



TekSynap

TEKSYNAP

EMPLOYEE HANDBOOK



TekSynap

TECHNOLOGY MOVING AT THE SPEED OF THOUGHT®

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INTRODUCTION

020 Employee Welcome Message

Welcome to TekSynap! We are a small minority-owned business that has been recognized by our customers for experience, energy and expertise in the technology field. "Technology moving at the speed of thought" embodies our philosophy to success. Each employee contributes directly in our growth and success by incorporating this philosophy in the workplace and in life.

We are a technology services company and our employees are the "value" we provide. Our promise to you is that we will provide you with the best tools and surround you with the best talent we can, to raise the bar on our collective performance. We strive to offer a benefit package that values you and your family's health and wellness. We also aim to support your long term goals through ongoing career training and with matching of retirement and college fund contributions. We enjoy hosting employee events and programs to create friendships and unity across our team and to be more than "just another job."

This Employee Handbook was developed to address our employee expectations and to outline the policies, programs, and benefits available to full-time employees. Please familiarize yourself with the contents of this Handbook as it is the guidebook to your career with us.

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

Sincerely,

Kamran Jinnah, CEO

David Gauldfeldt, President



040 Introductory Statement

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

While every attempt has been made to create these personalized policies consistent with federal and state law, if an inconsistency arises the policy(s) will be enforced consistent with the applicable law.

An Employee Handbook cannot anticipate every circumstance or question about policy. As TekSynap continues to grow, we reserve the right to revise, supplement, or rescind any policies or portion of the Employee Handbook as deemed appropriate in its sole and absolute discretion. Employees will, of course, be notified of such changes to the Employee Handbook as they occur.

EMPLOYMENT

101 Nature of Employment

Employment with TekSynap is entered voluntarily and both you and TekSynap are free to end the employment relationship at any time, for any reason, with or without cause or advance notice 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 TekSynap 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 cancelled at any time, at TekSynap'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 TekSynap.

102 Employee Relations

TekSynap 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 an employee has concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their Supervisor.

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

103 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at TekSynap will be based on merit, qualifications, and abilities. TekSynap does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability, age, genetic information or any other characteristic protected by law (referred to as "protected status"). This nondiscrimination policy extends to all terms, conditions and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions such as promotions, compensation, benefits and termination of employment.

104 Business Ethics and Conduct

The successful business operation and reputation of TekSynap 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 government has very specific expectations regarding ethical conduct regarding individuals working on government funded projects. What may be acceptable from a commercial perspective may not be acceptable for a government client.

TekSynap is committed to compliance with the Federal Acquisition Regulations (FAR) Part 3. TekSynap employees and contractors should be familiar with this government standard. The following incorporates, at a minimum, the intent of the FAR:

- Gratuities – No TekSynap employee shall offer, directly or indirectly, any gratuity, gift, favor, entertainment, loan, or anything of monetary value to any Government employee where a business relationship exists.
- Kickbacks – No TekSynap employee shall be involved in any transaction involving a kickback to a higher or lower-tier contractor. A kickback shall mean; any money, fee, commission, credit, gift, gratuity, thing of value, or compensation of any kind which is provided, directly or indirectly, to any Government employee, prime contractor, prime contractor employee, subcontractor, or subcontractor employee for the purpose of improperly obtaining or rewarding favorable treatment in connection with a contract or subcontract.
- Influencing a Transaction – No TekSynap employee shall use appropriated funds from a contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any contract, grant, loan or cooperative agreement. As required for each proposal submittal, TekSynap shall certify that no appropriated funds have been paid or will be paid to influence transactions. As required for each proposal submittal, TekSynap shall disclose if any funds other than appropriated funds have been paid, or will be paid, to any aforementioned individual to influence transactions. Exceptions to this prohibition are:

- ◆ Payment of reasonable compensation made to an officer or employee of a person requesting or receiving a covered action if the payment is for agency and legislative liaison activities not directly related to a covered action.
- ◆ Any reasonable payment to a person if the payment is for professional or technical services rendered directly in the preparation, submission, or negotiation of any bid, proposal, or application for that action, or for meeting requirements imposed by or pursuant to law as a condition for receiving that action.
- Collusion – No TekSynap employee shall collude with another offer or of a solicitation with the intent to restrict trade. No disclosure of pricing or any other technical or management approach shall be disclosed to any person outside of TekSynap or the client. This prohibition does not apply to partnering agreements, but all such partnering agreements shall be disclosed to the client of the solicitation.
- Disclosure – TekSynap employee shall disclose pricing information or any other technical or management approach from the subcontractor to any other party other than that subcontractor, TekSynap or contractor with a need to know or the client, as required.
- Solicitation of Government Officials – TekSynap shall not attempt to hire or compensate in any manner a former official of an agency for a period of one year after said former official:
 - ◆ Serviced, at the time of selection of TekSynap or the award of a contract to TekSynap, as the procuring contracting officer, the source selection authority, a member of a source selection evaluation board, or the chief of a financial or technical evaluation team in a procurement in which TekSynap was selected for award of a contract in excess of \$10,000,000
 - ◆ Served as the program manager, deputy program manager, or administrative contracting officer for a contract in excess of \$10,000,000 awarded to TekSynap; or
 - ◆ Personally made for the agency a decision to award a contract, subcontract, modification of a contract or subcontract, or a task order or delivery order in excess of \$10,000,000 to TekSynap; a decision to establish overhead or other rates applicable to a contract or contracts for TekSynap that are valued in excess of \$10,000,000; a decision to approve issuance of a contract payment or payments in excess of \$10,000,000 to TekSynap; or a decision to pay or settle a claim in excess of \$10,000,000 with TekSynap.
- Contingent Fees – TekSynap shall not employ or retain any person or agency to solicit or obtain a contract upon an agreement or understanding for a contingent fee, except a bona fide employee or agency. A bona fide employee or agency means a person or established commercial or selling agency, maintained by TekSynap for the purpose of securing business, that neither exerts nor proposes to exert improper influence to solicit or obtain Government contracts nor holds



