


# EMPLOYEE HANDBOOK

Peerstar, LLC An Equal Opportunity Employer

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# A Manual of Employee Benefits and Personnel Policies

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# Receipt of Company Employee Handbook

The Employee Handbook (sometimes called a Personnel Policy Manual, and referred to as the “Manual”) is a compilation of personnel policies, practices and procedures currently in effect at Peerstar, LLC (PEERSTAR), an equal opportunity employer.

*This Manual is designed to introduce employees to the organization, familiarize you with Company policies as they pertain to you as an employee, provide general guidelines on work rules, disciplinary procedures and other issues related to your employment, and to help answer many of the questions that may arise in connection with your employment.*

*This Manual and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. You understand that your employment is “at-will” and that your employment may be terminated for any reason, with or without cause, and with or without notice. Only the CEO or other authorized representative(s) of PEERSTAR has the authority to enter into a signed written agreement guaranteeing employment for a specific term. This Manual is intended solely to describe the present policies and working conditions at PEERSTAR. This Manual does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, state, and/or local laws will take precedence over PEERSTAR policies, where applicable.*

*Personnel Policies are applied at the discretion of PEERSTAR. PEERSTAR reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Manual, at any time. PEERSTAR may notify you of such changes via email, posting on the Company’s Intranet, Portal or Website, or via a printed memo, notice, amendment to or reprinting of this Manual, but may, in its discretion make such changes at any time, with or without notice and without a written revision of this Manual.*

By signing below, you acknowledge that you have received a copy of PEERSTAR’s Employee Handbook, and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. Furthermore, you acknowledge that you are employed “at-will” and that this Manual is neither a contract of employment nor a legal document.

Signature Date

Please print your full name

Please sign and date one copy of this notice and return it to Human Resources. Retain a second copy for your reference.

# Section: Introduction

## Welcome and Purpose

This Manual is designed to acquaint you with PEERSTAR and provide you with general information about working conditions, benefits, and policies affecting your employment.

We, PEERSTAR, are an Equal Opportunity Employer in all personnel decisions.

The information contained in this Manual applies to all employees of PEERSTAR. Following the policies described in this Manual is considered a condition of continuous employment. However, nothing in this Manual alters an employee’s “at-will” status. The contents of this Manual shall not constitute nor be construed as a promise of my employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

# Section: Employment Policies

## Payroll Policy

 Pay Dates will be on the 1st and 15th of every month. If a pay date falls on a weekend or Holiday, pay date is the previous business day.

## Timesheet Policy

Hourly and Salary/Non-Exempt Employees Must submit timesheets for the previous work week by Monday at 10:00 am

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## Performance Evaluation

Peerstar utilizes a Continuous Performance Management process.

* + 1. All hourly/non-exempt CPS-CRS receive a weekly continuous performance assessment as part of the weekly supervision. Commendations, recommendations, needed resources and requested trainings are documented on the weekly supervision form.
		2. All hourly/non-exempt CPS-CRS Supervisors and office staff receive informal verbal performance evaluations ongoing as required or requested to address areas of improvement and/or excellence. A written performance evaluation may be requested at any time by the employee or supervisor. This written evaluation includes self-assessment, supervisor feedback, areas for improvement, and future goals.

##  Employment Termination

1. PEERSTAR and its employees share a working relationship defined as employment- at-will. Simply stated, employment-at-will means that in the absence of a specific written agreement, you are free to resign at any time, and PEERSTAR reserves the right to terminate your employment for any reason (which does not violate any applicable law) with or without prior notice.
	* 1. Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:
			1. Resignation - voluntary employment termination initiated by an employee.
			2. Termination - involuntary employment termination initiated by PEERSTAR.
			3. Layoff - involuntary employment termination initiated by PEERSTAR for non-disciplinary reasons.
		2. If you wish to resign, you are requested to notify your manager of your anticipated departure date at least two weeks in advance. 60 days is more appropriate for professional clinical staff. Of course, as much notice as possible is appreciated by PEERSTAR and your coworkers. This notice should be in the form of a written statement.
		3. In the case of termination due to resignation, retirement, or permanent reduction in the work force, your accrued vacation pay will be paid on a pro-rata basis.
		4. Unused personal or sick time is not paid upon termination. In the case of termination, any vacation or personal/sick time used in excess of accrued time will be deducted from your final paycheck given your prior written permission.
		5. Furthermore, any outstanding financial obligations owed to PEERSTAR will also be deducted from your final check given your prior written permission.
		6. A meeting between you and your immediate manager will take place prior to your last day of work. A health insurance extension of benefits under COBRA regulations is available and is offered via mail to eligible employees. Gas cards, office keys, Company equipment, and building fobs must be returned at this time.
		7. If you leave PEERSTAR in good standing, you may be considered for re-employment.

## Equal Employment Opportunity

PEERSTAR shall not discriminate against staff or individuals receiving services on the basis of race, color, creed, disability, religious affiliation, ancestry, sex, gender, gender identity or expression, sexual orientation, national origin, ethnicity, or economic status, and MUST observe all applicable State and Federal Statutes and Regulations.

PEERSTAR is committed to the principles of equal employment opportunity, and nondiscrimination for all persons without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, veteran-status, or any other status prohibited by law. We are committed to a diverse workforce. We value all employees’ talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

* Employment decisions are based on the principles of equal opportunity. All personnel actions such as hiring, promotion, compensation, benefits, transfers, training, and participation in social and recreational programs are provided on an equal opportunity basis in accordance with this policy;
* Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

We believe in and practice equal opportunity. The Director of Human Resources serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our Company in meeting its objectives. PEERSTAR encourages employees to notify their Regional Director or Director of Human Resources in situations that arise which the employee believes conflicts with this policy.

## I-9 Immigration Reform Policy

PEERSTAR complies with the Immigration Reform and Control Act, employing only those persons who are legally eligible to work in the United States.

PEERSTAR complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, PEERSTAR must terminate his/her employment.

## Employment of Persons with Disabilities

PEERSTAR is committed to ensuring equal employment opportunities to qualified individuals with disabilities. The Americans with Disabilities Act (ADA) defines “disability” as a physical or mental impairment that substantially limits one or more major life activities of an individual, a record of impairment, or being regarded as having such an impairment.

PEERSTAR recognizes its duty to reasonably accommodate qualified individuals with known disabilities.

It is the employee’s responsibility to inform PEERSTAR if the employee believes that he/she has a disability that requires a reasonable accommodation to allow him/her to perform the essential functions of the employee’s position. PEERSTAR may require medical documentation to determine the nature and extent of the employee’s disability and to evaluate any request for accommodation.

An employee with a disability who is unable to perform the essential functions of his/her position must provide a written request for a reasonable accommodation to the Director of Human Resources, accompanied by medical documentation explaining the disability, the specific limitation(s), and how the requested accommodation will assist the employee in performing the essential functions of the job. PEERSTAR may need to contact the employee’s physician to more fully understand the employee’s limitations and requested accommodation. Depending on the requested accommodation, PEERSTAR may need to discuss with the employee alternative accommodations that will enable the employee to perform the essential functions of his/her job and that will not pose an undue hardship for PEERSTAR.

At a minimum, please ask your treating physician to provide the following information:

* A description of the nature, severity and duration of your impairment
* The activity or activities that the impairment limits
* The extent to which the impairment limits your ability to perform the activity or activities
* Whether you can currently perform the essential functions of your job
* Whether you need a reasonable accommodation to perform the essential functions of your job; and suggestions of that requested reasonable accommodation
* How long will the accommodation be needed.

After receiving documentation from your treating physician and any other requested information, Human Resources will respond in writing to your reasonable accommodation request.

All medical information that the employee submits relating to his/her disability will remain confidential and be maintained in a separate medical file.

## Service Animals

Peerstar LLC does not discriminate against consumers, employees or potential employees with service animals. Peerstar LLC follows the Pennsylvania State Law and Federal Law on service animals. While we accept animals listed in the service animal class, we are not obligated to accommodate emotional support animals.

**Pennsylvania Laws on Service Dogs and Emotional Support Animals**

Pennsylvania state law and federal law protect your right to have service dogs in public places and housing. Under Pennsylvania law and the Federal Americans with Disabilities Act (ADA), people with disabilities may bring their service animals to all public accommodations, including stores, restaurants, bars, hotels, museums, and more. These laws also require those who operate transportation services to allow service animals.

Pennsylvania and federal law differ on their definitions of service animals, but public accommodations in Pennsylvania must comply with both state and federal law, and their patrons are entitled to rely on whichever law provides the most protections. Read on to learn which animals qualify as service animals, which public accommodations must allow them, and more.

**How the Law Defines Service Animals in Pennsylvania**

Pennsylvania’s Human Rights Act protects people with disabilities from discrimination in the use of public accommodations for using a guide or support animal because of blindness, deafness or “physical handicap.” The criminal statutes make it a misdemeanor for a public accommodation to deny entry to someone who is using a guide dog, signal dog, service dog, or other aid animal that has been certified by a recognized authority to assist a person who is blind, deaf, or has another physical disability. These definitions appear to exclude psychiatric support animals, which assist users with mental disabilities.

Under the ADA, a service animal is a dog (or in some cases, a miniature horse) that is individually trained to perform tasks or do work for the benefit of a person with a disability. This includes psychiatric service dogs, which are dogs trained in doing specific tasks to help someone with a mental illness or difficulty; examples of tasks might be keeping a disoriented handler from wandering into danger or turning on the lights for someone with PTSD. The tasks or work the animal does must be directly related to the person’s disability.

**These laws don't cover what some call “emotional support animals”: animals that provide a sense of safety, companionship, and comfort to those with psychiatric or emotional conditions. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for their handlers. Under the ADA and Pennsylvania law, owners of public accommodations are not required to allow emotional support animals, only service animals or animal assistants that aid those with disabilities. These laws also don’t apply to pets.**

**Which Public Accommodations Must Allow Service Animals in Pennsylvania**

The Pennsylvania Human Rights Act defines public accommodations to include any place that offers accommodations, facilities, or advantages to the public. It lists many types of establishments that fit the bill, from hotels, restaurants, and stores to beauty parlors, libraries, and swimming pools.

Under the ADA, the definition of public accommodations is also very broad. It includes:

* hotels and other lodging establishments
* public transportation terminals, depots, and stations
* restaurants and other places that serve food and drink
* sales or rental establishments
* service establishments
* any place of public gathering, such as an auditorium or convention center
* places of entertainment and exhibit, like theaters or sports stadiums
* gyms, bowling alleys, and other places of exercise or recreation
* recreational facilities, such as zoos and parks
* libraries, museums, and other places where items are collected or displayed publicly
* educational institutions, and
* social service centers.

**Rules for Service Animals**

An Employee may not be charged extra to bring a service animal or animal assistant to any public accommodation. However, the Employee may be required to pay for any damage the service animal causes.

A public accommodation is not required to allow a service animal to remain if it poses a direct threat to the health or safety of others. If, for example, the service dog is growling and lunging at other patrons, and the Employee is unable to stop the behavior, the dog might have to leave.

An establishment may not ask the Employee detailed questions about their disability or the animal. However, the establishment may ask if the animal is a service animal, and which tasks the animal is trained to perform.

**Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals**

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions:

(1) is the dog a service animal required because of a disability, and

(2) what work or task has the dog been trained to perform.

**Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.**

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal’s presence.

Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.

Staff are not required to provide care or food for a service animal.

