protection from termination for a period after returning from service.
- The right to re-employment on conclusion of military service.
- Certain rights in connection with pensions and other employee benefits plans.

If you need a leave of absence to fulfill your military service, please contact Human Resources at 602-200-8500 for information.

V. PAYROLL AND COMPENSATION

Personnel Data Changes

It is the responsibility of each employee to promptly notify TAPAZ of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, please notify the Human Resources Department at 602-200-8500.

Compensation Administration

The salary administration program at TAPAZ was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, TAPAZ is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. TAPAZ periodically reviews its salary administration program and restructures it as necessary.

Review Your Pay Check

We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we will promptly make any corrections necessary. Please review your pay check when you receive it to make sure it is correct. If you believe a mistake has occurred, or you have any questions please use the reporting procedure outlined below.

Non-exempt Employees

If you are classified as a non-exempt employee, you must maintain a record of the total hours you work each day. You must accurately record your hours in accordance with TAPAZ's time keeping procedures. Your time record must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures, and meal breaks. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

It is a violation of company policy for any employee to falsify or alter his or her or another employee's time. It is also a serious violation of company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours. If any manager or employee instructs you to: 1) incorrectly or falsely under- or over-report your hours worked; or 2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to your supervisor or CBR's payroll department at 602-200-8500.

Exempt Employees

If you are classified as an exempt, salaried employee, you will receive a set salary which is intended to compensate you for any hours you may work. This salary will be established at the time of hire or when you become classified as an exempt employee. The salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary may be reduced for the following reasons:

- Full day absences for personal reasons,
- Full day absences for sickness or disability, if TAPAZ a sickness or disability policy that provides for wage replacement benefits and you have exhausted or have not yet accrued enough leave time.
- Full day disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.

Your salary may also be reduced for certain types of deduction such as your portion of health, dental, or life insurance premiums; state, federal, or local taxes, social security or voluntary contributions to a 401(k) or pension plan.

Your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absences for jury duty, attendance as a witness or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note, it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off from an employee's leave bank for full or partial day absences for personal reasons, or for sickness or disability if the employer has a sickness or disability policy that provides for wage replacement benefits.

Should you have any questions with respect to TAPAZ's policy, please contact your immediate supervisor or CBR's Human Resources Department at 602-200-8500.

To Report Concerns or Obtain More Information

If you have questions about deductions from your pay, please contact the Office Manager or CBR's Human Resources Department at 602-200-8500. If you believe you have been subject to any improper deductions, you should immediately report the matter to the Office Manager or TAPAZ or any other supervisor in the company with whom you feel comfortable.

Every report will be fully investigated and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violate this policy. In addition, we will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

Please note that where state law is more generous to employees, the state law will be followed.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these assignments will be provided. **All overtime work must receive the supervisor's prior authorization.** Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off for any paid leave or any unpaid leave of absence will not be considered hours worked for purposes of performing overtime calculations.

VI. SAFETY AND SECURITY

Workplace Violence Prevention

TAPAZ is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, TAPAZ has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of TAPAZ without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

TAPAZ will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Any employee determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

TAPAZ encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Office Manager and TAPAZ's Human Resources Department before the situation escalates into potential violence. TAPAZ is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities at TAPAZ, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter TAPAZ at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on TAPAZ's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the President/CEO.

Workplace Monitoring

Workplace monitoring may be conducted by TAPAZ to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of TAPAZ as well as their satisfaction with our service.

Computers furnished to employees are the property of TAPAZ. As such, computer usage and files may be monitored or accessed.

Because TAPAZ is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Technology Policy

The Internet is a worldwide network of computers that contains millions of pages of information. Employees are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Employees accessing the Internet do so at their own risk and TAPAZ is not responsible for material viewed or downloaded by employees from the Internet. To minimize these risks, your use of the Internet at TAPAZ is governed by the following policy.

Permitted Use of Internet and Company Computer Network: The computer network is the property of TAPAZ and may only be used for legitimate business purposes. Employees are only provided access to the computer network to assist them in the performance of their jobs. All employees have a responsibility to use the company's computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action, including possible termination, and civil and/or criminal liability.