itself out as being able to obtain any Government contract or contracts through improper influence.

- Conflict of Interest – TekSynap shall not knowingly award a contract to a Government employee or to a business concern or other organization owned or substantially owned or controlled by one or more Government employees.

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

TekSynap 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 Department Manager for advice and consultation. Any employees who are working on a government contract and have knowledge of unethical conduct or actions should immediately notify TekSynap President and/or directly to the Federal government hotline (800- 424-9098). All calls to the Federal government hotline are maintained as confidential calls.

Compliance with this policy of business ethics and conduct is the responsibility of every TekSynap 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.

105 Hiring Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Although TekSynap has no prohibition against employing relatives of current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, TekSynap will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

107 Immigration Law Compliance

TekSynap is committed to employing only United States citizens and aliens who are authorized to work in the United States and do 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 may also be required to complete the form.

Employees with questions or seeking more information on immigration law issues are encouraged to contact their immediate supervisor. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

108 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which TekSynap wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact your immediate supervisor or any member of management for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of TekSynap. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of TekSynap's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of TekSynap as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which TekSynap does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving TekSynap.

110 Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with TekSynap. All employees will be judged by the same performance



standards and will be subject to TekSynap's scheduling demands, regardless of any existing outside work requirements.

If TekSynap determines that an employee's outside work interferes with performance or the ability to meet the requirements of TekSynap 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 TekSynap.

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

112 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of TekSynap. Such confidential information includes, but is not limited to, the following examples:

- Computer Programs and Codes
- Customer Lists
- Customer Preferences
- Financial Information
- Marketing Strategies
- Pending Projects and Proposals
- Research and Development Strategies

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

114 Disability Accommodation

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

Hiring procedures are designed to 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.

Reasonable accommodations for qualified individuals with known disabilities will be made unless to do so would be an undue hardship. 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.

TekSynap 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. TekSynap will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. TekSynap 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.

116 Job Posting

TekSynap provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although TekSynap reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and normally remain open for 30 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 6 months in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the Human Resources Department listing job-related skills and accomplishments. It should also describe how their current experience with TekSynap and prior work experience and/or education qualifies them for the position.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

EMPLOYMENT STATUS & RECORDS

201 Employment Categories

It is the intent of TekSynap to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and TekSynap.



Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by management.

REGULAR FULL-TIME employees are those who are not in a temporary status and who are regularly scheduled to work TekSynap's full-time schedule. Under the terms and conditions of the Fair Labor Standards Act, a regular full-time employee is one who works forty (40) or more hours per week.

PART-TIME employees are those who are not in a temporary status and who work continuously for a specified number of hours per week which is less than a regular schedule of forty (40) hours per week. Part-time employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance) and may be eligible for TekSynap's benefits if they complete a minimum of thirty (30) hours per week.

202 Access to Personnel Files

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

With reasonable advance notice, employees may review their own personnel files in TekSynap's offices and in the presence of an individual appointed by TekSynap to maintain the files.

203 Employment Reference Checks

To ensure that individuals who join TekSynap are well qualified and have a strong potential to be productive and successful, it is the policy of TekSynap to check the employment references of all applicants.

TekSynap will respond in writing or verbally only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

204 Personnel Data Changes

It is the responsibility of each employee to promptly notify TekSynap 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, it is the employee's responsibility to update their information in PayCom and notify his/her immediate supervisor.

205 Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. TekSynap uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or TekSynap may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If TekSynap determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Employees should have a 90-day review with their supervisor; however, this is optional and if a review is not conducted, management reserves the right to perform a review at any time. Upon satisfactory completion of the introductory period (90 days), employees enter the "regular" employment classification.

209 Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

212 Salary Administration

The salary administration program at TekSynap 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, TekSynap 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. TekSynap periodically reviews its salary administration program and restructures it as necessary.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices.



EMPLOYEE BENEFIT PROGRAMS

301 Employee Benefits

Eligible employees at TekSynap are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Medical Insurance
- Dental Insurance
- Vision Care Insurance
- Life Insurance
- 401(k) Savings Plan
- Long-Term Disability
- Short-Term Disability
- 529 College Savings Plan
- Education Assistance Program

305 Holidays

TekSynap will grant holiday time off to all active employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day (second Monday in October)
- Veterans' Day (November 11)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

TekSynap will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the



number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. If the client site observes a different holiday schedule please consult your program manager for direction.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

306 Workers' Compensation Insurance

TekSynap 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 the applicable legal requirements, workers compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither TekSynap 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 TekSynap.