## Reporting Injuries & Illnesses

Purpose: To establish and maintain a comfortable and safe working environment.

**Practice**

We often take safety for granted in an office environment. Though we may not be exposed to the same degree of risk as a typical manufacturing firm or other facility, we should still recognize that safety risks are present and take steps to reduce the risk for injury or illness. Safety is everyone’s responsibility at PEERSTAR.

**Procedures**

* All work-related injuries and illnesses should be reported immediately to your manager or the Human Resources department, even if you are not sure whether it is truly work- related. Even small, insignificant injuries, left untreated can result in more serious conditions.
* Your manager (or a designated alternate) will complete an Accident Report. When injuries are reported immediately, accidents can quickly be investigated and corrective action taken to prevent another injury.

If you see any potential hazards that need attention, notify the Human Resources department immediately.

# Section: Workplace Conduct

## Complaint Policy

PEERSTAR expects all employees to create an atmosphere free of discrimination and respect the rights of their co-workers.

In the event an employee experiences any job-related discrimination or harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, veteran-status, or any other status prohibited by law or believe they have been treated in an unlawful, discriminatory manner or have been unlawfully harassed, promptly report the incident to his/her Regional Director or to the Director of Human Resources. Once made aware of your complaint, PEERSTAR is committed to commence an immediate, thorough investigation of the allegations. Complaints will be kept confidential to the maximum extent as possible.

If, at the completion of an investigation, PEERSTAR determines that an employee is guilty of discriminatory or harassing behavior, appropriate disciplinary action will be taken against the offending employee.

PEERSTAR prohibits any form of retaliation against any employee for filing a good faith complaint under this policy, or for assisting in the complaint investigation. However, if, after investigating any complaint of unlawful discrimination, PEERSTAR determines that an employee intentionally provided false information regarding the complaint, disciplinary action may be taken against the one who gave the false information.

## Disciplinary Action Policy

PEERSTAR reserves the right to terminate an employee at any time for any lawful reason with or without prior disciplinary counseling or notice. Nothing in this Handbook or any other PEERSTAR document is intended to:

* + Modify this “at-will” employment,
	+ Promise progressive discipline or disciplinary counseling,
	+ Promise notice in circumstances where PEERSTAR considers immediate termination or discipline to be appropriate.

Disciplinary actions may entail verbal, written, final warnings, suspension, or termination. All of these actions may not be followed in some instances. PEERSTAR reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. If you are disciplined in writing, copies of your warnings are placed in your personnel file.

PEERSTAR reserves the right to take any disciplinary action it considers appropriate, including termination, at any time. In addition to those situations discussed elsewhere in this handbook, listed below are some other examples where immediate termination could result. This list is general in nature and is not intended to be all-inclusive:

* + Discourtesy to a patient/consumer, provider, or the general public resulting in a complaint or loss of good will.
	+ Refusal or failure to follow directives from a supervisor, manager, or PEERSTAR officer.
	+ Breach of confidentiality relating to employer, employee, and consumer/patient, or provider information.
	+ Altering, damaging, or destroying Company property or records, or another employee’s property.
	+ Dishonesty.
	+ Providing false or misleading information to any PEERSTAR representative or on any PEERSTAR records including the employment application, benefit forms, time cards, expense reimbursement forms, etc.
	+ Fighting, use of offensive language, or engaging in disorderly conduct on PEERSTAR’s or client’s premises.
	+ Violations of any of PEERSTAR’s employment policies including, but not limited to, confidentiality, security, solicitation, insider trading, conflict of interest, and code of conduct.
	+ Conduct or performance issues of a serious nature.
	+ Violation of PEERSTAR’s Drug Free Workplace policy
	+ Violation of PEERSTAR’s Workplace Harassment Policy
	+ Violation of any of PEESTAR’s policies

## Drug-Free Workplace Policy

We recognize alcohol and drug abuse as potential health, safety and security problems. It is expected that all employees will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment.

Employees are prohibited from the following when reporting for work, while on the Company business, on Company or customer premises or surrounding areas, or in any vehicle used for Company business:

* Purchase, use, possession, distribution or being under the influence of alcohol;
* Purchase, sale, possession, use, manufacture, distribution or being under the influence of any illegal drug;
* Use or being under the influence of any prescription or non-prescription (over the counter) drug that may adversely affect your performance of the essential functions of your job or increase the risk of injury, death, or property loss of you or others.
* Purchase, sale, use, distribution or possession, during working hours or while on company business, of any drug paraphernalia, including, but not limited to, any tools, equipment, supplies or materials used, designed or intended for the illegal or improper use of any drug.
* Reporting to or being at work with a measurable quantity of any alcohol, drug, intoxicant or narcotic in the blood or urine (except for any prescribed or over-the-counter drug of the type and at a level determined in the sole opinion of PEERSTAR or its designee as neither interfering with performance of essential job functions nor increasing the risk of injury, death, or property loss of you or others.

PEERSTAR reserves the right to require any employee to submit to a drug/alcohol test without notice when, in the company’s sole judgment or there is otherwise reasonable suspicion or cause to believe the employee may be under the influence of drugs and/or alcohol, or may be otherwise suffering the effects of drug and/or alcohol abuse. In order to maintain the rights of the employee, the laboratory/collection site chosen will be required to comply with applicable state and federal laws for collection and chain of custody procedures. In addition, PEERSTAR reserves the right to search the employee or the employee’s clothes, locker, lunch box, bag, purse and/or vehicle. All searches will be conducted in conjunction with the Human Resources Department.

For the purposes of this policy, the detection of any discernible amount of drugs though a drug test may be considered a positive test result. Positive results will be confirmed by a third-party collection site and communicated to PEERSTAR.

 Failure to comply with this policy, including the refusal to take a drug test, within a set timeframe or sign a testing consent form, will be grounds disciplinary action up to and including termination of employment.

This policy includes medical marijuana. Any positive drug screens that show the presence of marijuana (or THC), will result in Peerstar requiring the employee to provide Peerstar with the original Medical Marijuana Certification card. If that card is not able to be produced, or if the card had expired, disciplinary action, up to and including termination of employment, will occur.

However, be aware, Peerstar reserves the right provide disciplinary action, up to and including termination, to any employee who is found to be under the influence of medical marijuana, while on company grounds or during working hours.

Note: CBD is one of the cannabinoids in the marijuana plant. While CBD is legal, it is also unregulated. If you use CBD, please be aware, some companies may have more THC in the CBD then allowed by law. If this is the case, you may test positive for THC if you use CBD oil. It is recommended you use caution when using CBD oil and ensuring it is purchased from a reputable source.

It is understood that in certain situations, alcohol, may be consumed on premises during a corporately sponsored event, and/or consumption may occur by employees of the organization at business events. At no time however, may employees consume alcohol beyond legally accepted limits.

As a condition of employment, employees must notify the Human Resources Department, of any arrest involving the possession, sale or use of drugs or alcohol with five calendar days of such arrest.

We recognize that employees suffering from alcohol or drug dependence can be treated. We encourage any employee to seek professional care and counseling prior to any violation of this policy.

## Violence-Free Workplace Policy

It is PEERSTAR’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, PEERSTAR will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to PEERSTAR employees, patients, guests, vendors, and persons doing business with PEERSTAR.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

* + Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, e-mail, text or on social media).
	+ Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
	+ Possession of firearms or any other lethal weapon on Company property, in a vehicle being used on Company business, in any Company owned or leased parking facility, or at a work-related function.
	+ Any other conduct or acts which management believes represents an imminent or potential danger to work place safety/security.

Anyone with questions or complaints about workplace behaviors which fall under this policy may discuss them with their regional director or a Human Resources representative. PEERSTAR will promptly and thoroughly investigate any reported occurrences or threats of violence.

Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, PEERSTAR will take action appropriate for the circumstances. Where appropriate and/or necessary, PEERSTAR will also take whatever legal actions are available and necessary to stop the conduct and protect PEERSTAR employees and property.

## Workplace Harassment Policy

PEERSTAR is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassment. Therefore PEERSTAR will not tolerate harassment based or race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, veteran-status, or any other status prohibited by law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all PEERSTAR employees, applicants for employment, temporary employees, clients, customers, guests, vendors, and persons doing business with PEERSTAR.

Sexual harassment, one type of prohibited harassment, warrants special mention. Sexual harassment has been defined according to PEERSTAR guidelines as:

*Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:*

* + *Submission to such conduct is made a term or condition, either explicitly or*

*implicitly, of an individual’s employment;*

* + *Submission to or rejection of such conduct by an individual is used as a factor in*

*decisions affecting that individual’s employment; or*

* + *Such conduct has the purpose or effect of interfering with an individual’s work performance or creates an intimidating, hostile, or offensive working environment.*

Sexual harassment may include a range of subtle and no so subtle behaviors and may involve individuals of the same or different gender. It is PEERSTAR’s policy that no manager, supervisor or other employee shall threaten or suggest, either explicitly or implicitly, that the refusal of another employee or an applicant for employment to submit to sexual advances in any form will adversely affect that person’s employment, performance evaluation ratings, wages, compensation, advancement, assigned duties, or any other term or condition of employment.

Furthermore, all employees are prohibited from offering, promising, or granting preferential treatment to any employee or applicant for employment as a result of that individual’s engaging in or agreeing to engage in sexual conduct.

Examples of conduct prohibited by this policy include, but are not limited to:

* Physical conduct that includes touching, assaulting, or impending or blocking movements;
* Other unwanted and unnecessary physical contact with another employee;
* Unwelcome sexual flirtation, advances, or propositions;
* Subtle pressure or requests for sexual activities
* Verbal comments related to an individual’s age, race, gender, color, religion, national origin, disability, or sexual orientation;
* Explicit or degrading verbal comments about another individual or his/her appearance;
* The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer or smart phone;
* Any sexually offensive or abusive physical conduct;
* The taking of or the refusal to take any personnel action based on an employee’s submission to or rejection of sexual overtures; and
* Displaying cartoons or telling jokes which relate to an individual’s age, race, gender,

color, religion, national origin, disability, or sexual orientation.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your Regional Director, the site Human Resources representative, or the Employee Relations Department.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given PEERSTAR’s obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by PEERSTAR to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including immediate termination.

# Section: Time Away From Work

## Critical Illness Policy

PEERSTAR realizes that employees with contagious temporary illness, such as influenza, colds and other viruses need to continue with normal life activities, including working. In deciding whether an employee with an apparently short-term contagious illness may continue to work, the company considers several factors. The employee must be able to perform normal job duties and meet regular performance standards. In the judgment of the employer, the employee’s continued presence must pose no risk to the health of the employee, other employees and customers. If an employee disputes the company’s determination that such a risk exists, the employee must submit a statement from his or her attending health care provider that the employee’s continued employment poses no risk to the employee, other employees or customers.

Supervisors are encouraged to remind employees that the company provides paid sick leave to cover absences due to contagious temporary illness. All employees are urged to contact Human Resources regarding questions about the possible contagious nature of another employee’s temporary illness.