Prohibited Uses: Without prior written permission from TAPAZ, the company's computer network may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, self-replicating programs, etc.), political material, pornographic text or images, or any other unauthorized materials. Employees may not use the company's Internet connection to download games or other entertainment software (including screen savers and music), or to play games, watch videos, or listen to music over the Internet. Additionally, you may not use the computer network to display, store or send (by e-mail or any other any other form) material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise inappropriate or unlawful. Furthermore, anyone receiving such materials should notify their supervisor immediately.

Illegal Copying: Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to

download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the company.

Communication of Trade Secrets: Unless expressly authorized to do so, employees are prohibited from sending, transmitting, or otherwise distributing proprietary information, data, trade secrets or other confidential information belonging to Company. Unauthorized dissemination of such material may result in severe disciplinary action as well as substantial civil and criminal penalties under state and federal Economic Espionage laws.

Accessing the Internet: To ensure security and avoid the spread of viruses, employees accessing the Internet through a computer attached to the company's network must do so through an approved Internet firewall or other security device. Bypassing TAPAZ's computer network security by accessing the Internet directly by modem or other means is strictly prohibited unless the computer you are using is not connected to the company's network.

Frivolous Use: Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all employees connected to the network have a responsibility to conserve these resources. As such, the User must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending personal email, mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

Virus Detection: Files obtained from sources outside the company, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage the company's computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-company sources, without first scanning the material with company-approved virus checking software. If you suspect that a virus has been introduced into the company's network, notify your supervisor immediately.

No Expectation of Privacy: Employees are given computers and Internet access to assist them in the performance of their jobs. Employees should have no expectation of privacy in anything they create, store, send or receive using the company's computer equipment. The computer network is the property of TAPAZ and may be used only for company purposes.

Waiver of Privacy Rights: Employees expressly waive any right of privacy in anything they create, store, send or receive using the company's computer equipment or Internet access. Employees consent to allow company personnel access to and review of all materials created, stored, sent or received by them through any company network or Internet connection.

Monitoring of Computer and Internet Usage: TAPAZ has the right to monitor and log any and all aspects of its computer system including, but not limited to, monitoring Internet sites visited by employees, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by employees.

Blocking Sites with Inappropriate Content: TAPAZ has the right to utilize software that makes it possible to identify and block access to potential Internet sites containing sexually explicit or other material deemed inappropriate in the workplace. Blocked access to a legitimate work related website can be overridden for a limited time by senior management on a case-by-case basis.

Cell Phone Usage

TAPAZ may provide cell phones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Cell phone invoices may be regularly monitored.

As representatives of TAPAZ, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

Bring Your Own Device Policy

Employees of TAPAZ may have the opportunity to use their personal electronic devices for work purposes when authorized in writing, in advance, by the employee and management. Personal electronic devices include personally owned cellphones, smartphones, tablets, laptops and computers.

The use of personal devices is limited to certain employees and may be limited based on compatibility of technology. Contact the IT department for more details.

No employee using a personal device should expect any privacy except that which is governed by law. TAPAZ has the right, at any time, to monitor and preserve any communications that use the TAPAZ's networks in any way, including data, voice mail, telephone logs, Internet use and network traffic, to determine proper use.

Management reserves the right to review or retain personal and company-related data on personal devices or to release the data to government agencies or third parties during an investigation or litigation. Management may review the activity and analyze use patterns and may choose to publicize these data to ensure that TAPAZ's resources in these areas are being used according to this policy. Furthermore, no employee may knowingly disable any network software or system identified as a monitoring tool.

Employees who receive company emails or keep company information on their phone are required to enable a lock screen for extra protection.

Lost or stolen phones must be reported to IT as soon as possible. IT will lock access to company related servers and remove all company information from the phone remotely.

Employees may not use cloud-based apps or backup that allows company-related data to be transferred to unsecure parties. Due to security issues, personal devices may not be synchronized with other devices in employees' homes. Making any modifications to the device hardware or software beyond authorized and routine installation updates is prohibited unless approved by IT. Employees may not use unsecure Internet sites.

While at work, employees are expected to exercise the same discretion in using their personal devices as is expected for the use of company devices. TAPAZ policies pertaining to harassment, discrimination, retaliation, trade secrets, confidential information and ethics apply to employee use of personal devices for work-related activities.