309 Bereavement Leave

All employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 2 days of paid bereavement leave will be provided to eligible employees in the following classification(s):

- Regular full-time employees

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

TekSynap defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling.

311 Jury Duty

TekSynap encourages employees to fulfill their civic responsibilities by serving jury duty when required. All employees who need to take time off for Jury Duty should notify their supervisor immediately. Employees must show the jury duty summons to their supervisor so that the supervisor may make arrangements to accommodate their absence. Up to 3 days of paid jury duty leave will be provided to eligible employees in the following classification(s):

- Regular full-time employees

Jury Duty pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Evidence of jury participation should be provided to your supervisor for each day of Jury Duty leave taken.

Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary. Either TekSynap or the employee may request an excuse from jury duty if, in TekSynap's judgment, the employee's absence would create serious operational difficulties.

312 Witness Duty

TekSynap encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by TekSynap, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than TekSynap. Employees are free to use any available paid leave benefit (such as vacation leave) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

313 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 TekSynap'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 TekSynap's group rate plus an administration fee*. TekSynap provides each eligible employee with a written notice describing rights granted under COBRA when the



employee becomes eligible for coverage under TekSynap's health insurance plan. The notice contains important information about the employee's rights and obligations.

315 Paid Time Off (PTO)

Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- Regular full-time employees

Once employees enter an eligible employment classification, they begin to earn PTO according to the schedule below. However, before PTO can be used, a waiting period of 30 calendar days must be completed. After that time, employees can request use of earned PTO including that accrued during the waiting period. If employment is terminated (either voluntarily or involuntarily) before successful completion of the waiting period, accrued PTO will not be paid to the employee.

The amount of PTO employees receives each year increases with the length of their active employment as shown in the following schedule:

- Upon initial eligibility the employee is entitled to 15 PTO days each year, accrued semimonthly at the rate of 0.625 days.
- After 1 year of eligible service the employee is entitled to 16 PTO days each year, accrued semimonthly at the rate of 0.667 days.
- After 2 years of eligible service the employee is entitled to 17 PTO days each year, accrued semimonthly at the rate of 0.708 days.
- After 3 years of eligible service the employee is entitled to 18 PTO days each year, accrued semimonthly at the rate of 0.75 days.
- After 4 years of eligible service the employee is entitled to 19 PTO days each year, accrued semimonthly at the rate of 0.792 days
- After 5 years of eligible service the employee is entitled to 20 PTO days each year, accrued semimonthly at the rate of 0.833 days

The length of eligible service is calculated on the basis of a "benefit year." This is the 12- month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PTO can be used in minimum increments of one hour. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.



To schedule planned PTO, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate at the time of absence for the amount of hours absent. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

In the event that available PTO is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused PTO reaches a "cap" equal to two times their rolling annual PTO accrual amount, further accrual will stop. When the employee uses PTO, and brings the available amount below the cap, accrual will begin again.

Upon termination of employment, employees will be paid for unused PTO that has been earned through the last day of work. However, if TekSynap, in its sole discretion, terminates employment for cause, forfeiture of unused PTO may result.

320 Employee Education Assistance Program

Eligible employees seeking reimbursement for educational pursuits relevant to performance of their present jobs, or that will enhance the potential for advancement to a position within the Company to which the individual has a reasonable expectation of advancing, can submit an application (BMS 2.3.1), along with requisite attachments, for consideration prior to the commencement of said pursuit(s). For employees requested training, you must show evidence of taking the associated certification test prior to reimbursement.

The employee shall agree to repay a pro-rated percentage of the value of the reimbursement in the event that they voluntarily leave the Company or are terminated for cause within one year from the date of reimbursement. TekSynap will deduct the amount due from the employees' final pay if repayment is not made by other means. In the event of default on any outstanding debt, the employee will bear liability for payment of any collection costs and/or legal fees.

324 Employee Assistance Program

TekSynap cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. Although employees may solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

Through the Employee Assistance Program (EAP), TekSynap provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles, and emotional distress. The EAP is available to all employees and their immediate family members offering problem assessment, short-term counseling, and referral to appropriate community and private services.

The EAP is strictly confidential and is designed to safeguard the employees' privacy and rights. Information given to the EAP counselor may be released only if requested by the employee in writing. All counselors are guided by a Professional Code of Ethics.

Personal information concerning employee participation in the EAP is maintained in a confidential manner. No information related to an employee's participation in the program is entered into the personnel file.