## Federal Family and Medical Leave

Pursuant to the federal Family and Medical Leave Act (FMLA), eligible employees may take up to 12 workweeks of unpaid leave during a 12-month period for the following reasons:

* + Their own serious health condition which makes the employee unable to perform the essential functions of his/her position (including incapacity due to pregnancy, prenatal medical care or childbirth).
	+ To care for a son, daughter, spouse or parent who has a serious health condition, to care for the employee’s son or daughter after birth, or to care for the employee’s son or daughter upon placement with the employee for adoption or foster care.
	+ Because of a qualifying exigency (e.g., childcare issues arising from short term deployment) due to the fact that the employee’s spouse, son, daughter or parent is a member of the National Guard or Reserves (not the regular armed forces) either on active duty or has been notified of an impending call or order to active duty in the Armed Forces is support of a contingency operation; or
	+ In order to care for a covered service member with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the service member. For this type of leave only, employees may be eligible for up to 26 weeks of unpaid FMLA leave in a single 12-month period.

Eligibility

In order to be eligible for FMLA leave, the employee: (a) must have been employed by PEERSTAR for at least 12 months; (b) must have worked at least 1,250 hours in the 12-month period preceding the commencement of the leave; and (c) must be employed at a worksite where 50 or more employees are employed within 75 miles of the worksite.

How the Amount of Leave is Calculated

The 12-month period in which an employee may take up to 12 workweeks of FMLA leave is a rolling 12-month period, measured backward from the first date an employee uses any FMLA leave for any of the reasons set forth above (except when FMLA leave is taken to care for a covered service member). The 12-month period in which an employee may take up to 26 workweeks of unpaid covered service member leave is measured forward from the first day the employee takes FMLA leave to care for a covered service member and ends 12 months after that date.

When medically necessary, an employee may take FMLA leave intermittently or on a reduced-schedule basis. Employees requesting intermittent or reduced leave schedule must make reasonable efforts to schedule leave for planned medical treatment so as not unduly disrupt PEERSTAR’s operations. FMLA leave due to the serious illness or injury of a covered service member, or a “qualifying exigency” may also be taken on an intermittent or a reduced schedule basis. If an employee requests intermittent or reduced-schedule leave for the birth of a child or for the placement of a child for adoption or foster care, PEERSTAR may require the employee to transfer temporarily to an alternative position for which the employee is qualified and which better accommodates the intermittent or reduced leave schedule.

Definition of a Serious Health Condition

A “serious health condition” is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in the medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents the family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment required may be met by a period of incapacity of more than three consecutive, full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, incapacity due to pregnancy or prenatal care, or incapacity due to a chronic condition. Other permanent and long-term conditions, as well as conditions requiring multiple treatments, may also meet the definition of continuing treatment.

Notice

Where the need for leave is foreseeable, the employee must give at least 30 days’ advance notice prior to the commencement of an FMLA leave. Where the need for the leave is not foreseeable, the employee should give as much notice as practicable in the circumstances. In all cases, whether leave is taken intermittently or continuously, the employee must make a reasonable effort to schedule his/her leave so as not to unduly interrupt PEERSTAR’s operations. In addition, absent an emergency or other unusual circumstances, employees are still required to provide notice of their absence in accordance with PEERSTAR’s call-off procedure.

The employee must provide sufficient information to Human Resources to enable PEERSTAR to determine if the leave qualifies under the FMLA and the anticipated timing and duration of the leave. Merely calling in “sick” is insufficient.

If an employee requests leave for a reason for which FMLA leave was previously taken or certified (including in the case of intermittent leave) an employee must specifically reference the qualifying reason for leave or the need for additional FMLA leave.

Medical Certification

The employee is obligated to provide medical certification from a health care provider to confirm that the employee (or employee’s family member) has a serious health condition. Certification must be provided within 15 days of the leave request unless it is not practicable to do so. Failure to provide the required the certification on time may result in a delay or denial of the employee’s ability to take the leave as requested. Furthermore, to the extent permitted by and/or consistent with applicable law, unauthorized leave (e.g., leave taken without complying with the FMLA and this policy, leave in excess of that approved in accordance with the policy and the FMLA, etc.) may result in disciplinary action, up to and including termination of employment.

In connection with a request for FMLA Leave due to a “qualifying exigency,” or to care for a covered service member, PEERSTAR may also require an employee to provide a certification and/or other documentation in support of the leave.

An employee returning from leave taken for his/her own serious health condition must provide certification from a health care provider that he/she is medically able to resume work. Where an employee is on intermittent or reduced schedule leave for his/her own serious health condition, the employee may also be required to provide a fitness for duty certification periodically if reasonable safety concerns exist.

In addition, PEERSTAR may require the employee to report periodically on his/her status and intent to return to work. As with all medical information, any FMLA medical certification forms will be maintained by PEERSTAR in a medical file separate from the employee’s personnel file.

Pay During Leave

Employees may elect to use accrued paid leave benefits during the period of FMLA leave. Likewise, PEERSTAR may require employees to use accrued paid leave (vacation and personal/sick leave) during the period of FMLA leave. Use of accrued paid time off runs concurrently with FMLA leave (that is, such time off counts against the available 12 weeks of leave under the FMLA). An employee may also be eligible for pay pursuant to disability benefits plan or workers’ compensation payments, subject to the terms and conditions of such plans or policies. In such cases, PEERSTAR will concurrently designate the period of time in which the employee receives those benefits as FMLA leave and count the time against the employee’s FMLA leave entitlement. In addition, an employee and PEERSTAR may agree, subject to state law, to have paid time off benefits supplement any disability or workers compensation benefits, such as when the applicable plan or workers compensation provides replacement income for only a portion of the employee’s income. However, in no case may an employee receive more than 100-percent of his or her regular net pay during FMLA leave.

Benefits During Leave

During FMLA leave, employees are entitled to receive health benefits at the same level and terms of coverage as if they had been working. If applicable, arrangements will be made for employees to pay their share of health insurance premiums while on leave. All other insurance coverage will continue during FMLA leave only if the employee pays the full cost and only if continued participation is permitted by the applicable plan. If an employee fails to return to work from FMLA leave, the employee is responsible for reimbursing PEERSTAR for any premiums it paid on behalf of the employee to maintain the employee’s medical coverage during the FMLA leave, unless the employee does not return because of the continuation, recurrence, or onset of either a serious health condition of the employee or the employee's family member, or a serious injury or illness of a covered service member which would otherwise entitle the employee to leave under FMLA, or other circumstances beyond the employee's control.

Paid Time Off Benefits

During FMLA leave, there shall be no loss of paid time off benefits accrued prior to the commencement of the leave. Where FMLA leave runs concurrently with paid time off benefits, an employee will continue to accrue paid time off benefits during the period of paid FMLA leave. When the employee is on FMLA leave but is not concurrently receiving paid time off benefits from the Company, paid time off benefits will not continue to accrue.

Job Restoration after FMLA Leave

PEERSTAR will reinstate an employee returning from FMLA leave to the same or an equivalent position, however, an employee on an FMLA leave does not have greater rights to reinstatement than if the employee had been continuously employed during the FMLA leave period. Subject to and consistent with applicable law, an employee who fails to return to work at the conclusion of leave shall be deemed to have voluntarily resigned his/her position. Certain highly compensated “key” employees also may be denied reinstatement when the necessary to prevent substantial and grievous economic injury to PEERSTAR’s operations. Employees will be informed at the time they request leave if they are a “key” employee as defined by the FMLA.

If you have any questions regarding this policy, please contact Human Resources.

## Jury Duty

While it is the duty of every citizen to serve on a jury when called, PEERSTAR recognizes that this often means the loss of work time. PEERSTAR does not require staff to use vacation time nor does PEERSTAR deprive any employee from benefits due to jury service. PEERSTAR is not required to compensate the employee while serving on Jury Duty.

Jury absence will be noted on your time sheet or time card. Time spent on jury duty will not be counted as hours worked for the purpose of computing overtime pay.

This benefit cannot be applied to any court appearance other than jury duty unless such appearance is related to your employment.

## Lunch Periods

Employees are allowed an unpaid **half hour** lunch break. Lunch breaks generally are taken between the hours of 11 am and 2 pm. The schedule for meal periods should be established on the basis of work requirements in each office. Staggered meal periods may be necessary in customer service locations. Supervisors should be sure that each location is adequately staffed and that someone with authority to resolve minor problems is available at all times.

## Military Leave Policy

**Leave for Annual Training**

Employees who are members of the U.S. Army, Navy, Air Force, Marines or Coast Guard reserves or the National Guard may be granted leaves of absence for the purpose of participating in reserve or National Guard training programs.

Employees shall be granted the minimum amount of leave needed to meet the minimum training requirements of their units. No employee will be required to use vacation time for military duty, but employees who do elect to schedule their vacations to coincide with military duty will receive their full regular vacation pay in addition to any pay from the military.

**Leave for Active Reserve or National Guard Duty**

Regular employees who are members of the U.S. Army, Navy, Air Force, Marines or Coast Guard reserves or the National Guard may be granted leaves of absence for the purpose of participating in active duty tours.

Employees will be granted leave as required to complete the tour of duty, for up to five (5) years of cumulative uniformed service-related absences. There are some exceptions that may apply that are exempt from counting towards this five year accumulation.

Employees with leaves of less than 31 days must report back to work by the beginning of the first regularly scheduled work period after the end of the last calendar day of duty, plus the time required to return home safely and have an eight hour rest period.

Employees with leaves between 31 and 180 days must apply for re-employment no later than fourteen (14) days after completion of uniformed service. Employees with leaves longer than 180 days must apply for re-employment no later than ninety (90) days after completion of uniformed service.

Time spent in the reserves or the National Guard will be credited to all employees toward meeting length of service requirements for eligibility for retirement benefits and vacation entitlement.

## Religious Observances

Federal and state equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. PEERSTAR respects your religious beliefs and therefore will provide 1 day of unpaid leave to employees who, for religious reasons, must be away from the office on days of normal operation.

Beyond this, we must reconcile employees’ religious obligations with the requirements of running a business and serving customers. Regional Directors will authorize schedule changes and/or additional use of vacation leave or unpaid leave, where the requested arrangement, in the Regional Director’s judgment, neither prevents the requesting employee from performing the essential functions of his/her job nor unduly burdens PEERSTAR.

Employees who need time off for religious observance should request leave from their Regional Director at least two weeks in advance. Time off is granted only with prior approval, but will not be unreasonably withheld.

## Sick Pay Policy

Being a service-oriented organization, it is crucial that you begin work at your assigned time. If you are tardy, you should report the reason to your Regional Director. It is very much to your advantage to do all that you can to have a good attendance record since regular attendance is one of the best indications of interest in your job and will be taken into account at your performance evaluation. If you are unable to report for work because of illness or for any other reason, please call your Regional Director. Explain the reason for the absence and tell him/her when you expect to return to work. If you are unable to return to work on the expected day, you should call your Regional Director by noon on that day to inform him/her of the status of your return. If your Regional Director is unavailable, contact Human Resources.

Personal/Sick Time

Personal/Sick Time is time you elect to use for the following reasons:

* + Physician and dental appointments for yourself or family members.
	+ Time away from the office when either you or a family member is sick.
	+ Time away from the office for any personal reason.

You are not required to give any specific reason for using your personal/sick time. However, when you plan to use time for “personal” reasons and/or scheduled appointments, you must notify your manager of this preference and schedule the time off as far in advance of the event as possible.

This personal/sick pay is earned at 5 days per year and given on the anniversary of your full-time date to be used for absences due to illness or injury to you, your dependents, or your ill parent, or for any personal reason. Personal/sick time pay may not be carried over from year to year. Time taken for health care purposes for yourself or your dependent’s visit to the doctor, dentist, etc. will be counted as sick leave. Full time hourly/nonexempt CPS-CRS employees earn personal/sick pay at the rate of 6 hours per day to be taken in 1/2-hour increments for up to 6 hours per day. Full time hourly/nonexempt office staff employees earn personal/sick pay at the rate of 7.5 hours per day to be taken in 1/2 hour increments for up to 7.5 hours per day. Full time exempt management, administrative, & professional employees can take sick time in full day increments only.