Excessive personal calls, e-mails or text messaging during the workday, regardless of the device used, can interfere with employee productivity and be distracting to others. Employees must handle personal matters on nonwork time and ensure that friends and family members are aware of the policy. Exceptions may be made for emergency situations and approved in advance by management.

Nonexempt employees may not use their personal devices for work purposes outside of their normal work schedule without authorization in advance from management. This includes reviewing, sending and responding to e-mails or text messages, responding to phone calls, or making phone calls.

Employees may not use their personal devices for work purposes during periods of unpaid leave without authorization from management. TAPAZ reserves the right to deactivate the company's application and access on the employee's personal device during periods of unpaid leave.

Drug Free Workplace

If an employee is suspected of using illegal drugs, the appropriate supervisor will gather all information, facts, and circumstances leading to and supporting this suspicion. The following represents the policy of TAPAZ regarding employee substance abuse.

Purposes of the Policy

- To establish and maintain a safe, healthy working environment for all employees, visitors, and guests.
- To ensure the positive reputation of TAPAZ and its staff within the community.
- To reduce the number of accidental injuries to persons and/or property.
- To reduce absenteeism and tardiness and improve productivity.
- To provide rehabilitation assistance for any employee who seeks such help.
- To eliminate the liability, cost and expense of TAPAZ for injuries to persons or damages to property caused by employees who are impaired by the improper use of legal drugs or alcohol or the use of illegal drugs/inhalants or controlled substances.

Policy Enforcement

The specific elements of the policy are as follows:

- All employees are prohibited from being under the influence of illegal drugs/inhalants or controlled substances during working hours.
- No alcoholic beverages will be consumed on company property without Senior Management authorization; intoxication is expressly prohibited.
- The use of medical marijuana by a qualified medical marijuana cardholder on company property or while performing company business (whether on or off company property) is expressly prohibited and cause for termination.
- Employees engaged in "safety sensitive" positions are prohibited from possessing a medical marijuana card, and from using marijuana for any purpose.
- A "safety-sensitive" position includes any job the employer in good faith believes could affect the safety or health of the employee or others, such as operating a motor vehicle or machinery; performing duties on the premises of a customer or supplier; or handling food or medicine.
- Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. 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 their job. If the use of a medication could compromise the safety of the employee, fellow employees, or the public, it is the employee's responsibility to use appropriate personnel procedures (e.g. call in sick, use leave, request change of duty, notify human resources, etc.) to avoid unsafe work practices.
- The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuses and/or abuse prescription medication. Appropriate disciplinary action will be taken if job performance deteriorates and/or incidents occur.

- The sale, use, possession, distribution, transfer or purchase of illegal drugs/inhalants or controlled substances on company property or while performing company business (whether on or off company property) is strictly prohibited. Such action will be reported to appropriate law enforcement officials.
- The sale, use, possession, distribution, transfer or purchase of illegal drugs/inhalants or controlled substances while on duty, on or off company property, is cause for immediate termination.
- If it is suspected that drugs and/or alcohol are affecting the employee's work ability, impairing the employee's decision making ability, or endangering the safety of others, the employee's supervisor is to take immediate corrective action. The employee is to cease contact with all other employees, submit to drug testing, and the company will provide transportation for testing and to employee's home.
- No prescription drug will be brought on company property by any employee other than the employee for whom it is prescribed; such drugs will be used by said employee only in the manner, combination and quantity prescribed. When any prescription or over-the-counter drugs might affect behavior and performance, an employee is encouraged to advise his/her supervisor that such drugs are being taken for medical reasons. When such use of drugs adversely affects job performance, medical evaluation may be required and the employee may be temporarily relieved of his/her duties. While on such leave, the employee may be entitled to any unused and earned paid time off.
- Any employee whose abuse of alcohol, illegal drugs/inhalants, controlled substances or prescription drugs results in excessive absenteeism or tardiness or is the cause of on-the-job accidents or poor or unsatisfactory performance of work related duties may be requested to enter an appropriate alcohol, drug/controlled substance abuse program for rehabilitation. Failure to enter and complete such a program is cause for termination of employment.
- Any employee who is convicted of an illegal drug or alcohol related violation, whether under city, county, state or federal criminal law, or who pleads guilty or nolo contendere such to such charges must inform their supervisor or TAPAZ within two (2) days of such conviction or plea. Failure by an employee to report criminal convictions as provided in this paragraph, will result in disciplinary action and is cause for termination of employment.
- For purposes of this Policy, an alcoholic beverage is any beverage that has any alcoholic content.
- "Drug" means substance, other than alcohol, capable of altering an individual's mood, perception, pain level or judgment; a prescribed drug is any substance prescribed for individual consumption by a licensed medical practitioner. An illegal drug is any drug or controlled substance the sale or consumption of which is illegal. "Controlled substance" is defined to mean those drugs in Schedules I through V of Section 202 of the Federal Controlled Substances Act, 21 U.S.C. Section 812, and includes, but is not limited to, cocaine (including "crack", "ice", and other cocaine derivatives), opioids, morphine, heroin, amphetamines including methamphetamines, and barbiturates.