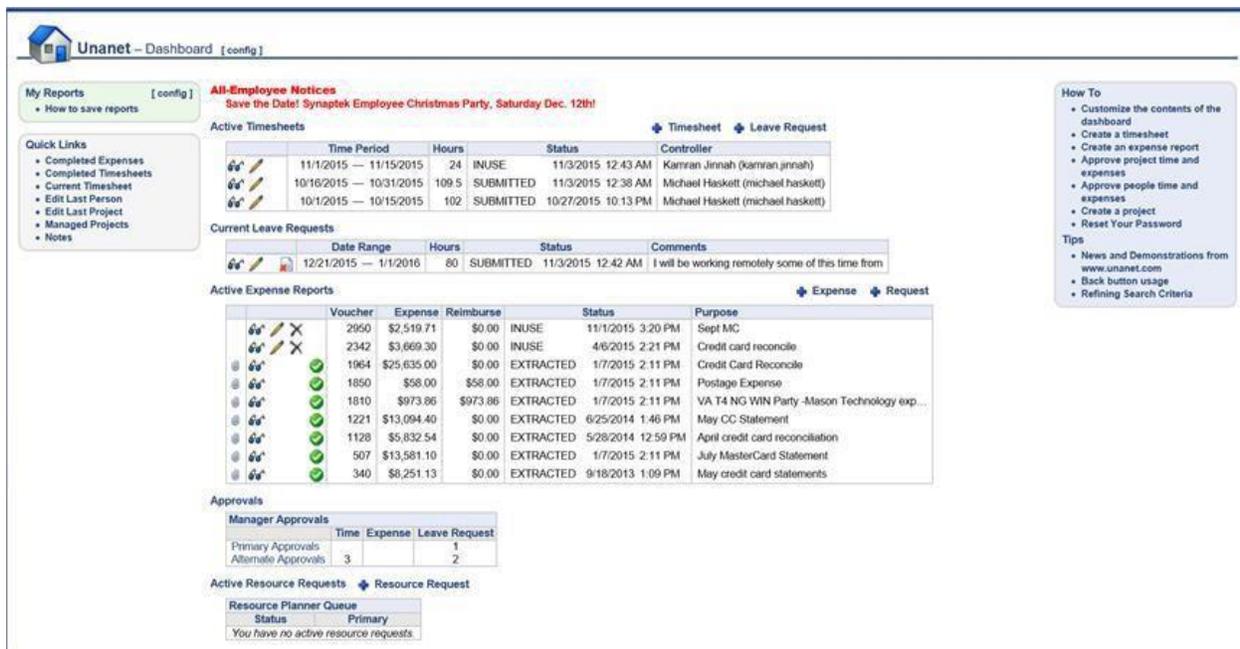
There is no cost for employees to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.

Minor concerns can become major problems if you ignore them. No issue is too small or too large, and a professional counselor is available to help you when you need it. Call the EAP at (888) 231-7015 to contact an EAP counselor 24 hours a day, 7 days a week.

TIMEKEEPING/PAYROLL

401 Timekeeping

Due to the nature of our business, we are required to comply with the Defense Contract Audit Agency (DCAA). Refer to the TekSynap time keeping procedure for details. The procedure may be obtained from your manager. Accurately recording time worked on projects on a daily basis is the responsibility of every employee. TekSynap records time electronically via our Time & Expense Reporting Portal. The T&E link is embedded on the main page found at the following URL: <http://www.TekSynapcorp.com>. Credentials for access to the system are granted by your manager. The graphical user interface is easy to use and allows web access from any internet accessible terminal as shown below:



Unanet – Dashboard [config]

My Reports [config]
• How to save reports

Quick Links
• Completed Expenses
• Completed Timesheets
• Current Timesheet
• Edit Last Person
• Edit Last Project
• Managed Projects
• Notes

All-Employee Notices
Save the Date! Synaptex Employee Christmas Party, Saturday Dec. 12th!

Active Timesheets Timesheet Leave Request

	Time Period	Hours	Status	Submitted	Controller
	11/1/2015 — 11/15/2015	24	INUSE	11/3/2015 12:43 AM	Kamran Jinnah (kamran.jinnah)
	10/16/2015 — 10/31/2015	109.5	SUBMITTED	11/3/2015 12:38 AM	Michael Haskott (michael.haskott)
	10/1/2015 — 10/15/2015	102	SUBMITTED	10/27/2015 10:13 PM	Michael Haskott (michael.haskott)

Current Leave Requests

	Date Range	Hours	Status	Comments
	12/21/2015 — 1/1/2016	80	SUBMITTED	11/3/2015 12:42 AM I will be working remotely some of this time from

Active Expense Reports Expense Request

	Voucher	Expense	Reimburse	Status	Submitted	Purpose
	2950	\$2,519.71	\$0.00	INUSE	11/1/2015 3:20 PM	Sept MC
	2342	\$3,669.30	\$0.00	INUSE	4/6/2015 2:21 PM	Credit card reconcile
	1964	\$25,635.00	\$0.00	EXTRACTED	1/7/2015 2:11 PM	Credit Card Reconcile
	1850	\$58.00	\$58.00	EXTRACTED	1/7/2015 2:11 PM	Postage Expense
	1810	\$973.86	\$973.86	EXTRACTED	1/7/2015 2:11 PM	VA T4 NG WIN Party -Mason Technology exp...
	1221	\$13,094.40	\$0.00	EXTRACTED	6/25/2014 1:46 PM	May CC Statement
	1128	\$5,832.54	\$0.00	EXTRACTED	5/28/2014 12:59 PM	April credit card reconciliation
	507	\$13,581.10	\$0.00	EXTRACTED	1/7/2015 2:11 PM	July MasterCard Statement
	340	\$8,251.13	\$0.00	EXTRACTED	9/18/2013 1:09 PM	May credit card statements

Approvals

Manager Approvals	Time	Expense	Leave Request
Primary Approvals			1
Alternate Approvals	3		2

Active Resource Requests Resource Request

Resource Planner Queue	Status	Primary
You have no active resource requests.		