Personal/sick leave is a benefit provided to you in the event you need to take time off because of your health or for any personal reason. It is not merely additional paid vacation; thus no pay is provided for unused personal/sick leave at the end of employment.

Abuse of Sick Leave

Regular attendance is crucial to the success of this and any other business. Paid sick leave is provided as a financial buffer for employees who are too injured or ill to work, not as additional time off for employees who are well. Employees should be prepared to furnish a doctor’s note or similar evidence of inability to work if the Regional Director or Director of Human Resources requests one. Abuse of sick leave is grounds for discipline, up to and including discharge.

Family and Medical Leave

If you take sick leave for a reason that is covered by the Family and Medical Leave Act and you are eligible to take leave under that Act, your sick leave under this policy will run concurrently with your FMLA leave.

Extended Leave

Employees who have used up their available paid sick leave under this policy and remain unable to report for work may be eligible for leave under the Family and Medical Leave Act (FMLA) (See the FMLA Policy in this Handbook) or the Americans with Disabilities Act.

## Bereavement Leave

Time off at the regular rate of pay for full-time staff shall be granted for a period of up to three days for death in the immediate family. The immediate family is defined as the employees parent, spouse, child, brother, sister, or grandchild. Time off at the regular rate of pay shall be granted for a period of one day for the death of a mother-in-law, father-in-law, grandparent, daughter-in-law and son-in-law. Full-time hourly staff shall receive 6 hours per day at the regular rate for each of the approved day(s). Full-time nonexempt office staff and full time exempt management, administrative & professional staff shall receive full day(s) at the regular rate for each of the approved day(s). Requests for paid Bereavement Leave must be made in advance to Human Resources.

## Leave of Absence

All staff are eligible to request a leave of absence as described in this policy. Leaves of absence may be taken for any reason approved by PEERSTAR. If the reason for the leave of absence would qualify for FMLA leave and if the employee is eligible for FMLA leave, the leave will be governed by the FMLA policy rather than this leave of absence policy.

You must request a leave of absence by contacting your Regional Director as soon as you become aware of the need. Any staff who will be off work, WITHOUT USE OF Paid Time off (sick or vacation pay), for more than one full consecutive week must submit a written request for a leave of absence on credible. **Simply not working for more than one full consecutive week without taking Paid Time Off (if full-time), or without requesting a leave of absence will be considered abandonment of position.**

A leave of absence may be granted for a period of up to 8 consecutive workweeks every 12 months (unless additional leave is approved as a reasonable accommodation under the Americans with Disabilities Act). The Employee must complete, sign and submit a LOA form in CREDIBLE AND Return PEERSTAR’s Equipment (IPAD, Original Charger, Original cord, and keys) to their Regional Director or Supervisor prior to leave being granted.

The Company will continue to provide insurance benefits for the full period of the approved leave of absence **with you paying your employee contributions for these benefits**.

Benefit accruals for full-time staff on a leave of absence, such as vacation and sick leave, will be suspended during the leave of absence. An employee on a leave of absence is not entitled to pay for holidays that occur during the leave of absence. These benefits will resume upon return to active employment. The leave of absence will be unpaid, except that if you have vacation or sick leave already accrued you will be required to use those benefits during a leave of absence. (Accrued sick leave may be used only for reasons identified in the Sick Pay Policy.)

When the leave of absence ends, PEERSTAR will make a reasonable effort to return the employee to the same position if it is available or to a comparable position. However, the Company cannot guarantee reinstatement.

If you fail to report to work promptly at the expiration of the leave of absence, the Company will assume you have voluntarily resigned your employment.

## Time off to Vote

PEERSTAR encourages all employees to vote. It is the policy of PEERSTAR to comply with all state election law requirements with respect to providing employees, where necessary, with time off to vote.

## Vacation/Holiday Policy Policy

**Regular full-time nonexempt office staff and exempt management, administrative & professional employees** will have earned vacation leave with 6 days at the first six months of employment and 6 additional days after one year of employment. 8 vacation days will be earned at 1.5 years and then 8 additional days at 2 years. At 2.5 years, 10 vacation days will be earned and an additional 10 at 3 years. Vacation leave can be requested and in ½ hour increments for nonexempt office staff and in full day only increments for exempt management, administrative & professional staff. \*\*Vacation not used by the end of the anniversary date will be forfeited.

There are six paid holidays for Regular full-time employees. Any employee on probationary status will not be eligible for holiday pay. Holidays include New Year’s, Memorial Day, Independence Day, Thanksgiving, and Christmas, Labor Day.

**Regular full-time hourly CPS -CRS employees** will earn with 6 days at the first six months of full time date and 6 additional days after one year of employment. 8 vacation days will be earned at 1.5 years and then 8 additional days at 2 years. Vacation is earned at 6 hours per day and may be requested and used in 1/2 hour increments. \*\*Vacation not used by the end of the anniversary date will be forfeited.

There are six paid holidays for regular full time hourly CPS- CRS’. Any employee on probationary status will not be eligible for holiday pay. Holidays include New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

In the case of a move to Part Time Status or separation, your earned vacation will be available to you until your anniversary date/paid out at time of separation.

**Regular part-time employees** are offered PTO at .03 times the number of billable hours per week. \*\*Vacation not used by the end of the anniversary date will be forfeited.

Part time Employees will not be paid for Paid Holidays.

\*\*For those employees hired with a different vacation pay structure such as receiving vacation days in advance will follow their vacation plan, waiver, and policy clarification.

**Procedure**

All employees are required to submit a request for vacation leave at least 2 weeks prior to the date they wish their vacation to begin via Timeout. This request will be submitted to your Director for approval. You must also discuss planned time off in advance with your Director. Director will resolve conflicting leave requests within a department by considering factors such as:

* + Departmental staffing needs
	+ Seniority
	+ Length of desired vacation
	+ Elapsed time since employee’s last 5-day (or longer) vacation

# Section: Information & Office Security

## Training

All staff will receive annual training on safety topics including: fire extinguisher use, universal precautions, defensive driving, slips/trips/falls, back safety, dog bite safety.

## Infectious Disease Control

**POLICY**

To ensure the health and safety of all employees, the following guidelines are provided to help manage and control the spread of infectious disease in the workplace:

* Peerstar provides tissues, no-touch trash-cans, hand sanitizer, disinfecting wipes, and an area for hand-washing with soap and water (restroom) in all office locations. These should be utilized regularly to limit the spread of germs and/or infection.
* Proper hygiene should be practiced at all times
	+ Hand washing: Employees are encouraged to regularly wash their hands for at least 20 seconds with soap and water. When hand washing does not occur, employee is encouraged to use alcohol-based hand sanitizer (hand washing should occur after restroom, before and after touching one’s face, after using shared equipment, after having personal contact with another person, ie: handshaking)
	+ Coughing etiquette: Employees are encouraged to practice proper cough etiquette: Covering their mouths with a tissue, sleeve, or other protective material to eliminate the release of respiratory droplets onto office equipment or projected towards other employees
	+ Limit the sharing of desks/personal equipment when possible. If equipment or space is shared then it should be disinfected after use.
	+ Cleaning/Disinfecting of equipment/office environments.
		- Employees should regularly utilize the provided disinfectant wipes to clean their equipment and/or work station
		- Cleaning removes germs from surfaces (for example: dusting with Pledge or other furniture polish)
		- Disinfecting kills germs (for example: utilizing Clorox wipes to wipe equipment)
		- Mobile staff are encouraged to regularly disinfect their iPads/telephones
* Peerstar encourages employees to receive CDC recommended vaccinations for seasonal flu and other communicable diseases.
* Employees experiencing signs of illness are encouraged to stay home (fever, coughing, runny nose, etc…)

## Emergency Action Plan

**POLICY**

In the event of a disaster, Peerstar, LLC will make every effort to minimize any risk to employees, individuals served, family members, or other visitors present at the time of the incident.

Through staff education and practice of the contents of this policy and procedure, the agency goal is to develop and maintain a quick and automatic response to a disaster scenario.

Any changes to business practices will be communicated to staff via all staff emails and direct phone calls when necessary. Stakeholders will receive information regarding changes to business practices and/or contingency plans via website alerts, and social media postings. OMHSAS, BHMCO, and County MH offices will receive email communication prior, or as soon as possible, to any changes to business practices such as program suspension or closings.

**RESPONSIBLE PARTY: DIRECTORS OR MOST SENIOR STAFF ON SITE**

**PROCEDURE**

**Fire Plan**

* If a fire breaks out in your workplace, notify the fire department immediately (pull alarm or call 911) and implement the evacuation plan immediately whenever a fire breaks out or the alarm is sounded. This should be done as a precaution even when the fire appears small and containable. If a fire extinguisher is available and only if there is no risk to your personal safety, you may attempt to extinguish the fire.

**Medical Emergency**

* Upon discovering a medical emergency, immediately call 911.
* Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected
* Send one person to alert Human Resources so they can notify family members of the ill/injured person.

Employees in the immediate vicinity of the emergency, but not involved on the emergency effort, should leave the area

**Pandemic**

In the event that a pandemic has been declared, Peerstar’s services and work environments are classified by the CDC as a “low-risk” work environment and will follow the CDC guidelines for responding during a pandemic.

* Peerstar will continue to emphasize proper hygiene as listed within our Infectious Disease Control procedures.
* Peerstar will provide staff members with continued education and reminders of proper hygiene and illness management etiquette via email, teleconference, and routine supervision.
* Peerstar will utilize social distancing when recommended by the CDC or Pennsylvania Department of Health.
	+ Social distancing may include:
		- Requiring staff to remain 6 feet from each other at all times.
		- postponing or canceling meetings and events consisting of 10 or more individuals.
			* Utilizing technology to hold meetings consisting of 10 or more individuals.
		- Postponing or cancelling meetings and events where the venue does not provide adequate space to remain a minimum of 6 feet between each individual.
		- Discontinuing travel to and from known areas of high illness transmission.
		- Providing alternative service delivery as approved by OMHSAS and the Pennsylvania Department of Health.
		- Other suggested actions to minimize face-to-face contact as requested by the State of Pennsylvania or CDC.

**Active Shooter**

RUN and escape, if possible.

* Getting away from the shooter or shooters is the top priority.
* Leave your belongings behind and get away.
* Help others escape, if possible, but evacuate regardless of whether others agree to follow.
* Warn and prevent individuals from entering an area where the active shooter may be.
* Call 911 when you are safe, and describe shooter, location, and weapons.

HIDE, if escape is not possible.

* Get out of the shooter’s view and stay very quiet.
* Silence all electronic devices and make sure they won’t vibrate.
* Lock and block doors, close blinds, and turn off lights.
* Don’t hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.
* Try to communicate with police silently. Use text message or social media to tag your location, or put a sign in a window.
* Stay in place until law enforcement gives you the all clear.
* Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

FIGHT as an absolute last resort.

* Commit to your actions and act as aggressively as possible against the shooter.
* Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
* Be prepared to cause severe or lethal injury to the shooter.
* Throw items and improvise weapons to distract and disarm the shooter.