Under the law, employers may implement measures to assess, supervise or control the job performance of an employee; reassign an employee to a different position; or suspend or terminate an employee if:

- The action is based on the employer's good faith belief that the employee used or possessed any drug while on the employer's premises or during working hours;
- The action is based on the employer's good faith belief that the employee was impaired while working on the employer's premises or during working hours; or
- The action excludes an employee from performing a "safety-sensitive" position based on the employer's good faith belief that the employee is engaged in the ongoing use of any drug, if the drug could decrease the employee's ability to perform the job duties.

Under Arizona's Medical Marijuana Act, unless a failure to do so would cause TAPAZ to lose a monetary or licensing related benefit under federal law or regulations, the company will not discriminate against a person

in hiring, termination or imposing any term or condition of employment or otherwise penalize a person based upon:

- The person's status as a cardholder identifying him or her as a registered qualifying patient of medical marijuana
- A registered qualifying patient's positive drug test for marijuana components or metabolites, **unless** the patient used, possessed or was impaired by marijuana on the premises of the place of employment or during the hours of employment.

Disciplinary Action: Notwithstanding any provision of this policy to the contrary, it will be TAPAZ's discretion to determine the disciplinary measures to be taken when an employee violates this policy. Each employee should be aware and always keep in mind that one of the disciplinary measures TAPAZ will consider and may impose in each case of a violation of this policy is the termination of employment of the employee who has violated this policy.

Policy Compliance Measures: In order for TAPAZ to monitor and implement this Policy, TAPAZ intends to, and will, perform and request that employees undergo drug testing from time to time. An employee may undergo a drug/alcohol test under the following circumstances:

- condition of initial employment;
- following a work-related accident;
- being observed using a prohibited substance on the job;
- when exhibiting a severe and prolonged reduction in productivity;
- if TAPAZ has other reasonable suspicion as grounds for testing such employee; or
- as regulated by the DOT for employees with a CDL.

Further, an employee may be required, if TAPAZ has other reasonable suspicion, to submit to a search of any company vehicle used for company business, and to submit to a search of a desk, file, locker, clothing or other equipment or material provided by the company.

An employee who fails or refuses to submit to alcohol and drug testing or a search as provided above, will be subjected to disciplinary action and refusal is cause for termination of employment.

Any potential employee, who fails or refuses to submit to alcohol and drug testing as a condition of initial employment, will not be considered for employment with TAPAZ.

Alcohol and Drug Rehabilitation: Any employee who feels that he/she has developed an addiction or dependency on alcohol or drugs is encouraged to seek assistance. Requests for assistance will be maintained confidentially. To obtain treatment assistance, an employee may write in confidence to or ask for a personal appointment with Creative Business Resources Client Service Representative to request a referral for treatment assistance.

Notwithstanding any provision of this Policy to the contrary, rehabilitation itself is the responsibility of the employee; an employee seeking medical attention for alcoholism or drug addiction may be entitled to benefits under the company's group medical insurance plans if he/she is a participant under such plans.

An employee who voluntarily seeks alcohol or drug rehabilitation prior to the point in time that he/she violates the Policy, or in situations where the company has determined that rehabilitation is in the best interests of the company, may be granted rehabilitation leave in accordance with the company's medical leave of absence policy. To be eligible for continuation of employment on a rehabilitation basis, the employee must have been employed for at least one year and must otherwise qualify for Family and Medical

Leave benefits and maintain regular predetermined contact with his/her supervisor. He/she must also provide certification that he/she is continuously enrolled in the treatment program.