How To
• Customise the contents of the dashboard
• Create a timesheet
• Create an expense report
• Approve project time and expenses
• Approve people time and expenses
• Create a project
• Reset Your Password

Tips
• News and Demonstrations from www.unanet.com
• Back button usage
• Refining Search Criteria



Federal and state laws require TekSynap to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. The correct distribution of time by project numbers as worked, and recording all hours worked whether they are paid or not is required. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should not report to work prior to their scheduled starting time nor stay after their scheduled stop time without expressed, prior authorization from their supervisor.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

403 Paydays

All employees are paid semimonthly on the 10th and 25th days of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to TekSynap. Employees will receive an itemized statement of wages when TekSynap makes direct deposits.

405 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Separation - involuntary employment termination initiated by the organization.



- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Since employment with TekSynap is based on mutual consent, both the employee and TekSynap have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

406 Severance Pay

Severance pay will be provided in lieu of notice if adequate notice cannot be provided on a timely basis for situations where an employee loses coverage. Notice or severance will be provided as one week per completed year of service not to exceed four weeks.

408 Pay Advances

TekSynap does not provide pay advances on unearned wages to employees.

409 Administrative Pay Corrections

TekSynap takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of your Supervisor at TekSynap so that corrections can be made as quickly as possible.

410 Pay Deductions and Setoffs

The law requires that TekSynap make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. TekSynap also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." TekSynap matches the amount of Social Security taxes paid by each employee.

Eligible employees may voluntarily authorize deductions from their paychecks to cover the cost of any voluntary programs offered by your employer.

Pay setoffs are pay deductions taken by TekSynap, usually to help pay off a debt or obligation to TekSynap or others and will be made where applicable in compliance with federal and state law.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.



480 Compensation

It is the practice and policy of TekSynap to accurately compensate employees and to do so in compliance with all applicable state and federal laws.

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 TekSynap'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 TekSynap's Director of Administration.

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 TekSynap has 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 TekSynap's policy, please contact your immediate supervisor.

To Report Concerns or Obtain More Information

If you have questions about deductions from your pay, please contact your supervisor. If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor 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.

WORK CONDITIONS & HOURS

501 Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, TekSynap has established a workplace safety program. This program is a top priority for TekSynap. Its success depends on the alertness and personal commitment of all.



TekSynap provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor- employee meetings, bulletin board postings, memos, or other written communications.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act and state and local regulations. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including suspension and/or termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Work Schedules

The normal work schedule for all employees is 8 hours a day, 5 days a week. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

504 Use of Telephones, Cellular and Data Devices

Employees may be required to reimburse TekSynap for any charges resulting from their personal use of telephones, cellular and data devices.

To ensure effective communications, employees should always use approved greetings and speak and write in a courteous and professional manner. When on the phone, please confirm information received from the other party and hang up after them.

505 Smoking

In keeping with TekSynap's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. Violations of this policy may result in



civil fines by state or local enforcement agencies and will lead to discipline up to and including termination of employment.

This policy applies equally to all employees, customers, and visitors.

508 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.

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.

510 Rental of Vehicles

Passenger vehicles and SUVs – When renting a small passenger vehicle or SUV (up to 7 person vehicle) using the TekSynap Corporate Visa Card, do not accept the optional insurance. Using the Visa card activates the Visa Auto Rental Insurance at no additional cost. The Corporate card must be used to initiate and complete the entire rental transaction.

Trucks and Commercial Vans – When renting a truck or van, employees are required to ensure that they are offered and accept the optional insurance from the rental company as the TekSynap Corporate Visa card does not cover loss or damage to trucks and vans.

When traveling internationally employees must ensure that they are offered and accept the optional insurance offered by the rental car company as the TekSynap Corporate Visa Card does not offer coverage in all countries.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor.

If you have any questions regarding the coverage offered by the TekSynap Corporate Visa Card, please call Visa Benefit services at 1.800.397.1253.

511 Corporate Credit Card Policy

Select employees will receive a corporate credit card, depending on their role and successful financial background check. Users are being entrusted with a valuable tool—a Corporate Visa Card—and will be making financial commitments on behalf of TekSynap. Employees will strive to obtain the best value for the company by using “preferred suppliers” as identified by TekSynap and will comply with TekSynap procurement and travel policies and procedures.



TekSynap is liable to BB&T for all proper business charges made on the card, and employees acknowledge that they are personally liable for any and all inappropriate charges including collection costs and reasonable attorney's fees. If the credit card is lost or stolen, employee must to notify the CC Representative, employee's supervisor, and the Director of Finance in Reston, VA immediately.

Use of the credit card must be for approved purposes only and not for personal purchases. The Accounting Department and TekSynap Managers audit the use of this card and report on and take appropriate action regarding any discrepancies. Use of this credit for non-business purposes is strictly prohibited and contrary to TekSynap policy. Failure to follow the established procedures for the use of the card may result in revocation of card privileges or other disciplinary actions, up to and including termination of employment. If misuse occurs, TekSynap has authority to deduct any such non-business charges from an employee's pay, at any time. It is expected that employees will return the card and pay outstanding amounts immediately upon request or upon termination of employment (including retirement). Moreover, TekSynap may make these deductions upon furlough from, or termination of, employment, irrespective of whether the outstanding balance is current or past due.