After

* Keep hands visible and empty.
* Know that law enforcement’s first task is to end the incident, and they may have to pass injured along the way.
* Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
* Officers will shout commands and may push individuals to the ground for their safety.
* Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
* Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
* If the injured are in immediate danger, help get them to safety.
* While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
* Turn wounded people onto their sides if they are unconscious and keep them warm.
* Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.

**Workplace Violence**

* + Any employee who feels that (s) he has been threatened should immediately report their concern to Human Resources.
	+ Depending upon the level of concern, **911 may be called immediately for police assistance.**
	+ If you observe anyone exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify Human Resources. Stay away from the person exhibiting the threatening behavior
	+ Never attempt to confront any person exhibiting threatening behavior.

If you have any reason to believe that events in your personal life could result in acts of violence occurring at work, you are strongly urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.

**Severe Weather Plan**

* Peerstar, LLC may decide to close the office if it is determined that traveling to and from the sire may become dangerous for staff
* Staff should monitor weather severity through radio and television information. If there is a question regarding whether the office will be open or closed, staff should contact the office.
* If lightening should accompany a storm, staff should avoid using the phone if possible. It is also important to move away from metal objects, including sinks as they have metal pipes. Individuals caught outside during as electrical storm should remain in their car or seek shelter, if possible, in a nearby building.

**Tornado Plan**

* If a tornado warning has been reported, it means that the tornado has already been sighted, either on the ground or on radar. It is more likely that no warning will be received ahead of time at all. However, a loud roaring sound sometimes precedes an oncoming tornado. Respond immediately to any form of warning regarding an oncoming tornado.
* Staff will proceed immediately to the lowest possible floor and assist any clients/families present in doing the same. Staff and clients/families should use the stairs only, ***NEVER*** the elevator.
* Staff will remain in the innermost rooms of the building, and stay near to the interior walls, the floor, or under desks.

* Whenever possible, staff will cover themselves and clients/families with nearby rugs/blankets. Individuals should also cover their heads with their arms.
* Whenever possible, draperies, blinds and other available window coverings should be closed
* All staff will remain in this sheltered position and assist clients/families present in doing so until the all clear has been given. It is important that precautions are taken when reentering the remainder of the building as there may be building damage.
* Any staff member caught outside during a tornado should abandon their car and seek shelter in a nearby structure, against a fixed obstacle, or by lying face down in a ravine or ditch, using their arms to protect their head.

**Equipment Failure: In the event of an interruption of services due to equipment or power failure, the patient will be given the opportunity to be rescheduled for the next earliest possible appointment.**

## Evacuation Plan

**POLICY**

In the event of a disaster or life threatening situation, Peerstar, LLC seeks to ensure the safety of all clients/families, staff, or other individuals present during a disaster situation. It is the hope of the agency that through the use of this planned response staff members can react quickly and automatically to disaster situations, and effectively reduce the risk of danger to themselves, as well as any clients/families on the premises.

**RESPONSIBLE PARTY: DIRECTORS OR MOST SENIOR STAFF ON SITE**

**PROCEDURE**

**Evacuation Plan Foundations**

* + Staff should be familiar with the exits to ensure a smooth evacuation in the event of a disaster
	+ Training will occur with all staff upon hiring to ensure familiarity with the evacuation and disaster processes and to ensure that any changes in the policies and procedures are incorporated into the staff’s knowledge base.

**Evacuation Plan**

* Staff will immediately begin evacuating the premises upon being warned of a fire or other evacuation disaster. The warning may come in the form of an alarm, or verbal alert. The Director or most senior staff present will assess the situation to determine the need for implementing disaster plans and contact the authorities as appropriate.
* When exiting, staff will close the door of the room they are in, as well as other open doors along the hallway between their office and the office exit. Staff are also responsible for ensuring that those rooms and offices are empty and their occupants are exiting or have exited before closing the door. **It is especially important that doors to rooms containing clinical documentation are closed and locked whenever possible when exiting the office during an evacuation in order to protect the files from potential breaches of confidentiality or security. The local Director or most senior level staff member holds the responsibility for attending to this duty, whenever possible.**
* Staff members should exit the office complex by the way of the exit nearest to their offices, unless the exit nearest them is blocked by fire, debris, or is not accessible for the reasons. In the event, staff should use the alternate exit available to them, and assist other individuals in doing the same.
* The Director or most senior staff present is responsible for ensuring that all clients/families and staff are successful in exiting the office areas.
* Once in the building hallway, all clients/families and staff will use the rear exit from the building whenever possible. The front exit should be utilized only when the rear exit of the building cannot be used due to smoky conditions, fire, or other reasons. This is to avoid accidents caused by exiting onto roadways or parking lots.
* In a disaster situation, the stairs should be utilized to the exit of the lower floor of the building. For safety reasons, staff should ***NEVER*** exit by way of the elevator during a disaster evacuation.
* All clients/families, and staff should convene at the designated rendezvous point for their building or site. Staff, clients/families should never assemble near the building after exiting to reduce the risk

of injury or death in the event of an explosion or collapse within the structure.

The Director or designee will be responsible for accounting for the presence of all staff members, clients/families, or other individuals known to be on site at the time of the evacuation. This person will also be responsible for planning transportation to another site, or giving the OK for individuals to enter the building again once the all clear has been given. Whenever possible, this information should come from a fire fighter, building inspector, or other related professional who has assessed the situation and determined that the threat no longer exists

## Facility Access Policy

**Staffed Administrative Offices**

**Policy:** Any Peerstar, LLC office that is staffed with Administrative staff on a Monday through Friday schedule is open to all CPS -CRS and CPSS-CRSS staff during the regular office hours of 8-4. At the end of the work day, the last administrative staff person to leave the office is to ensure that all doors are locked.

**Procedure:** At the end of the work day, the last administrative staff person to leave the office will ensure that it has been locked

**Non-staffed offices**

**Policy:** Any Peerstar, LLC office is open to all CPS-CRS and CPSS-CRSS staff on a 24/7 basis. All CPS-CPSS and CPSS-CRSS staff are provided a key to their respective office at the time of orientation. All CPS-CRS and CPSS-CRSS are responsible for locking the office at the time of their departure from the office. At the time of resigning or termination, the CPS-CRS or CPSS-CRSS is required to turn in any Peerstar, LLC property this includes office keys.

**Procedure:**

* At the time of orientation, the CPS-CRS or CPSS-CRSS will be given a key for the respected office in which they will be utilizing for resources and paperwork submission by the HR Director.
* All CPS-CRS and CPSS-CRSS are responsible for locking the office when they leave.
* If at any time during employment, if a CPS-CRS or CPSS-CRSS would happen to lose a key the office, they would notify the HR Director immediately

At the time of resignation or termination, the CPS-CRS or CPSS-CRSS will be required to turn in any Peerstar, LLC property to their supervisor, Regional Director, or HR Director.

## General Computer Usage

PEERSTAR requires a General Computer Usage Policy to accomplish its business objectives in a secure and timely manner. Instituting such a policy demonstrates the commitment PEERSTAR has to safeguard corporate information assets. That commitment must extend from every individual involved in business operations.

* All data on information systems at PEERSTAR is Company property.
* Any attempt to circumvent PEERSTAR’s security procedures is strictly prohibited.
* Unauthorized use, destruction, modification, and/or distribution of PEERSTAR’s

information or information systems is strictly prohibited.

* All PEERSTAR’s information systems will be subject to monitoring and auditing at all times. Users acknowledge that they have no expectation of privacy with regard to their activity on PEERSTAR’s information systems.
* Use of any PEERSTAR’s information systems or dissemination of information in a manner bringing disrepute, damage, or ill- will against PEERSTAR is not authorized.
* Individual passwords will be kept strictly confidential. In no situation should a username and password be given to another individual.
* Misuse, as defined in this policy, will be handled directly with the offender and could include disciplinary action up to and including discharge.

## Internet Usage

Internet usage is provided to PEERSTAR employees to conduct work-related business. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect a user’s performance of employment related activities. Non-business Internet activity will be restricted to non-business hours.

## Email Usage

* 1. mail accounts are provided to PEERSTAR employees to conduct work-related business. While this resource is to be used primarily for business, the Company realizes that employees may occasionally use this privilege for personal matters, and therefore permits limited personal e-mail during non-business hours. However, content should be appropriate and not misrepresent PEERSTAR in any way.
		+ All e-mail on the PEERSTAR information systems, including personal e-mail, is the property of PEERSTAR. As such, all e-mail can and may be periodically monitored.
		+ Outgoing and incoming e-mail of an offensive, pornographic, or otherwise inappropriate nature is prohibited. Violations of this may result in disciplinary action, up to and including termination of employment.

## Desktop Services

PEERSTAR prohibits the downloading of unapproved software from the Internet because of significant risk of infecting the Company systems with a virus and the unreliability of such downloaded software. All PEERSTAR’s information systems will be subject to periodic inventory and inspection for compliance.

## Recording and Photographic Devices Prohibited

PEERSTAR prohibits the use of any recording device on Company property and/or during working hours unless specifically permitted by the Company. The Company prohibits the use of picture phones or any other camera or device that may capture visual images without the Company’s prior written permission. The use of picture phones or other recording of visual images is specifically prohibited in locker rooms, restrooms, or any other area where members of the public or coworkers would enjoy a reasonable expectation of privacy and in any areas in which sensitive or closely guarded corporate or business materials are used or housed. Any employee found in violation of this policy will be subject to discipline up to, and including, termination of employment and may also be subject to prosecution to the fullest extent permitted under the law.

# Section: General Practices

## Attendance Policy

1. PEERSTAR expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on PEERSTAR.
2. When you are unable to work owing to illness or an accident, please promptly notify your Regional Director. In the event your immediate Regional Director is unavailable, you must speak with a manager. Leaving a message with another staff member or on voicemail does not constitute an accepted notification of absence. If you do not report for work and PEERSTAR is not notified of your status, it will be assumed after not working for a week that you have resigned, and you will be removed from the payroll. . **Simply not working for more than one full consecutive week without taking Paid Time Off (if full-time), or without requesting a leave of absence will be considered abandonment of position.**
3. If you become ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your Regional Director of the situation.
4. You will be compensated for authorized absences according to the provisions described in this Manual. Authorized absences beyond the time allowed under that policy are without compensation.
5. In the event of inclement weather, see the Inclement Weather Policy.
6. Should undue tardiness or absenteeism become apparent, disciplinary action up to and including discharge may be required.

## Business Expense Reimbursement

**Purpose:**

PEERSTAR will reimburse employees for all necessary and reasonable travel expenses related to the normal conduct of business only upon prior approval. To administer uniform guidelines for reimbursement of business related travel, meals, and entertainment expenses, the following policies and procedures have been established. While this policy provides many answers and useful guidance, it cannot address every possible situation. If you have any questions regarding the business nature and/or reimbursement of such expenses, check with your Regional Director before you commit to spending any funds. The most useful guide to cost effective business travel is to spend money as if it were your own.

**Auto Allowance/Mileage:**

Employees receive reimbursement for direct business mileage if prior approval was granted. Employees may receive either a monthly auto allowance or direct mileage reimbursement based on an evaluation of the use of their personal automobile for purposes of conducting Company business as agreed upon or prior approved. Auto allowances are paid on a monthly basis.

Mileage Compensation is paid on each pay week.

**Mileage Compensation Program:**

PS/PSS will receive per mile reimbursement based on the number of miles entered on the weekly timesheet. Contact your Regional Director or the Director of Human Resources with any questions.