Failure on the part of an employee to complete a treatment program prior to proper discharge is cause for termination of the employee.

Upon successful completion of the rehabilitation program, the employee may return to active status, without reduction of pay or seniority, subject to and conditioned upon the company's medical leave of absence policy. For the employee's benefit, a statement from the rehabilitation organization may be required assuring that returning to the job will not endanger the employee's well-being or create employee, visitor or guest risks.

TAPAZ will have no liability or obligation to guarantee the compensation or benefits of any employee except as expressly provided in this policy.

Testing Coordinator: All drug/alcohol tests will be conducted by a certified testing lab, or in the case of test following a work-related accident, the medical care facility providing initial medical treatment.

Positive Test Results: In the event that the results of the employee's drug test are positive, indicating use of drugs or controlled substances, the sample will be sent for additional tests to confirm and verify the initial test results. Should the second test results also be positive, the employee will be subject to disciplinary procedures as described in this policy. An employee has the right to obtain the written test results. In addition, the employee has the right to explain, in a confidential setting, a positive test result.

Reasonable Suspicion Testing Grounds: Reasonable suspicion testing may be based upon the following, among other things:

- Observable phenomena, such as direct observation of drug use or possession and/or the physical symptoms of being under the influence of a drug;
- A pattern of abnormal conduct or erratic behavior;
- Arrest or conviction for a drug-related offense, or the identification of an employee as the focus of a criminal investigation into illegal drug possession, use, or trafficking;
- Information provided either by reliable and credible sources or independently corroborated; or
- Newly discovered evidence that the employee has tampered with a previous drug test.

Although reasonable suspicion testing does not require certainty, mere "hunches" are not sufficient to meet this standard.

Procedures: If an employee is suspected of using illegal drugs, the appropriate supervisor will gather all information, facts, and circumstances leading to and supporting this suspicion.

When a concurrence of a reasonable suspicion determination has been made, the employee's supervisor will promptly prepare a written report detailing the circumstances that formed the basis to warrant the testing. This report should include the appropriate dates and times of reported drug related incidents, reliable/credible sources of information, rationale leading to the test, and the action taken.

Confidentiality: TAPAZ requires all of its employees to treat drug test results as confidential medical records, releasable only to Creative Business Resources administrative personnel and designated supervisors within a tested employee's chain of command. In addition, test results may be released to the workers compensation carrier in the event the test was the result of a work-related injury. No written record of test results will be

maintained in the employee's file at the company worksite. Results of test will not be released to any people or organization outside of the company except as otherwise noted above.

Security Inspections

TAPAZ wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, TAPAZ prohibits the possession, transfer, sale, or use of such materials on its premises. TAPAZ requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of TAPAZ. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of TAPAZ at any time, either with or without prior notice.

TAPAZ likewise wishes to discourage theft or unauthorized possession of the property of employees, TAPAZ, visitors, and customers. To facilitate enforcement of this policy, TAPAZ or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto TAPAZ's premises.

Safety and Accident Rules

Safety is a joint venture at the Company. We provide a clean, hazard-free, healthy, safe environment in which to work and make every effort to comply with all relevant federal, state and local occupational health and safety laws, including the federal Occupational Safety and Health Act. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get hurt while at work, you must notify your manager immediately. Failure to do so may result in a loss of benefits under the state workers' compensation law.

Failure to abide by the Company's safety and accident rules may result in disciplinary action, up to and including termination.

Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by TAPAZ may not solicit or distribute literature in the workplace at any time for any purpose. TAPAZ recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.) In addition, the posting of written solicitations on company bulletin boards is restricted. If employees have a message of interest to the workplace, they may submit it to the supervisors for approval. All approved messages will be posted by the supervisors.

Employee Acknowledgement Form

This Employee Handbook is an important document intended to help you become acquainted with TAPAZ. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook.

I have received and read a copy of TAPAZ's Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of employment will alter "at will" status except an express written agreement signed by employment at-will may only be altered IN AN INDIVIDUAL CASE OR GENERALLY in writing signed by the President of the Company.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy in either paper form or have access to an electronic copy of the Company's Employee Handbook.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

Scanned copies of the original will be considered that same as if it is the original signed version.