All credit card expenses must be reconciled and submitted in Unanet before the 15th of each month. Failure to comply will result in the credit card to be temporarily disabled until the expenses have been recorded and approved by supervisor in Unanet.

512 Business Travel Expenses

TekSynap will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by your Manager.

Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by TekSynap. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available
- fare.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs of public
- transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.

- Mileage costs for use of personal cars, only when less expensive transportation is not
- available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense.
- Tips not exceeding 20% of the total cost of a meal or 10% of a taxi fare.
- Charges for telephone calls, fax, and similar services required for business purposes.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by TekSynap may not be used for personal use without prior approval.

With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such nonbusiness travel are the responsibility of the employee.

When travel is completed, employees should submit completed travel expense reports within 10 days. Reports should be accompanied by receipts for all individual expenses of 25 dollars or more.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

514 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at TekSynap, 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 TekSynap 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 TekSynap's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.



516 Computer and Email Usage

Computers, computer files, the email system, and software furnished to employees are TekSynap property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

TekSynap strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, TekSynap prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

TekSynap purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, TekSynap does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. TekSynap prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

TekSynap employees should use their TekSynap e-mail address solely for TekSynap business. If a TekSynap employee has a separate customer work site e-mail address, they should use that for customer work. Employees are required to check their TekSynap e-mail regularly, for important notices and corporate-wide announcements.

517 Acceptable Use

Internet access is provided by TekSynap to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of TekSynap and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of TekSynap. As such, TekSynap reserves the right to monitor

Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by TekSynap in violation of law or TekSynap policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation

- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

518 Workplace Monitoring

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

Employees who regularly communicate with customers via the telephone may have their 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 TekSynap as well as their satisfaction with our service.

Computers furnished to employees are the property of TekSynap. As such, computer usage and files, including e-mail usage and related files, may be monitored or accessed.

TekSynap's management and IT department will monitor SharePoint usage and activity. Downloading Controlled Unclassified Information (CUI) from SharePoint is prohibited.

TekSynap is sensitive to the legitimate privacy rights of employees; every effort will be made to conduct workplace monitoring in an ethical and respectful manner.

519 Security, Privacy and Personal Data Protection

Officers and employees are permitted to access and use certain personal information, such as Social Security Numbers, only as necessary and appropriate for such persons to carry out their assigned tasks for TekSynap and in accordance with TekSynap's policy.

The unauthorized access, viewing, use, disclosure, or the intentional public display of such information and the unauthorized removal of documents from TekSynap's premises that contain social security number information is prohibited and can result in discipline up to and including termination of employment. TekSynap encourages a Clear Desk, Clear Screen policy where all employees should logout of their computers and clear their desks of sensitive paperwork prior to leaving their workspaces unattended.

If you come into contact with Social Security Numbers or other sensitive personal information without authorization from TekSynap or under circumstances outside of your



assigned tasks, you may not use or disclose the information further, but must contact your supervisor and turn over to him or her all copies of the information in whatever form.

When necessary, documents containing social security information will be properly destroyed through shredding or other means prior to disposal to ensure confidential social security information is not disclosed.

For more information about whether and under what circumstances you may have access to this information, review your job description or contact your supervisor.

TekSynap, in compliance with ISO 27000, stores our policies and procedures in a company accessible SharePoint ISMS location which can be easily access from a tile location on the TekSynap company Employee Portal. Many of these policies are detailed in this handbook. For additional details, employees are required to review policies, procedures and guidelines which include, but are not limited to:

- Internet Acceptable Use Policy
- Cloud Computing Policy
- Segregation of Duties Guideline
- Authorities and Specialist Group Contacts
- Information Security Guidelines for Project Management
- Mobile Device Policy
- Teleworking
- Disciplinary Process
- Employee Screening Procedure
- Acceptable Use Policy
- Termination Procedure
- Information Classification Procedure
- Information Labeling Procedure
- Asset Handling
- Procedure for Removable Media
- Physical Media Transfer Procedure
- Access Control Policy
- User Access Management Policy
- Cryptographic Policy
- Physical Security Policy
- Secure Work Areas Policy
- Data Center Access Procedure
- Procedure for Taking Assets Off-Site
- Change Management Plan (CMP)
- Information Systems Audit Plan
- Capacity Plan
- Anti-Malware Policy
- Backup Policy
- Software Policy

- Procedure for Monitoring Use of IT systems
- Technical Vulnerability Management Policy
- Network Security Policy
- Network Services Agreement
- Information Transfer Procedure
- Electronic Messaging Policy
- Schedule of Confidentiality Agreements
- NDA
- Secure Development Policy
- Information Security Incident Response Procedure -ITMS
- Business Continuity Incident Response Procedure
- Business Continuity Plan
- Availability Management
- Legal Requirement Procedure

520 Teleworking

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that TekSynap may offer to some employees when it would benefit both the organization and the employee.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit TekSynap and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the organization. When telework is approved the employee should obtain and sign the TekSynap telecommuting agreement (BMS 2.3.2 Telecommuting Worker Policy and Request Form) which will be retained in the employees HR file.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).