The use of a personal automobile for business related travel is only authorized if the automobile is covered by a current insurance policy with limits not less than $100,000 for bodily injury and

$100,000 for property damage. Any damages, repair costs, and/or maintenance costs incurred by an employee in the use of their privately owned vehicle in conjunction with Company business is the sole responsibility of the employee.

Certain employees are exempt from travel reimbursement and will consider their hourly rate as an all-inclusive rate which would include their pay, travel, and any other related expenses. This will be documented separately and in the employee file.

Other employees may also be considered exempt such as Directors, Administrative Employees and Professionals where appropriate.

**Spouse’s Travel:**

Travel expenses related to an employee’s spouse are not reimbursable by the Company.

**Lodging:**

Only when preapproved. The selection of overnight lodging should be guided by considerations of safety, quality and reasonableness of room rates. Again, the most useful guide to cost effective accommodations is to spend money as if it were your own. When rooms are guaranteed for late arrival and the trip is cancelled or other lodging is secured, the reservation must be cancelled to avoid being billed for a “No Show.” Hotels may require either a 24 or 48-hour cancellation notice to avoid these charges. The cost of in-room movies or food is not reimbursable. Hotels will generally be booked by Peerstar Administrative Staff. If traveling more than an hour for 2 or more consecutive days for PEERSTAR business, Peerstar will cover the cost of the hotel for the amount of days spent out of town on PEERSTAR business. However, if necessary for you to book your own hotel and request reimbursement you must gain permission from your Regional Director for the quoted rate.

**Business Meals:**

If preapproved, employees will be reimbursed for reasonable and actual expenses for meals incurred while on business trips away from their normal business hours. All original receipts must be included with the employee’s travel and expense report. Any employee expense report received without the receipts will be returned to the employee. Reasonable meal expenses are outlined below:

Breakfast ($11) Lunch ($12) Dinner ($23)

Business meals are reimbursable expenses for new employee orientations, training sessions, meals with prospective new hires, and department or team lunch meetings where business is conducted. Lunches for department or team meetings should be reasonable both in terms of cost and frequency. The guideline for reimbursement of tips on business meals is 15%. All must be prior approved before reimbursement.

**Cell Phone/Communication Time Reimbursement:**

Depending on the department and position, an employee may be eligible for reimbursement of cell phone expenses or a monthly cell phone/communication time stipend.

**Submittal of Monthly Expense Report Forms:**

 **Applicable to Administrative Employees Only**

It is the employee’s responsibility to prepare and submit a Monthly Expense Report to receive reimbursement for business related expenses. Expense Reports should be submitted by the 15th of each month for the previous month, to insure proper matching of expenses with the appropriate accounting period.

For business related meals and entertainment expenses to be deductible, IRS regulations require that the amount and date of expense, specific business purpose, name/title/company of people entertained, and name/location of the establishment where the event took place and time of the business discussion (i.e., before, during or after the event) and entertainment be documented on the expense form.

All claimed expenses over $5.00 must have an original receipt. All Monthly Expense Report forms must be signed by the employee and approved by their Regional Director before being submitted to Accounts Payable for processing.

## Confidential Information and Company Property

During your employment with Peerstar, you may have access to and learn about confidential, secret and proprietary documents, materials, data and other information, in tangible and intangible form, which relate to Peerstar and its businesses, known and referred to as “Confidential Information.” The Confidential Information is of great competitive importance and commercial value to Peerstar. Improper use or disclosure of the Confidential Information will cause irreparable harm to Peerstar, for which remedies at law will not be adequate.

Confidential Information includes, but is not limited to, data relating to Peerstar’s marketing and servicing programs, procedures and techniques; program descriptions; program rates and budgeting; billing practices; the criteria and formulae used by Peerstar in pricing its products and services; the structure and pricing of programs that Peerstar has negotiated; lists of customers, patients, contracts and prospects; the identity, authority, and responsibilities of key contacts at Peerstar accounts; the composition and organization of accounts’ businesses; the peculiar risks inherent in their operations; sensitive details concerning the structure, conditions, and extent of their existing products, programs and services; contract expiration dates; business processes, practices, methods, policies, plans, publications, documents, research, operations, services, strategies, techniques, agreements, contracts, terms of agreements, transactions, potential transactions, negotiations, pending negotiations, know-how, computer programs, computer software, applications, operating systems, software design, web design, work-in-progress, technologies, manuals, records, articles, systems, material, sources of material, supplier information, vendor information, financial information, results, accounting information, accounting records, legal information, advertising information, credit information, design information, payroll information, staffing information, personnel information, employee lists, patient lists, patient information, client lists, client information, supplier lists, developments, reports, internal controls, security procedures, market studies, sales information, revenue, costs, communications, product plans, designs, styles, models, ideas, audiovisual programs, inventions, unpublished patent applications, original works of authorship, discoveries, experimental processes, experimental results, specifications, commission rates; service arrangements; proprietary software, Web applications and analysis tools; and other data showing the particularized requirements and preferences of the accounts.

The above list is not exhaustive, and the Confidential Information includes other information that is marked or otherwise identified as confidential or proprietary, or that would otherwise appear to a reasonable person to be confidential or proprietary in the context and circumstance in which the information is known or used.

Confidential Information developed by Employees in the course of their employment with Peerstar is subject to this Policy, and thus will be treated as if Peerstar furnished the same Confidential Information to the Employee in the first instance. NOTE: Confidential Information does not include information that is generally available to and known by the public, provided that such disclosure to the public is through no direct or indirect fault of an Peerstar Employee or person(s) acting on the Employee’s behalf.

Employees shall not directly or indirectly disclose, publish, communicate, or make available Confidential Information, or allow it to be disclosed, published, communicated, or made available, in whole or part, to any entity or person whatsoever (including other employees of Peerstar) not having a need to know and authority to know and to use the Confidential Information in connection with the business of Peerstar and, in any event, not to anyone outside the direct employ of Peerstar.

Employees shall not access or use any Confidential Information, and not copy and documents, records, files, media, or other resources containing any Confidential Information, or remove any such documents, records, files, media, or other resources from the premises or control of Peerstar.

Protocols for Maintaining Confidentiality

Peerstar limits the disclosure of its Confidential Information to:

* + Employees with a need to know in order to perform their jobs.
	+ Third parties requiring the information for a legitimate business purpose.

Employees must treat all Confidential information as strictly confidential both during employment and after employment with Peerstar ends. To maintain the confidentiality of Peerstar’s Confidential Information, all employees must follow these protocols:

* + Employees should not access or use any Confidential Information to which Peerstar has not provided the employee access or authorization to use.
	+ Employees should not directly or indirectly disclose, publish, communicate, or make available Confidential Information to any entity or person that does not have a need or the authority to know and use the Confidential Information, except as required for the employee to perform authorized job duties or otherwise permitted by this policy.
	+ If any employee’s authorized job duties require sharing Confidential Information with a third party, the employee must not do so until they are given express and written permission from an authorized agent of Peerstar.
	+ Employees may not remove Confidential Information from the workplace, unless they are given express written permission from an authorized agent of Peerstar.

This policy is not intended to restrict employees’ communications or actions that are protected or required by state or federal law.

Any employee who is unsure whether information should be kept confidential should always check with Chief Operation Officer or Chief Executive Officer.

All employees are required to comply with the terms of this policy. Any employee who violates this policy may be subject to disciplinary action, up to and including termination of employment.

Disclosure of Trade Secrets Under the Defend Trade Secrets Act of 2016

* + As provided by the Economic Espionage Act of 1996, as amended by the Defend Trade Secrets Act of 2016, an employee will not be held criminally or civilly liable under any federal or state trade secret law for any disclosure of a

trade secret that is made:

* + - in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney, and solely for the purpose of reporting or investigating a suspected violation of law; or
		- in a complaint or other document that is filed under seal in a lawsuit or other proceeding.
	+ If any employee files a lawsuit for retaliation by Peerstar for reporting a suspected violation of law, the employee may disclosure Peerstar trade Confidential Information to the employee’s attorney and use the Confidential Information in the court proceeding if the employees:
		- filed any document containing the trade secret under deal; and
		- does not disclose the trade secret, except pursuant to court order.

Non-Circumvention

Employees shall not, directly or indirectly, except in collaboration with or with the express written consent of Peerstar:

1. enter into any transaction with a third party similar to, in competition with, or which otherwise could have the effect of preventing Peerstar from receiving the full benefit of the Confidential Information;
2. solicit a third party to enter into any such transaction; or
3. induce, solicit, procure, or otherwise encourage a third party or respond to any solicitation from any of the same to enter any such transaction.

Exit Obligations

Upon (1) voluntary or involuntary termination of the Employee’s employment or (2) Peertar request at any time during the Employee’s employment, the Employee shall:

* + provide or return any and all Peerstar property, including, keys, key cards, access cards, identification cards, security devices, credit cards, network access devices, computers, cell phones, smartphones, equipment, e-mail messages, tapes, recordings, thumb drives, or other removable information storage devices, hard drives, negatives, and data and all Peerstar documents and materials belonging to Peerstar and stored in any fashion, including but not limited to those that constitute or contain any Confidential Information or Work Product, that are in the possession or control of the Employee, whether they were provided to the Employee by Peerstar or any of its business associates or created by the Employee in connection with their employment by Peerstar; and
	+ delete or destroy all copies of any such documents and materials not returned to Peerstar that remain in Peerstar’s devices, networks, storage locations, and media in the Employee’s possession or control.

Non-Disparagement

Employees shall not at any time make, publish, or communicate to any person or entity or in any public forum any defamatory or disparaging remarks, comments, or statements concerning Peerstar’s services, products, existing clients, existing customers, prospective customers, current and/or prospective investors or other associated third parties, or make any maliciously false statements about Peerstar’s employees and officers, directors or any other agents or representatives.

This Section does not in any way, restrict or imped the Employee from exercising their rights under Section 7 of the National Labor Relations Act.

**Confidential Client Information**

All employees are expected to maintain the confidences of their clients at all time and not to discuss, disseminate or disclose information conveyed by a client to an employee without the client’s permission or unless directed to do so by valid subpoena or court order. Professional health care employees are bound by professional codes of ethics and state and federal law, including HIPAA, from disclosing confidential health care information. Violation of this policy could be grounds for dismissal.

**Life Threatening Conduct by Clients**

If a non-professional employee learns from a client that the client intends to or is in the process of engaging in participating in conduct that would likely cause serious bodily injury or death to the client, an employee or any other person, the employee should report this information immediately to their Regional Director, or, if danger is immanent, to proper law enforcement authorities.

Professional employees should follow their own ethical and legal requirements concerning such information if different from stated above.

## Conflicts of Interest

Peerstar is committed to achieving the highest standards of professionalism and ethical conduct in its operations and activities. Peerstar expects its employees to conduct their business according to the highest ethical standards of conduct and to comply with all applicable laws. This policy is intended to increase awareness of potential conflicts of interest and establish a procedure for reporting them

Conflict of Interest

Employees should always act in the best interest of Peerstar and not permit outside interests to interfere with their job duties. Peerstar prohibits all employees from using their position with Peerstar or Peerstar’s relationship with its clients, patients, vendors, partners for private gain or to obtain benefits for themselves or members of their family.

For the purposes of this policy, a potential conflict of interest occurs when an employee’s outside interests (for example financial or personal interests) interfere with Peerstar’s interests or the employee’s work-related duties. For example, a conflict of interest can occur when an employee is in a position to influence a decision that may result in a personal gain for the employee or the employee’s family member as a result of Peerstar’s business dealings.

If you have a question about whether a situation is a potential conflict of interest, please contact Human Resources.

Favors and Gifts

Business decisions should be made in the best interest of Peerstar. Peerstar prohibits employees from seeking or accepting any gifts, favors, entertainment, payment or loans for themselves or their family members from any client, patient, vendor, supplier, contractor or other party doing business with Peerstar. Cash should never be accepted. If an employee violates this policy, Peerstar will take prompt corrective action, including discipline if appropriate.

Reporting Procedure

If you become aware of any potential conflict of interest or ethical concern regarding your employment or another employee at Peertar, you must promptly speak to, write or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, then Human Resources as soon as possible. You should be as detailed as possible. Peerstar will directly and thoroughly investigate all concerns regarding conflicts of interest. Peerstar will determine whether a conflict of interest exists and what action should be taken.

No Retaliation

Peerstar prohibits any form of discipline, reprisal, intimidation or retaliation for reporting a potential conflict of interest or violation of this policy or cooperating in related investigations.

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## Dress Code

Your pride in both yourself and as a representative of our organization is reflected in your appearance and image you create. We feel our business image is important and request that our employees maintain standards of dress and appearance appropriate to the organization as a whole and your individual position responsibilities. Dress, grooming, personal cleanliness, and professional behavior standards contribute to the professional image we present to our customers and visitors. Therefore, while performing duties for our organization employees are expected to dress in attire appropriate to the business environment and to behave in a professional and businesslike manner at all times to best represent our business.

**Guidelines:**

* + Due to the nature of our business and our continuous client contact, the employees at PEERSTAR include a more relaxed dress or “Business Appropriate” dress, which we feel is in the best interest of PEERSTAR, our employees and our clients (please see below).
	+ Employees may dress according to the requirements of their position; however our beliefs regarding business appropriate dress is that business is always first. This means that employees should keep their day’s schedule in mind. We recognize that different levels of dress may be appropriate for different occasions. As a general rule, when meeting with clients, prospects, or outside visitors, traditional business attire should always be worn except where it doesn’t make good business sense.
* All employees should judge their business attire for meetings and contacts outside of the office by the type of function that will be attended. Also, on occasion there may be a specific business reason to require that all employees dress in traditional business attire. In such instance this will be communicated to employees in advance and they will be required to dress accordingly.
* Our business appearance and image is important to us. However, we respect individual preference and choice in dress and appearance. We are confident that employees will use their best judgment in following our dress and attire guidelines. We ask that at all times employees make certain that their appearance is well groomed and clean and that clothing is appropriate, neat, clean, and well-fitting. While relaxed business attire is acceptable within the stated guidelines, we want to be sure our environment does not jeopardize professionalism and productivity.

**Appropriate Business Attire/Appearance Includes:**

* For men, traditional attire includes a business suit, jacket or blazer, and tie.
* For women, traditional attire includes a business suit, jacket or blazer with a sweater or blouse, along with a skirt or pants. Business type dresses or coordinated ensembles are also considered traditional attire for women.
* For men, relaxed business attire includes dress or sport shirts with collars and/or ties, polo shirts, tailored slacks, khakis/chinos, dress corduroy slacks, and business shoes including socks.
* For women, relaxed business attire includes dress shirts, polo shirts, blouses, sweaters, traditional split skirts, casual dresses, skirt outfits, tailored slacks, khakis/chinos, dress corduroy slacks or stirrup pants if of dress slack material, business shoes (heels, flats or other casual shoes) including socks or nylons with skirts, dresses or skirts.

**Appropriate Relaxed Office Attire/Appearance Includes:**

* Blue Jean Pant/Skirt with no holes or fraying at the bottom
* Capri Pants(jean or other material) with no holes or fraying at the bottom
* Casual shirts including knit cotton solid or printed fitted tops ( no athletic cut)
* Dress Tops
* Dress shoes including open toe or open back with a strap

**Inappropriate Attire or Appearance Includes:**

* Shorts of any color or style, leggings, jogging or sweat suits/socks.
* Sweat shirts (hoodies), T-shirts (with any sort of logo or saying printed on it), tank tops, and oversized shirts.
* Sundresses, tank tops, or other trendy wear including exceptionally short dresses/skirts or crop tops.
* Clothing made of fleece, flannels, leathers, or spandex.
* Tennis shoes, or sandals, thongs (flip flops).
* Any clothing item displaying an offensive comment or graphic illustration; logo clothing including sport teams, cartoon characters, etc., unless otherwise specified.
* Jewelry (or other objects of personal expression, such as visible tattoos) that is distracting, large, or represents an unprofessional image as determined by PEERSTAR such as large chains, facial jewelry such as nose rings, etc.
* Dirty, ragged, ungroomed, or sexually provocative, revealing, or see through clothing or appearance
* Any other attire or appearance PEERSTAR deems to be inappropriate to the business environment.

**Appropriate Peer Specialist Community Appearance Includes:**

Clothing that would be considered casual may be worn by Peer Specialists when working in the home or community with a Peer. In accompanying a Peer to a medical or professional appointment appropriate business attire as listed above is required. Casual Attire/Appearance includes:

* Blue Jeans
* Shorts that are no shorter than 2 inches above the knee Tennis shoes
* Capri Pants
* Sweatshirts, Tee Shirts or casual shirts

**Inappropriate Peer Specialist Community Attire or Appearance Includes:**

* Mid-drift shirts
* Low cut tops
* See through tops without a tank top or other shirt underneath
* Low rise jeans/pants/shirts that reveal skin or undergarments when moving, reaching, or stretching
* Spaghetti strap tank tops
* Shorts or skirts more than 3 inches above the knee
* Any clothing with offensive slogans or graphics
* Soiled or dingy clothing
* Clothing that is excessively baggy or big
* Jewelry(or other objects of personal expression, such as visible tattoos) that is distracting, large, or represents an unprofessional image as determined by Peerstar, LLC such as large chains, facial jewelry such as nose rings, etc.
* Any other attire or appearance Peerstar, LLC deems to be inappropriate to the business environment.

If an employee is unclear about our dress and appearance guidelines, they are encouraged to consult with their Regional Director and/or our Human Resources staff. If an employee reports to work in questionable attire or appearance, a notification and/or discussion will occur with the employee to advise and counsel them regarding the inappropriateness of the attire. Depending upon the circumstance the employee may also be sent home and directed to return to work in proper attire. Any work time lost will be expected to be made up by the employee. Continued or frequent departures from these guidelines will not be permitted and employees who appear for work inappropriately dressed or groomed may be disciplined up to and including termination.

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## Driving While on Company Business

**Purpose**

Driver inattention is a factor in a majority of motor vehicle accidents. We are not only concerned

about your welfare as a Peerstar, LLC employee, but also the welfare of others who could be put in harm’s way by inattentive driving. As a driver, your first responsibility is to pay attention to the road. When driving on Peerstar, LLC business, or driving while conducting business on behalf of the company in any other manner, the following applies.

**Cellular Phone Use and Texting**

Cell phone use while driving is a common, often harmful, distraction. We are concerned about your safety as well as the safety of others. For this reason, the use of cell phones while driving is strongly discouraged and texting is prohibited. Obey the applicable laws. Do not accept or place calls unless it is an emergency, meaning the call cannot wait until you safely pull off the road or arrive at your destination. If you must use your cell phone while driving, please use good judgment: keep the call short, use a hands-free device, get to know your phone and its features, and suspend conversations during hazardous driving conditions (rain, snow, ice, fog, glare, heavy traffic, etc.).

**Obey the Law**

PEERSTAR is not responsible for any moving traffic violations, parking tickets, or any other city ordinances or state/federal laws regarding your driving habits and operation/care of your personal motor vehicle. Any tickets issued are the employee’s responsibility, even if the ticket is issued while conducting business for PEERSTAR.

**Other Safe Driving Precautions:**

* Use better judgment when road conditions are poor. Limit or avoid driving when rain or snow threatens your safety.
* Make an effort to avoid distractions such as eating, applying makeup, paying too much attention to your radio/CD player, or other distracting behavior.
* Do not drive if your ability to drive safely is impaired by the influence of medications and/or alcohol.
* Laptop computers should never be used at any time while driving.
* If using a vehicle not your own (rental or otherwise), be sure to properly adjust the mirrors

and familiarize yourself with the vehicle’s controls before operating.

* Be concerned for your coworkers’ safety. Ask them to call you back at a safer time if they call you while driving.
* As a business against drunk driving, be responsible. Abide by the law and use a designated driver or the BADD program.
* Employees who drive for company business must have a current, valid driver’s license.

## Employee Classification

Employees are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

*The definitions of the worker classification categories can be summarized as follows:*

**Exempt**: Management, supervisory, professional, sales or administrative employees, whose positions meet FLSA standards, are exempt from overtime pay requirements.

**Non-exempt**: Employees whose positions do not meet the FLSA exemption standards are paid overtime. Employees classified as non-exempt generally work in non-supervisory, non- professional or non-administrative capacities. Overtime work, however, is prohibited without specific supervisor authorization.

*In addition, each employee’s status is defined as one of the following:*

**Full-time**: Employees who work a minimum of 30 hours per week are considered to be full- time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met. In addition, some hourly staff are considered full-time since they are scheduled 30 hours per week regardless of billable time. Therefore, they are eligible for benefits as per each individual contract.

PEERSTAR supplements its regular work force with temporary or part-time employees to help compensate for workload, employee absences, or other situations. Management will determine which positions are regular part-time and which are considered temporary or seasonal.

**Part-time**: Employees who work less than 30 hours per week are considered to be part-time. Employees who work 30 hours or less per week, or who work on a temporary project basis, will receive all legally mandated benefits (such as workers compensation and Social Security benefits), but are ineligible for other benefit programs.

**Temporary**: Temporary employees are those engaged to work either part-time or full-time on PEERSTAR’s payroll, but have been hired with the understanding that their employment will be terminated no later than upon their completion of a specific assignment. This category includes interns and co-op students. Such employees may be either “exempt” or “non-exempt” but are not eligible for PEERSTAR benefits except as mandated by law.

## Employment of Relatives

Members of your immediate family will be considered for employment on the basis of their qualifications. Your immediate family may not be hired, however, if it would:

* Create a direct supervisor/subordinate relationship with a family member,
* Have the potential for creating an adverse impact on work performance, or
* Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when hiring, assigning, or promoting an employee.

If a circumstance arises that results in a direct supervisory relationship between immediate family or close personal relatives (e.g., marriage, reduction-in-force, reorganization, priority placement), one of the relatives may be reassigned to an appropriate vacancy. During the period that a direct supervisory relationship exists between immediate family or close personal relatives, the supervisory relative will not be involved in any personnel action involving his/her relative. Typical first-level supervisory responsibilities will be referred to the next higher level in the supervisory chain.

For purposes of this policy, your immediate family includes: Mother, Father, Husband, Wife, Son, Daughter, Sister, Brother, Mother-in-law, Father-in-law, Sister-in-law, Brother-in-law, Son-in- law, Daughter-in-law, Stepchild, Stepparent, or Grandparent. This policy also applies to close personal relatives such as Uncle, Aunt, First Cousin, Nephew, Niece or Half-Sibling.

Questions should be directed to your Regional Director.

Any deviation from this practice will be approved by management.

## Flexible Schedules

Standard working hours are from 8:00 am to 4:00 pm. Monday through Friday. A ½ hour lunch period is taken at any hour, which is mutually agreeable between the employee and supervisor.

**Flextime:**

Flextime is an option available to managers to improve departmental efficiency and morale. Flextime may not be appropriate for all departments or all positions. It is each manager’s responsibility to manage the program so that it will serve the business requirements of the department.

**Basic Principles of Flextime**

* Officer/Manager approval is necessary for any department to participate in flextime.
* The work commitments of the departments must be met effectively and efficiently without compromising service to internal or external customers
* Each employee must recognize his or her responsibilities to the company and to coworkers.
* Each employee utilizing flextime must work cooperatively to ensure that no problems arise with regard to internal or external service.
* Employees utilizing flextime should establish “standard” hours (i.e., 8am-4pm everyday) and should not vary hours from day-to-day, week-to-week, or month-to-month.

**Application of Flextime**

Employees will work a consistent schedule using the following guidelines:

Lunch time: Employees must take a ½ hour unpaid lunch period. Lunch should normally be taken between 11:00 am and 2:00 pm, but is mutually agreed upon between the employee and supervisor.

Employees cannot work through their lunch period to make up time unless supervisor approval is obtained. Such occurrences should be infrequent.

## Improper Payments and Gifts

We prohibit the solicitation, acceptance, offer or payment to any person or organization of any bribe, kickback or similar consideration of any kind, including money, services or goods or favors (other than goods or favors which are nominal in amount and not prohibited by any federal, state or local law). Do not accept or give gifts, gratuities, entertainment or favors of such value or significance that their receipt might reasonably be expected to interfere with the exercise of independent and objective judgment in making or participating in the business decisions of PEERSTAR or the party with whom PEERSTAR is dealing.

Likewise, we prohibit the offer or payment to any person or organization of any bribe, kickback or similar consideration of any kind, including money, services or goods or favors (other than goods or favors which are nominal in amount and not prohibited by any federal, state or local law) in order to obtain business or contracts of any kind for the Company

## Inclement Weather

PEERSTAR is open for business unless there is a declared State of Emergency. There may be times, however, when we will delay opening. Use common sense and your best judgment, however, when traveling to work in inclement weather.

If you arrive at work after the scheduled opening time, that time is charged to you as either (1) personal/sick time, (2) vacation time, or (3) unpaid time, in that order. You should always use your discretion in getting to work. PEERSTAR attempts to accommodate individual situations by allowing the use of personal/sick time and vacation time in these situations.

When potentially dangerous weather develops during the day and a decision is made by management to close before 4 pm you will be compensated as if you had worked to the end of your regularly scheduled hours for that day. If you elect to leave prior to a decision being made by PEERSTAR to close early, you will be required to use accrued time at the same rate as if you arrived after your scheduled start time.

## Personnel Records

Employee personnel files may include the following: (job application, job description, resume, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring). Personnel records are maintained on a current basis. Immediately complete a change of contact information form in CREDIBLE if any of the following change: name, address, telephone number, marital, dependent or tax status. Personnel records are kept highly confidential, and are not available to anyone outside of the Company unless you have authorized the release, or release is to an authorized governmental agency, or is required by law. To review your records, contact Human Resources to schedule an appointment.

## Phone Calls

**Business Phone Calls**:

A great majority of our business is conducted over the phone making our telephone techniques extremely important. A friendly but businesslike telephone manner should always be projected. When you are away from your work area, make a habit of forwarding your phone to the appropriate extension.

**Personal Phone Calls:**

We recognize that periodically, personal phone calls must be made or be received during the business hours. Such calls should be held at a minimum so that they do not interfere with the workflow. In general, however, personal phone calls are not permitted and could be grounds for reprimand.

**Personal Cellular Phone Calls:**

In order to provide an optimum work environment, employees are expected to have cell phones turned off during work hours unless use of a cell phone is required for the performance of your duties to the Company. Ringing cell phones are a distraction to other co-workers and can interfere with productivity. Cell phones should only be used during breaks/lunches and outside of the office. Flexibility will be provided in circumstances demanding immediate/emergency attention. In general, however, personal cellular phone calls are not permitted and could be grounds for reprimand.

**Voicemail:**

Voicemail was installed to help maintain our high quality of service for clients and to increase efficiency throughout the office. Voicemail will only be an option to the caller; the call will not be put directly into voicemail. It is recommended that employee greetings be changed regularly.

They should be brief and communicate your availability to clients

## Smoke-Free Environment

Our goal is to have a smoke-free environment. Smoking is not permitted at any time in PEERSTAR work areas, including Company vehicles or customer or client areas. PEERSTAR does not approve “smoke breaks” and smoking in or out of the building is not permitted.

## Solicitations, Distributions & Use of Bulletin Boards

Understanding that employees may occasionally wish to communicate with their coworkers to advertise personal items for sale or to participate in fundraisers for non-profit organizations, children’s groups/schools, and other non-work -related events, we allow use of the lunch rooms and electronic bulletin board to disseminate such information. Access the electronic bulletin board at Zywave.com. Management reserves the right to monitor such communications and remove them if inappropriate or not in the best interest of Company operations.

In respect for other’s efficiency, please do not use work e-mail or voicemail, or other resources, as a means to solicit or distribute non-work-related materials. Activities that disrupt work hours or operations will not be allowed to continue.

Persons not employed by the Company may not solicit employees for any purpose on Company premises.

## Wireless Communication Policy

*This policy was reprinted with permission of Stephen Northcutt,* [The SANS Institute*.*](http://www.sans.org/)

**1.0 Purpose**

This policy prohibits access to PEERSTAR networks via unsecured wireless communication mechanisms. Only wireless systems that meet the criteria of this policy or have been granted an exclusive waiver by PEERSTAR are approved for connectivity to PEERSTAR's networks.

**2.0 Scope**

This policy covers all wireless data communication devices (e.g., personal computers, cellular phones, PDAs, etc.) connected to any of PEERSTAR’s internal networks. This includes any form of wireless communication device capable of transmitting packet data. Wireless devices and/or networks without any connectivity to PEERSTAR’s networks do not fall under the purview of this policy.

**Policy**

**Register Access Points and Cards**

All wireless Access Points / Base Stations connected to the corporate network must be registered and approved by PEERSTAR. These Access Points / Base Stations are subject to periodic penetration tests and audits. All wireless Network Interface Cards (i.e., PC cards) used in corporate laptop or desktop computers must be registered with PEERSTAR.

**Approved Technology**

All wireless LAN access must use corporate-approved vendor products and security configurations.

**VPN Encryption and Authentication**

All Computers with wireless LAN devices must be approved by PEERSTAR prior to use. To comply with this policy, wireless implementations must maintain point to point hardware encryption of at least 56 bits. All implementations must support a hardware address that can be registered and tracked, i.e., a MAC address. All implementations must support and employ strong encryption, such as WPA.

**Wireless Communication Policy**

**4.0 Enforcement**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

**Definitions Terms**

User Authentication: A method by which the user of a wireless system can be verified as a legitimate user independent of the computer or operating system being us.

## Standards of Conduct

Where Peerstar has reasonable suspicion that an employee is in violation of its drug and alcohol policies, Peerstar will require an employee to submit to a drug or alcohol test and reserves the right, in its discretion, to search the employee’s clothes, locker, lunch box, bag, purse and/or vehicle.  Testing may involve urinalysis testing, testing of blood samples, and/or a breathalyzer test.

The work rules and standards of conduct for PEERSTAR are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting PEERSTAR’s business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including immediate termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to and including immediate termination of employment:

* + - Theft or inappropriate removal or possession of property
		- Falsification of timekeeping records
		- Working under the influence of alcohol or illegal drugs
		- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace or while working for the Company elsewhere
		- Fighting or threatening violence in the workplace or while working for the Company elsewhere
		- Illegal conduct of any kind in the workplace or while working for the Company
		- Boisterous or disruptive activity in the workplace or while working for the Company elsewhere
		- Negligence or improper conduct leading to damage of Company-owned or customer-owned property
		- Insubordination or other disrespectful conduct
		- Violation of safety or health rules
		- Smoking in the workplace
		- Sexual or other unlawful or unwelcome harassment
		- Excessive absenteeism or any absence without notice
		- Unauthorized use of telephones, or other Company-owned equipment
		- Using Company equipment for purposes other than business (e.g., playing games on computers or personal Internet usage such as shopping)
		- Unauthorized disclosure of business “secrets” or confidential information
		- Violation of personnel policies
		- Unsatisfactory performance or conduct
		- Use of vulgar language

## Screening and Sanctions

Peerstar, LLC (“Peerstar”) is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, veteran-status, or any other status prohibited by law. It is the policy of Peerstar to conduct pre-employment background checks. The purpose of performing these checks is: (1) to comply with applicable law regarding background checks; (2) to evaluate the qualifications and suitability of a job candidate for the particular position for which the candidate is being considered; and (3) to evaluate the ongoing suitability of an incumbent for the position currently held. This Policy will help ensure the safety of the public as well a safe working environment at Peerstar. The Policy will help ensure that employment related decisions utilizing criminal background checks and child abuse clearance checks are made in accordance with applicable law.

All employees are required to report the following sanctions taken against them to the Human Resource Director at the time of hire and throughout the entire duration of employment within seventy-two (72) hours or earlier: any criminal arrests, convictions, license suspensions/revocations, child abuse report (excluding summary and traffic offenses punishable by fine). If at any time, including during credentialing, Peerstar receives information that contradicts information provided by the employee regarding sanctions, Peerstar Human Resources will notify the employee via phone, email, and U.S. mail within one business day. Staff members will be given an opportunity to explain or correct misinformation in the file related to arrests, convictions, license suspensions/revocations or child abuse reports. The staff member must provide provable written evidence to Human Resources, discounting and/or clarifying the conflicting information within 5 days of being notified of the contradiction. Staff member may be suspended with pay during the investigation depending on the nature of contradiction. This information will be used by Peerstar to make employment related decisions to the extent permitted by law. Failure to make the required report may result in disciplinary action, up to and including termination of employment.

# Section: Benefits

## 401k

As of January 1, 2019, all full or part-time employees that are at least 18 years old and have 1 year of service (have worked over 1,000 hours), will be eligible to participate in the company 401k plan. Through this employer sponsored retirement plan, you will be eligible to make pre-tax or after-tax contributions, which are deducted directly from your pay. The company will match 100% of your Elective Deferrals up to 4% of your Compensation.

## Healthcare Benefits for Variable Hour Employees:

Variable hour employees must work an average of 30 hours per week during a 6-month lookback measurement period to be eligible for Healthcare Benefits under the Affordable Care Act. You will remain eligible for those benefits through the following 6-month measurement period at which time the hours are calculated again using the past 6 months in order to make a determination regarding your health insurance eligibility. Once you are eligible you may enroll the first date of the following month, Or the date of a Qualifying Life Event as outlined in the healthcare packet.

Employees will contribute a portion (percentage) of the insurance premium for employee or employee and dependent Child/Children which will be deducted via payroll deduction from the Employee’s wages or salary.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA).

## Healthcare Benefits for FT Administrative Staff:

Administrative staff hired and expected to work over 30 hours will be offered the first of the month following 60 days of active employment.

\*\*\*Variable hour employee FT status for the purpose of PTO and paid holidays are determined off of billable hours. Healthcare eligibility will be determined using all hours worked and calculated by payroll.