The employee's at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, TekSynap has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

521 Social Networking and Blogging Policy

In general, TekSynap views websites, web logs and other information published on mediums accessible by the public by its employees positively, and it respects the right of employees to use them as a medium of self-expression. If you choose to identify yourself as a TekSynap employee or to discuss matters related to our business, please bear in mind that although the information you publish will generally be viewed as a medium of personal expression, some readers may nonetheless view you as a de facto spokesperson for TekSynap. In light of this possibility the following guidelines must be followed:

- Company equipment, including computers and electronic systems, are limited to business use only.
- You must make it clear to your readers that the views expressed by you are yours alone and do not represent the views of TekSynap.
- If you blog or otherwise publish information about our products or services, you must clearly and conspicuously disclose your relationship with TekSynap to your readers.
- Understand that you assume full responsibility and liability for your public statements.
- You are not permitted to disclose confidential or proprietary information. You must at all times abide by all non-disclosure and confidentiality policies.
- Company policies governing the use of corporate logos and other branding and identity apply, and only individuals officially designated have the authority to speak on the company's behalf. Therefore, you are not permitted to use any company logo or graphics without first obtaining permission.
- You are prohibited from making discriminatory, defamatory, libelous or slanderous comments when discussing TekSynap, and/or your supervisors, co-workers, customers, clients and/or competitors.
- You must always comply with all other employment policies, including the Harassment Policy.

Since the information you publish is accessible by the general public, TekSynap hopes your comments will be truthful and respectful to TekSynap, its employees, customers, partners, affiliates and others (including our competitors) as the TekSynap itself endeavors to be. If you are going to criticize individual employees, consider discussing the criticism personally before making it public. TekSynap will not tolerate statements about it or its employees that are defamatory, obscene, threatening or harassing.

Please be aware that TekSynap may request, in its sole and absolute discretion, that you temporarily confine your website, web log or other commentary to topics unrelated to the Company if it believes this is necessary or advisable to ensure compliance with laws or regulations.

Failure to comply with these requests may lead to discipline up to and including termination, and if appropriate, TekSynap will pursue all available legal remedies.



522 Workplace Violence Prevention

TekSynap is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, TekSynap 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 TekSynap unless contrary to state law.

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 protected status.

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 work station, do not try to intercede or see what is happening.

TekSynap 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. In order to maintain workplace safety and the integrity of its investigation, TekSynap may suspend employees, either with or without pay, pending investigation.

Anyone 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.

TekSynap encourages employees to bring their disputes or differences with other employees to the attention of their supervisor or any member or management before the situation escalates into potential violence. TekSynap is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

526 Mobile Device/Cell Phone Policy

As TekSynap is a subscriber to the BYOD (Bring Your Own Device) policy, we encourage our users to use good judgment with defining the limits of balancing work and personal usage in relationship to their cellular phones during work hours. As a representative of TekSynap, 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. The only approved mail application is Outlook with MFA enabled.

If you are provided a cellular phone by TekSynap (“Company Cellular Phone”), it is provided to you as a business tool only. It remains the sole property of TekSynap. Company Cellular Phones are provided to assist employees in communicating with TekSynap associates, and others with whom they may conduct business. Company Cellular Phone invoices and text messages may be regularly monitored to ensure compliance with this policy. No company data is allowed to reside on any mobile devices, personal or business.

Whether the cellular phone is provided by TekSynap or the employee is using his or her own phone, employees who have access to a cell phone while in their cars should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone or writing, sending, or reading a text-based communication.

LEAVES OF ABSENCE

605 Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as



though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Director of Administration for more information or questions about military leave.

607 Pregnancy-Related Absences

TekSynap will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this Employee Handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, TekSynap expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Supplying false or misleading information when applying for employment or during employment
- Personal use of company gas or credit cards
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs or abuse of prescription drugs in the workplace, while on duty, or while operating employer owned vehicles or equipment
- Failure or refusal to submit or consent to a required alcohol or drug test
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Engaging in unethical or illegal conduct

- Having a conflict of interest
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or tardiness or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential proprietary information
- Conduct that reflects adversely upon you or TekSynap
- Making or publishing false or malicious statements concerning an employee, supplier, client, or TekSynap
- Violation of personnel policies
- Unsatisfactory performance or conduct or performance or conduct that does not meet the requirements of the position
- Other circumstances which warrant discipline

Employment with TekSynap is at the mutual consent of TekSynap and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702 Drug and Alcohol Use

It is TekSynap's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a safe and satisfactory manner.

While on TekSynap's premises and while conducting business-related activities off TekSynap's premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

703 Sexual and Other Unlawful Harassment

TekSynap is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- 1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- 2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- 3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Department Manager or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser



will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Department Manager or any member of management so it can be investigated in a timely and confidential manner. Upon completion of the investigation, if necessary, corrective measures will be taken. These measures may include, but are not limited to: training, counseling, warning, suspension, or immediate dismissal. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to discipline up to and including discharge.

TekSynap prohibits any form of discipline or retaliation for reporting in good faith the incidents of harassment in violation of this policy, pursuing any such claim or cooperating in the investigation of such reports.

704 Attendance and Punctuality

To maintain a safe and productive work environment, TekSynap expects employees to be reliable and to be punctual in reporting for scheduled work. You are also expected to take your lunch/meal times within the time limits set by your supervisor. Absenteeism and tardiness place a burden on other employees and on TekSynap. 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.

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

705 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image TekSynap presents to customers and visitors.

During business hours or when representing TekSynap, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

706 Return of Property

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

All TekSynap property must be returned by employees on or before their last day of work. Where permitted by applicable laws, TekSynap may withhold from the employee's check or final paycheck the cost of any items that are not returned when required.



TekSynap may also take all action deemed appropriate to recover or protect its property.

708 Resignation

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

710 Security Inspections

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

While on TekSynap premises, employees have no expectation of privacy in their belongings or in workplace areas which include, but are not limited to, offices, cubicles, work locations, Company provided or designated parking areas, desks, computers, lockers, rest or eating areas, or vehicles engaged in Company operations, and any personal belongings on or in any of the above.

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

TekSynap likewise wishes to discourage theft or unauthorized possession of the property of employees, TekSynap, visitors, and customers. To facilitate enforcement of this policy, TekSynap 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 TekSynap's premises.

712 Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by TekSynap may not solicit or distribute literature in the workplace at any time for any purpose.

TekSynap 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 prohibited. Bulletin boards are reserved for official organization communications on such items as:

- Affirmative Action statement
- Postings required by law
- Employee announcements

- Internal memoranda
- Job openings
- Organization announcements
- Payday notice
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

714 Drug Testing

TekSynap is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs.

Questions concerning this policy or its administration should be directed to the Director or Administration.

716 Progressive Discipline

The purpose of this policy is to state TekSynap's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

TekSynap's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with TekSynap is based on mutual consent and both the employee and TekSynap have the right to terminate employment at will, with or without cause or advance notice, TekSynap may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

TekSynap recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and TekSynap.

718 Problem Resolution

TekSynap is committed to all employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the company's supervisors and management.

TekSynap strives to ensure fair treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with the company in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

- 1) Employee presents problem to immediate supervisor at TekSynap after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to any other member of management at TekSynap.
- 2) Supervisor at TekSynap responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
- 3) Employee presents problem to Department Manager if problem is unresolved.
- 4) Department Manager counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s) if necessary, and directs employee to senior management for review of problem.
- 5) Employee presents problem to senior management in writing.
- 6) Senior management reviews and considers problem. Senior management informs employee of decision and forwards copy of written response to Department Manager for employee's file. Senior management has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

MISCELLENEOUS

800 Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by

their condition. TekSynap supports these endeavors as long as employees are able to meet acceptable performance standards.

Medical information on individual employees is treated confidentially. TekSynap will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

802 Recycling

TekSynap supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Where allowable by the site, special recycling receptacles have been set up to promote the separation and collection of the following recyclable materials at TekSynap:

- Computer Paper
- White High Grade or Bond Paper
- Mixed or Colored Paper
- Newspaper
- Corrugated Cardboard
- Brown Paper Bags
- Aluminum
- Tin
- Glass
- Plastics
- Printer Cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. Employees are encouraged to make a commitment to recycle and be a part of this solution.

TekSynap encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- Communication through computer networks with email
- Posting memos for all employees
- Two-sided photocopying

- Computerized business forms
- Routing slips for reports
- Reusing paper clips, folders, and binders
- Reusing packaging material
- Turning off lights when not in use

Whenever possible, employees of TekSynap are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, TekSynap is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the Chief Operating Officer.

804 Employee Commute Options

TekSynap recognizes that traffic congestion contributes to air pollution and energy waste. To help reduce congestion and improve air quality, TekSynap encourages employee commute options. Finding alternatives for driving alone to work benefits both employees and the environment.

Public transportation is a commute option that reduces traffic and air pollution. Transit riders eliminate the stress of driving and may even have time to read, sleep, or write while commuting.

Carpooling is a convenient option that saves money on commute costs, reduces the stress of driving every day in traffic, and encourages communication with co-workers.

A carpool consists of two or more individuals who share a ride to work. The number of riders may vary, the days the carpool operates may change, the drivers may rotate, and riders may share expenses. The ride sharers determine the rules. Conveniently located parking places are reserved for employees who carpool.

In the event that an employee who participates in ride sharing or uses public transportation on a regular basis, has a family emergency, a Department Manager will provide the employee with a ride home or will reimburse the employee for the cost of Uber or Cab fare if necessary.

Please contact your Department Manager for more information and assistance with employee commute options.



ADDENDUM

Employee Handbook Acknowledgment of Receipt

The employee handbook describes important information about TekSynap, and I understand that I should consult my manager with any questions about the information contained in this handbook or with questions not addressed in this handbook.

I have entered into my employment relationship with TekSynap voluntarily and acknowledge that there is no specified length of employment. I acknowledge that this handbook is neither a contract of employment nor a legal document. Accordingly, either I or TekSynap can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. All changes will be conveyed through employee-wide communications. I understand that the current employee handbook is accessible on the employee portal located at <http://www.TekSynap.com/employee-portal/>.

EMPLOYEE'S NAME:

EMPLOYEE'S SIGNATURE: **Electronic Signature Via PayCom**

DATE: