



ARIZONA CLA EMPLOYEE HANDBOOK

A Manual of Employee
Benefits & Personnel
Policies

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Introduction

Welcome and Purpose

The Arizona CLA Employee Handbook establishes policies, procedures, benefits and working conditions that will be followed by all employees as a condition of their employment with Arizona CLA (hereinafter “Arizona CLA or “Company”).

Arizona CLA strives to provide an employee-friendly environment in which goal-oriented individuals thrive. Our company commitment to serving customers and providing quality products and services is unwavering. These policies, procedures and working conditions provide a work environment in which both customer and employee interests are served.

We value our employees’ talents, skills and abilities and seek to foster an open, cooperative and dynamic environment in which we can all excel. Arizona CLA provides an environment where employees are encouraged to bring ideas **and** challenges to any level of management.

Arizona CLA is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race or color does not affect employment decisions including hiring, promotion, development opportunities, pay or benefits. We offer fair treatment of employees based on merit and comply with all applicable federal, state and local labor laws.

Employment with Arizona CLA is on an “at-will” basis, which means that either an employee or Arizona CLA may terminate the employment relationship at any time, for any reason, with or without cause. This handbook is not a contract of employment nor is it intended to create contractual obligations for the company of any kind or alter the at-will employment relationships between Arizona CLA and our employees. Only a written agreement, signed by the President of Arizona CLA can change the at-will nature of the employment of any individual.

The policies and procedures outlined will be applied at the discretion of Arizona CLA management. As such, Arizona CLA may deviate from the policies, procedures, benefits and working conditions described in this handbook. The company may also withdraw or change the policies, procedures, benefits and working conditions described in this handbook at any time, for any reason. While it is our goal to provide employees with notice of such changes, prior notice is not required before a change is implemented. Throughout an employee’s employment with Arizona CLA, it is his or her responsibility to remain up to date on company policies, procedures, benefits and working conditions—both published and unpublished.

No provision in this handbook can be waived without written permission from Arizona CLA’s President or designee. Please review the policies, procedures, working conditions and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to, abide by and acknowledge your receipt of this employee handbook.

At-Will Employment Statement

This handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all of the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources Department.

Neither this handbook nor any other Arizona CLA document confers any contractual right, either expressed or implied, to remain in Arizona CLA's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not set for any specific time and may be terminated at will, with or without cause and without prior notice by Arizona CLA, or you may resign for any reason, at any time. While there may be a disciplinary process in place, in certain situations, the Company may make the decision to terminate you without first taking these disciplinary steps.

No supervisor or other representative of Arizona CLA (except the President, in writing) has the authority to enter into any agreement of employment for any specified period of time, or to make any agreement contrary to the above.

The procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will make every attempt to inform you of any changes as they occur.

Some of the subjects described here are covered in detail in official benefit policy documents. You should refer to those documents for specific information since this handbook only briefly summarizes those benefits. Please note that the terms of the written insurance policies are controlling.

Mission Statement

Our mission is to improve one client at a time through being 100% committed, being loyal and accurate in all we do.

To fulfill this mission, we are committed to doing the following:

- Providing competitively priced and high-quality service
- Being up to date on new technologies that may benefit us
- Serving and supporting the community
- Building partnerships
- Exceeding customer expectations

We have carefully selected you as a staff member because we believe that you can provide the high-quality service that continually makes us the best in the business. We believe that consistent, ethical and quality performance in all of our endeavors is the key to success and will result in loyal, mutually beneficial relationships. As a member of our staff, dedication to providing the best service to our customers should be your top priority.

Employment Policies

Americans with Disabilities Policy

The Americans with Disabilities Act (ADA) is a federal law that prohibits employers with 15 or more employees from discriminating against applicants and employees with disabilities. It also requires employers to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job functions of the position.

Arizona CLA complies with all applicable laws concerning the employment of individuals with disabilities and acts in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). The company does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

When a job applicant with a disability requests accommodation that can be reasonably provided without creating an undue hardship or causing a workplace safety risk, he or she will be given the same consideration for employment as any other applicant.

Arizona CLA will reasonably accommodate qualified individuals (candidates and employees) with disabilities so that they can perform the essential functions of a job, unless the requested accommodations result in the following:

- A direct threat to the safety or well-being of the individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation; or
- An undue hardship to Arizona CLA.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

The Human Resources department is responsible for implementing this policy, including the resolution of reasonable accommodation, safety, direct threat and undue hardship issues. Contact them with any questions or requests for accommodation.

Employment Termination Policy

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

- Resignation—voluntary employment termination initiated by an employee
- Termination— involuntary employment termination initiated by Arizona CLA
- Layoff— involuntary employment termination initiated by Arizona CLA for non-disciplinary reasons

If you wish to resign, we ask that you notify your manager of your anticipated departure date at least two weeks in advance. Of course, as much notice as possible is appreciated by Arizona CLA and your co-workers. This notice should be in the form of a written statement.

If you fail to report to work for three consecutive days without informing management of the planned absence, we will assume that you have voluntarily resigned.

In the case of termination due to resignation, retirement or a permanent reduction in the work force, your accrued vacation pay will be paid on a pro-rata basis. Unused personal 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.

Furthermore, any outstanding financial obligations owed to Arizona CLA will also be deducted from your final check, given your prior written permission. If your final check does not sufficiently cover the money owed to the company, you will remain liable for that amount.

A meeting between you and your immediate manager will take place prior to your last day of work. If applicable, your rights concerning continuation of group health benefits will be discussed during this meeting. Parking passes, office keys, company equipment and building passes must be returned at this time, along with all other company property and confidential information.

If you leave Arizona CLA in good standing, you may be considered for re-employment.

Except as required by law or by separate agreement, employee salary and benefits will end on the date of termination.

Upon resigning from Arizona CLA, you should continue to provide the company with an accurate address for at least one year for tax purposes.

Internal Transfer/Promotion Policy

The company strives to retain employees through an environment that creates opportunity and encourages advancement. It is our goal to allow employees to fully use and develop their skills.

When a position becomes available, it will be advertised both internally and externally. Current employees are welcome to apply, as are external candidates. All staffing decisions will be made with the position goals in mind, with the desire to hire the most-qualified individual being paramount.

At times, positions may be filled internally without being posted. This could relate to a business need or a planned career progression that includes an employee being assigned new responsibilities.

Transfers can be either management- or employee-initiated. They are determined by business needs and employee qualifications. Employees being considered for transfer will be given the opportunity to provide input; however, an employee should not be approached by management without the knowledge of his or her manager and Human Resources. Transfers will be made in a manner that disrupts ongoing operations as little as possible.

I-9 Immigration Reform Policy

The Immigration Reform and Control Act of 1986 (IRCA) requires employers to hire and retain only individuals who are authorized to work in the United States.

To enforce these guidelines, IRCA requires an employer to verify a potential employee's eligibility by completing the Employment Verification Form (Form I-9). By completing Form I-9, the employer is certifying that it has viewed documents proving that the potential employee is authorized to live and work in the United States.

All employees are asked to provide original documents verifying their right to work in the United States and to sign a verification form (Form I-9). If an individual cannot verify his or her right to work within three days of hire, Arizona CLA must terminate his or her employment.

Please contact Human Resources with questions or concerns.

Constructive Discharge

You are encouraged to communicate to management whenever you believe working conditions may become intolerable and may cause you to resign. Under section 23-1502, Arizona Revised Statutes, an employee may be required to notify an appropriate representative of the employer in writing that a working condition exists that the employee believes is intolerable, that will compel the employee to resign or that constitutes a constructive discharge, if the employee wants to preserve the right to bring a claim against the employer alleging that the working condition forced the employee to resign.

Under the law, an employee may be required to wait for fifteen (15) calendar days after providing written notice before the employee may resign if the employee desires to preserve the right to bring a constructive discharge claim against the employer. An employee may be entitled to paid or unpaid leave of absence of up to fifteen (15) calendar days while waiting for the employer to respond to the employee's written communication about the employee's working condition.



Workplace Conduct

Code of Ethics Policy

Arizona CLA maintains specific policies in an attempt to assist employees in adhering to certain standards of conduct. These policies are in place to preserve the Company's reputation and prevent adverse consequences to all parties involved. This particular policy is designed to establish standards of conduct with respect to payments and political contributions.

Prohibition of Improper Payments

The Company requires all employees to only use lawful practices involving payments to customers, political parties, officials, candidates or governmental authorities. As a result, kickbacks and bribes offered with the intent of inducing or rewarding specific buying decisions or actions are strictly prohibited. No Company employee may offer to make direct or indirect payments of value in the form of compensation, gifts or contributions to any of the following:

- Persons or firms employed by or acting on behalf of a customer (private or governmental) for the purpose of rewarding favorable actions in a transaction.
- Any governmental officials, political parties or officials of a party or candidate for political office, for the purpose of rewarding favorable actions or influence of the official, party or candidate.

These restrictions are not applicable to ordinary, reasonable business entertainment expenses and gifts of no substantial value. Management should exercise sound judgment and discretion with regard to controlling and authorizing these business expenses on a regular basis. All employees have the right to review the records of hours worked and if they disagree with the hours the employer has recorded, they have the right to bring this to the attention of the Arizona Defendants without any retaliation or to contact the Department of Labor at 230 N 1st Ave, Phoenix, AZ.

Reporting to Management

Any employee who must authorize, make or agree to a payment that may be contrary to this policy must report this information to his or her supervisor or to the Company's legal counsel immediately. If an employee learns that a coworker is engaging in conduct contrary to this policy, the employee must report this information to his or her supervisor or the Company's legal counsel immediately as well. Management personnel who receive a report will promptly discuss the issue with legal counsel for further investigation.

Antitrust Laws

Antitrust laws are relevant to many business decisions, and those who engage in illegal actions against such laws are subject to fines and imprisonment. Management will help guide employees in abiding by antitrust decrees applicable to the Company. The Company intends to comply with all U.S. antitrust laws applicable to normal business operations and will hold employees responsible for abiding by these laws as well.

In compliance with Section I of the Sherman Antitrust Act:

- No employee may enter into an agreement (expressed or implied, formal or informal, written or oral) with any competitor restricting any of the following conditions or business offerings:
 - Prices
 - Costs

-
- Profits
- Offerings of products and services
- Terms of sale conditions
- Production or sales volume
- Production capacity
- Market share
- Quote decisions
- Customer selection
- Sales territories
- Distribution methodology
- No employee may enter into an agreement with a purchaser or lessee restricting the right of the purchaser or lessee to determine the price to resell or lease the product in question. Employees may also not enter into such agreements when the Company is the purchaser or lessee in the agreement.

The following situations may be in violation of antitrust laws under certain circumstances. Employees may not enter into these agreements without consulting legal counsel in advance and obtaining clearance to enter into such agreements.

- Agreements with customers or suppliers regarding the sales or purchases of reciprocal purchases or sales by customers or suppliers.
- Agreements with purchasers or lessees of products of the Company that would restrict customers from using or reselling products as they choose to do so.
- Agreements with any party that would restrict all parties involved to manufacture a product or provide a service to a third party.

Exchange of Information with Competitors

Communication with competitors would be an infringement of antitrust laws, specifically if the communication is accompanied by some action. The prohibitions of this policy are intended to avoid antitrust infringements. Under this policy, no employee may discuss information on any subject with a competitor or another third party acting on behalf of a competitor to remain compliant with Section I of the Sherman Antitrust Act, unless the Company's legal counsel determines that the communication would not violate antitrust laws.

When participating in trade associations and other meetings with competitors, employees may not attend:

- Unauthorized meetings with competitors.
- Meetings where the communication with competitors is in violation of the paragraph above.

- Meetings for trade associations held to discuss business without adhering to the formal rules established by the trade association for its meetings.

Employees must recognize that participating in development and product certification events impacting competitors or suppliers may initiate antitrust violations. Consult with the Company's legal counsel before attending any event that may develop standards or certify products with competitors.

Violations of this Policy

If an employee violates this policy, he or she may be subject to termination or other disciplinary action to prevent future violations. The following individuals may be subject to disciplinary action or termination:

- Employees who are in direct violation of this policy.
- Employees who deliberately withhold information concerning the violation of this policy or fail to report a violation of this policy.
- Management personnel who fail to report violations of this policy by their subordinates.

If an employee is accused of violating antitrust laws, yet he or she did consult legal counsel and acted in good faith, the employee may not face disciplinary action under this policy. The Company may also assist in the employee's defense, within the confines of the law.

Nothing in this policy is intended to interfere with your rights under federal and state laws, including the National Labor Relations Act, nor will the Company construe this policy in a way that limits such rights. Employees have the right to engage in or refrain from activities protected by the National Labor Relations Act.

Complaint Policy

Arizona CLA strives to be responsive to our employees' concerns. We understand that problems, misunderstandings and frustrations may arise from time to time. Therefore, we encourage open communication. Any concerns employees have should be promptly reported to management so that a solution may be devised. To facilitate this, an employee may use the procedure outlined in this policy to resolve or clarify his or her concerns.

All complaints should be made in good faith.

Step 1: The employee should discuss the situation with his or her immediate supervisor. If the issue involves the employee's supervisor, the employee may discuss it with another member of management or Human Resources. The supervisor or other member of management should respond to the employee within five working days of meeting with the employee about this issue.

Step 2: If the issue is not resolved to the mutual satisfaction of the employee and supervisor, or if the supervisor fails to respond within five working days, the employee may submit a written complaint to the employee's director or department head. The employee may ask Human Resources staff for assistance in writing the complaint. The employee has five working days from when the initial decision was received to submit this second-level complaint.

The written complaint should include:

- An explanation of the incident and the date the incident occurred
- Suggestions for ways to resolve the problem
- A copy of the immediate supervisor's written response or a summary of his or her verbal response and the date when the employee met with the supervisor. If the supervisor provided no response, this should be stated.

Upon receipt of the complaint, the director/department head will schedule a meeting with the employee. This meeting will take place within five working days of receiving the complaint. Within five working days of this meeting, the director/department head should issue a decision orally and in writing to the employee.

Step 3: If the employee is dissatisfied with the decision received through Step 2, he or she may appeal the decision. Appeals must be submitted, in writing, to Human Resources within five days of receiving the director's/department head's decision.

Human Resources may meet with the parties involved to facilitate a resolution. Human Resources will submit a final resolution to the President/CEO for his or her approval. Then, the final decision will be provided to the employee both in writing and orally. Human Resources will provide the employee with the final decision no more than 15 working days from the date it was received. The decision cannot be appealed beyond this step.

Examples of some complaints employees may have:

- Suggestions for improvement
- Concerns about working conditions
- Issues with co-workers
- Concerns about treatment at work

If an employee fails to appeal from one step to the next within the time limit of five working days, the issue will be considered settled based on the last decision provided.

Arizona CLA reserves the right to impose disciplinary action for any conduct it considers disruptive or inappropriate. The circumstances of each situation may differ, and the level of management action may vary depending on the factors of the situation.

No Arizona CLA employee will be subject to retaliation for filing a complaint under this policy.

When a complaint is voiced, management will do its best to remedy the situation. Every employee may not be satisfied with every solution; however, employee input is valued and Arizona CLA wants to foster an environment where all employees feel comfortable reporting their concerns.

Disciplinary Action Policy

Disciplinary actions may entail verbal, written and final warnings, suspensions and termination. Not all of these actions may be followed in all instances. Arizona CLA reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. All disciplinary actions will be documented; documentation will be placed in personnel files.

Arizona CLA reserves the right to take any disciplinary action the company considers appropriate, including termination, at any time. Arizona CLA has a progressive disciplinary action including; verbal warning, 1st written warning then a 2nd written warning which may result in termination or suspension of employee. listed below are some examples where progressive disciplinary action could result. This list is general in nature and is not intended to be all inclusive:

- Discourtesy to a customer, vendor or the general public resulting in a complaint or loss of good will
- Refusal or failure to follow directions from management; insubordination
- Breach of confidentiality relating to employer, employee, customer or vendor information
- Altering, damaging or destroying company property or records, or another employee's property
- Dishonesty
- Providing false or misleading information to any company representative or in any company records, including the employment application, benefits forms, time cards, expense reimbursement forms and similar records
- Fighting or engaging in disorderly conduct on the company's or a customer's premises or off-site while representing the company
- Violations of any of company'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
- Failure of a drug or alcohol test

Drug-free Workplace Policy

Arizona CLA prohibits at all times the unlawful manufacture, sale, distribution, use, dispensation, receipt, transportation or possession of illegal drugs or unauthorized controlled substances on company premises or while engaged in business for the company off the premises. Arizona CLA also prohibits the unauthorized use of alcoholic beverages on the premises. Further, it is a violation of company policy for anyone to engage in work for the company or to report to work in any impaired or intoxicated condition or under the influence of alcohol, drugs, or illegal substances.

Drug and Alcohol Testing Policy

I. PURPOSE OF THE DRUG AND ALCOHOL POLICY

Arizona CLA (the “Company”) is committed to maintaining a drug and alcohol-free work environment. This commitment arises from the Company’s commitment to its employees, the quality of its work product, the safety of its customers and the general public, and respect for state and federal statutes outlawing illegal drugs. Safety in the workplace demands each employee’s full attention and clear thinking on the job. The Company, as well as each employee, has a right to expect that all employees are drug and alcohol-free and prepared to do their jobs in as safe a manner as possible at all times. Employees should not use illegal drugs, should not use prescription drugs that are not prescribed to you, should not use over-the-counter drugs or prescription drugs in excess of their respective packaging instructions, and should not drink alcohol excessively.

The Company also recognizes a responsibility to maintain the highest reputation in the industry and in the community. An employee who violates state or federal drug laws can harm the Company’s reputation and that of its other employees.

The Company has adopted this Drug and Alcohol Policy as part of the Company’s commitment to quality and safety. The policy establishes uniform standards and requirements for alcohol impairment testing of all Company employees and drug testing of all Company employees and prospective employees. All employees and prospective employees must read, understand, and abide by the policy.

We regret any inconvenience this policy may cause individuals who do not use illegal drugs or abuse alcohol. However, we believe that the benefits of this policy -- enhanced safety, productivity, and quality in the work environment -- will more than make up for any inconvenience. To the extent possible, the policy strives to preserve the personal privacy and dignity of our employees and prospective employees.

We appreciate the understanding and cooperation of all employees in implementing and enforcing this policy. Your assistance helps to make our Company a safe, productive and enjoyable place to work.

II. DEFINITIONS

- “Work Environment” means all land (including parking lots), buildings, vehicles, equipment, and all other property owned or leased by the Company. In addition, “work environment” includes all instances in which an employee is representing the Company, whether on or off Company property, and all instances in which an employee reasonably might appear to be acting within the scope of his or her employment.
- “Employee” means any person in the service of the Company.
- “Prospective Employee” means any person who has made an application, whether written or oral, to become an employee of the Company.
- “Alcohol” means ethanol (the alcohol found in wine, beer and distilled spirits), isopropanol, or methanol.
- “Illegal Drug” means any substance considered unlawful under the schedules of the controlled substances section of the comprehensive drug abuse prevention and control act of 1970 (21 U.S.C. § 812) or the metabolite of the substance. Such substances include, but are not limited to, marijuana (unless used by a qualifying patient who possesses a registry identification card), cocaine, opiates (such as morphine and codeine), phencyclidine (PCP), MDMA (Ecstasy), amphetamines, and methamphetamines.

- “Drug test” means any chemical, biological, or physical instrument analysis administered for the purpose of determining whether an illegal drug is present in the sample tested in an amount at or above a prohibited level.
- “Alcohol impairment test” means any chemical, biological, or physical instrument analysis administered for the purpose of determining whether alcohol is present in the sample tested in an amount at or above a prohibited level.
- “Sample” means urine, blood, saliva, hair, or another substance from the person being tested.
- “Adulterated Sample” means any sample which, in the Company’s reasonable determination, has been substituted, diluted, or otherwise altered by the providing individual, or by another individual at the providing individual’s request. Adulterated samples include samples that have been compromised by the providing individual’s excessive consumption of liquids or consumption of other substances designed to mask the presence of detectable drugs or alcohol.
- “Initial drug test” means a drug test designed to screen samples for further testing. All initial drug tests will consist of an immunoassay procedure or other scientifically accepted procedures.
- “Confirmatory drug test” means a follow-up drug test administered on samples that test positive as a result of an initial drug test. Confirmatory drug tests will utilize a different analytical method than the method used in initial drug tests. All confirmatory drug tests will consist of a chromatographic technique such as gas chromatography-mass spectrometry or a comparably reliable analytical method.
- “Collection site” means a location for specified employees and/or prospective employees to report for the purpose of providing a test sample.
- “Prohibited level” means an amount of illegal drugs or alcohol in the sample tested at or above the levels published by the laboratory conducting the testing based on type of sample provided.
- “Impairment” means symptoms that a prospective employee or employee while working may be under the influence of drugs or alcohol that may decrease or lessen the employee’s performance of the duties or tasks of the employee’s position, including symptoms of speech, walking, standing, physical dexterity, agility, coordination, actions, movement, demeanor, appearance, clothing, odor, irrational or unusual behavior, negligence or carelessness in operating equipment, machinery or production of the manufacturing processes, disregard for the safety of the employee or others, involvement in an accident that results in serious damage to equipment, machinery, or property, disruption of a production or manufacturing process, any injury to the employee or others or other symptoms causing a reasonable suspicion of the use of drugs or alcohol.
- “Positive test result” means a finding of alcohol or illegal drugs in the sample tested at or above a prohibited level.
- “Reasonable suspicion” means a belief based on facts and rational inferences drawn from facts.
- “Random selection basis” means a mechanism for selecting employees for drug testing that results in an equal probability that any employee from the Company subject to the selection mechanism will be selected for testing. The Company shall have sole discretion over the number and frequency of any random selection basis drug tests.
- “Chain of custody procedures” means procedures designed to account for the integrity of each sample by tracking its handling and storage from the point of collection to its final disposition.
- “Conviction” means a plea of “guilty” or “no contest,” or a verdict of “guilty.”

- “Medical review officer” or “MRO” is a licensed physician who is certified to conduct a confidential interview with each individual with a positive test result and to confirm all positive test results.
- “Prohibited legal drugs” means prescription drugs that are not prescribed for the employee by a healthcare provider and/or prescription drugs or over-the-counter drugs that the employee has not consumed in accordance with the respective packaging instructions for consumption.
- “Qualifying patient” means an employee who has been diagnosed by a physician as having a debilitating medical condition as provided for in A.R.S. § 36-2801, et seq.
- “Registry identification card” means a document issued by the Arizona Department of Health Services or its successor agency that identifies an employee who works for the Company in Arizona or a prospective employee who has applied for a position to work for the Company in Arizona as a registered qualifying patient as provided for in A.R.S. § 36- 2801, et seq.
- “Safety-sensitive positions” mean any job designated by the Company as a safety-sensitive position or any job that includes tasks or duties that the Company in good faith believes could affect the safety or health of the employee performing the task or others, including any of the following:
 1. Operating a motor vehicle, other vehicle, equipment, machinery or power tools.
 2. Repairing, maintaining or monitoring the performance or operation of any equipment, machinery or manufacturing process, the malfunction or disruption of which could result in injury or property damage.
 3. Performing duties in the residential or commercial premises of a customer, supplier or vendor.
 4. Preparing or handling food or medicine.
 5. Working in any occupation regulated pursuant to title 32 Arizona Statutes.
- “Good faith” means reasonable reliance on fact, or that which is held out to be factual, without the intent to deceive or be deceived and without reckless or malicious disregard for the truth.

III. PROHIBITIONS AND EMPLOYEE RESPONSIBILITIES

Do not bring alcohol or illegal drugs to work.

The use, possession, manufacture, purchase, sale, or transfer of alcohol and illegal drugs in the work environment is prohibited. An employee who violates this prohibition will be subject to discipline, up to and including termination. In addition, the use, possession, manufacture, purchase, sale, or transfer of illegal drugs is against the law. The Company will confiscate and notify law enforcement authorities concerning illegal drugs found in the work environment.

The Company may, at its sole discretion, make exceptions to the prohibition against the use and possession of alcohol for special situations (e.g., an annual holiday party).

Do not arrive for work or perform any work impaired by alcohol or with illegal drugs or prohibited legal drugs in your system.

The Company requires all employees to arrive to work and to work unimpaired by alcohol and without illegal drugs or prohibited legal drugs in their systems. Use of such drugs, even away from the workplace, will lead to a violation of this policy. An employee who arrives to work or works impaired by alcohol, marijuana, or with illegal drugs or prohibited legal drugs in his or her system will be subject to discipline, up to and including termination. In addition, being impaired by alcohol, marijuana, or illegal drugs shall not be an excuse for any other misconduct that violates the Company’s rules.

Advise your supervisor if you are using legal drugs that may influence your ability to perform your job safely and/or effectively.

Employees are personally responsible for confirming with their physician and/or pharmacist that they may perform their regular job duties while taking a prescribed or over-the-counter drug. If an employee is taking a drug that could impair his or her job performance or ability to perform his job duties, the employee must so advise his or her supervisor, who may assign the employee to another position to perform non-hazardous duties or send the employee home. Employees who fail to inform their supervisor that they are taking prescription or over-the-counter drugs that may impair their job performance or ability to perform their job duties will be subject to discipline, up to and including termination.

Do not violate drug laws or drive under the influence of alcohol or while impaired by drugs; report drug or DUI-related charges and convictions.

Employees are prohibited from engaging in unlawful, drug-related conduct outside the work environment too. Employees who violate state or federal drug laws will be subject to discipline, up to and including termination. Employees have a duty to notify the Company within five calendar days if they are charged with and/or convicted of any drug-related offense.

Employees whose positions require them to drive a Company-owned or rented vehicle or a personal vehicle for business purposes will be subject to discipline, up to and including termination, if they are determined to have driven under the influence of alcohol or while impaired by drugs, either on or off duty. Employees must notify their immediate supervisor within five calendar days of: (1) being charged with driving under the influence of alcohol or being impaired by drugs; and/or (2) being convicted of driving under the influence of alcohol, being impaired by drugs, or any lesser offense if the original charge was driving under the influence of alcohol or driving while impaired by drugs.

Seek outside counseling assistance for substance abuse problems before you violate this policy.

The Company encourages voluntary efforts by employees to seek outside counseling assistance for the early resolution of a variety of problems, including drug and alcohol abuse. Each employee is responsible for seeking such assistance before a substance abuse problem manifests itself in the employee's behavior, work performance, or test results. Any counseling assistance for an employee with a substance abuse problem will be at the employee's financial expense.

An employee's use of such assistance will not be a basis for disciplinary action. Seeking such assistance after violating this policy or other Company rules, however, will not mitigate the disciplinary action taken by the Company.

Qualifying patients with a registry identification card ("Medical Marijuana Users") are governed by this policy with limited exceptions.

Under Arizona's Medical Marijuana Law, unless a failure to do so would cause the Company to lose a monetary or licensing related benefit under federal law or regulations, the Company will not discriminate against an applicant or employee in hiring, termination or imposing any term or condition of employment or otherwise penalize an applicant or employee based upon either: (1) the applicant or employee's status as a cardholder, or (2) a registered qualifying applicant or employee's positive drug test for marijuana components or metabolites, unless the applicant or employee used, possessed or was impaired by marijuana on the premises of the place of employment or during the hours of employment.

In addition, the Company may, among other things, remove or exclude an employee who is a qualifying patient with a registry identification card from performing a safety-sensitive position based on a good faith belief that such employee is engaged in the current use of marijuana.

Such actions may include reassigning the employee to another position, placing the employee on unpaid leave or termination.

IV. SEARCHES AND INSPECTIONS FOR ALCOHOL AND ILLEGAL DRUGS

If the Company develops a reasonable suspicion that a violation of the policy has occurred, is occurring, or will occur, the Company has the right to inspect and thoroughly search at any time, the entire work environment and all Company property, including, but not limited to, Company vehicles, equipment, cabinets, desks, and lockers. In addition, if the Company develops a reasonable suspicion that a particular employee is violating the policy, the Company may request the employee to submit immediately to an inspection of any personal property that the employee has access to at work, including, but not limited to, the employee's vehicle, parcels, packages, purse, lunchbox, backpack, and/or briefcase.

All searches and inspections will be conducted by at least two supervisory employees. Individuals subject to a search or inspection will not be touched.

Any employee who refuses to cooperate with an inspection will not be forcibly detained or inspected; however, such employee will be subject to disciplinary action, up to and including termination.

V. TESTING FOR ILLEGAL DRUGS AND ALCOHOL IMPAIRMENT

Persons Subject to Testing For Illegal Drugs and Alcohol Impairment

1. Prospective Employees

All prospective employees who receive conditional offers of employment must consent to a drug test. No drug test will be administered without the prospective employee's written consent. A copy of the consent form is attached to this policy.

The Company reserves the right with respect to applicants for or employees in safety-sensitive positions to deny or terminate employment if the prospective employee or employee informs the Company that he or she is a qualifying patient with a registry card and fails to establish to the Company's satisfaction that he or she is not "engaged in the current use of marijuana." If the Company learns that a prospective employee or employee is a qualifying patient with a registry card as a result of or following a positive drug test, section V governs.

All job offers are conditional upon the successful completion of the drug test. The Company may withdraw a conditional job offer made to any prospective employee: (a) whom the Company has a good faith belief to be impaired by illegal drugs or, in the case of a qualifying patient who possesses a registry identification card, to be impaired by marijuana during the application process; (b) whose sample yields a positive test result for illegal drugs; and/or (c) who has applied for a safety-sensitive position whose sample yields a positive result for marijuana, regardless of whether or not the prospective employee is a qualifying patient who possesses a registry identification card.

2. Employees

Universal Application. This policy applies to all employees. No drug test or alcohol impairment test will be administered without the employee's written consent. A copy of the consent form is attached to this policy.

Random Selection Basis Drug Testing. Employees or groups of employees may be required to undergo unannounced drug tests or alcohol tests on a random selection basis.

Other Bases for Alcohol Impairment and/or Drug Testing. In accordance with this policy, the Company may require the collection and testing of samples for any job-related purpose consistent with business necessity including:

- a. Investigation of possible individual employee impairment.
- b. Investigation of accidents in the work environment. Employees may be required to undergo drug testing or alcohol impairment testing for accidents if the test is taken as soon as practicable after an accident and the test is administered to employees who the Company reasonably believes may have contributed to the accident.
- c. Maintenance of safety for employees, customers, or the public at large.
- d. Maintenance of productivity, quality of products or services, or security of property or information.
- e. Reasonable suspicion that an employee may be affected by the use of drugs or alcohol and that the use may adversely affect the job performance or the work environment. An employee whom the Company reasonably suspects to be violating the Drug and Alcohol Policy will be suspended pending receipt of the test results.
- f. Follow-up testing for an employee who is found to have violated this policy, but whom the Company has not terminated.

Employees in Safety-Sensitive Positions.

If the Company has a good faith belief that an employee who works in a safety-sensitive position is engaged in the current use of any drug, whether legal, prescribed by a physician or otherwise, if the drug could cause an impairment or otherwise decrease or lessen the employee's job performance or ability to perform the employee's job duties, the Company reserves the right to, among other things, reassign the employee to another position, place the employee on paid or unpaid leave, and/or terminate the employee so as to exclude the employee from performing the safety-sensitive position, in addition to requiring the employee to undergo a drug test and/or alcohol impairment test.

Testing Protocol

1. Collection Site

An employee or prospective employee who has consented in writing to a drug test or alcohol impairment test will be directed to a collection site designated by the Company. The collection site will be located at an off-site laboratory identified by the Company or a mobile testing unit on the Company's property.

2. Scheduling Tests, Payment of Testing Costs, and Transportation

All employee drug testing or alcohol impairment testing will occur during, or immediately before or after, the employee's regular work period. Time consumed for drug testing or alcohol impairment testing at the Company's direction will be deemed work time for the purposes of compensation and benefits to employees. Prospective employees will not be compensated for time spent in connection with drug testing.

The Company will pay all actual costs for employee and prospective employee drug testing and alcohol impairment testing conducted in connection with this policy.

In addition, the Company will pay reasonable transportation costs to employees if the collection site is at a location other than the employee's normal work site. The Company will provide transportation to and from the

collection site for any employee the Company reasonably suspects is using illegal drugs or is impaired by alcohol or marijuana. The Company will not pay transportation costs to prospective employees in connection with drug testing.

3. Collection Procedures and Testing Methods

All sample collection and testing for drugs and alcohol impairment under this policy shall be performed according to the following conditions:

- a. The collection of samples shall be performed under reasonable and sanitary conditions.
 - i. Sample collections shall be documented and these documentation procedures shall include both of the following:
 - ii. Labeling of samples in order to reasonably preclude the possibility of misidentification of the person tested in relation to the test result provided.
 - iii. An opportunity for the person to be tested to provide notification of any information that may be considered relevant to the test, including identification of currently or recently used prescription or over-the-counter drugs or other relevant medical information.

- b. Sample collection, storage, and transportation to the place of testing shall be performed in a manner reasonably designed to preclude the possibility of sample contamination, adulteration, or misidentification.

- c. Sample testing shall comply with scientifically accepted analytical methods and procedures. Drug testing shall be conducted at a laboratory approved or certified by the United States Department of Health and Human Services, the College of American Pathologists, or the State Department of Health Services.

- d. Drug testing shall include confirmation of any positive initial drug test results for employees. Confirmation of positive drug test results for employees shall be by use of a different chemical process than was used in the initial drug screen. The second or confirmatory drug test shall be a chromatographic technique such as gas chromatography-mass spectrometry or another comparably reliable analytical method.

Notification and Employees' Rights

Employees who test positive will be notified by the MRO and given an opportunity to explain, in a confidential setting, any reasons they may have for the positive test result. If an individual provides an explanation that satisfies the MRO that the positive test result is due to factors other than the presence of illegal drugs or alcohol in the sample, the MRO will indicate on the test report that the test result was positive with a satisfactory explanation. The MRO, in his or her sole discretion, will determine whether or not an explanation is satisfactory.

Each employee and prospective employee who is tested for illegal drugs or marijuana or alcohol impairment has the right to request and obtain from the Company the written results of his or her test.

Reporting Results

The laboratory will report initial and confirmatory test results to the MRO, who will report them to the Company. Before any test result is reported to the Company, the MRO will review the result and certify that the result is accurate. The test report will identify the substances tested for; whether the test result was positive or negative; and, if the test result was positive, whether a satisfactory explanation was provided.

Consequences of Refusing to Consent to a Drug Test or Alcohol Impairment Test

Any prospective employee who refuses a drug test will be considered to have withdrawn his or her job application and will be denied employment. An employee's refusal to consent to a drug test or alcohol impairment test upon

request will constitute willful misconduct and will subject the employee to disciplinary action, up to and including termination.

Consequences of Providing an Adulterated Sample

Any individual who provides an adulterated sample is engaging in willful misconduct and may be deemed by the Company to have refused to participate in the testing process. (See Section V) Individuals are cautioned not to consume substances or excessive amounts of liquid in an effort to cleanse samples. These dilution or masking techniques are detectable and may result in an adulterated sample and thus subject the individual to discipline, up to and including termination, or, in the case of a prospective employee, a withdrawal of the conditional offer of employment.

Consequences of a Positive Test Result

If an alcohol impairment test reveals the presence of alcohol in an employee's system at or above the applicable prohibited level, or if initial and confirmatory drug testing reveals the presence of an illegal drug(s) in an employee's or prospective employee's system at or above the applicable prohibited level, the test result will be reported to the Company as positive; if the employee or prospective employee provides an explanation concerning the positive test result that satisfies the MRO, the test result will be reported to the Company as positive with a satisfactory explanation. In the case of employees with a positive test result, the Company will take whatever management action it deems appropriate, including reassigning the individual to a non-safety sensitive position or placing him or her on unpaid leave, and/or disciplinary action it deems appropriate, up to and including termination. In the case of prospective employees with a positive test result, the Company will take whatever management action it deems appropriate, including assigning the individual to a non-safety sensitive position, or simply withdrawing the conditional offer of employment. Any positive test result for which the employee cannot provide a satisfactory explanation will constitute willful misconduct.

In the case of a qualifying patient who possesses a registry identification card and is not employed in or applying for a safety-sensitive position, if initial and confirmatory drug testing reveals the presence of marijuana in an employee's or prospective employee's system and there is other evidence or indicators of impairment, and the employee or prospective employee does not provide an explanation that satisfies the Company, the Company will take disciplinary action, up to and including termination or, in the case of a prospective employee, withdrawal of a conditional offer of employment.

In the case of a qualifying patient who possesses a registry identification card and who is employed in a safety-sensitive position or is a prospective employee who has applied for a safety-sensitive position, if initial and confirmatory drug testing reveals the presence of marijuana in an employee's or prospective employee's system and the employee or prospective employee does not provide an explanation that satisfies the Company, the Company will take disciplinary action, up to and including termination or, in the case of a prospective employee, withdrawal of a conditional offer of employment.

Confidentiality of Test Results

The results of all drug tests and alcohol impairment tests conducted for/by the Company will be disclosed only to laboratory personnel on a need-to-know basis, the MRO, the Company personnel on a need-to-know basis, the individual tested upon that individual's request, and laboratory personnel.

VI. CONCLUSION

The Company is genuinely concerned with the health and safety of all its employees, including those with substance abuse problems. The Company will not, however, tolerate substance abuse in the work environment. Such misconduct endangers all employees and the public. The Company expects the full cooperation of everyone in this most important area of personal and corporate responsibility.

Nothing in this policy is to be construed as a guarantee of employment for any period of time, including but not limited to the time that any employee or prospective employee is participating in the Company drug/alcohol

impairment testing program or in a rehabilitation program. All the Company employees are at-will, meaning that the Company or its employees may terminate the employment relationship at any time, for any reason not prohibited by law, with or without cause or notice. The at-will nature of the employment relationship cannot be altered by any manager or supervisor, other than the President in a written agreement signed by the President, and the employee.

Harassment Policy

Arizona CLA is committed to providing a workplace free from discrimination, harassment and retaliation. Therefore, Arizona CLA will not tolerate harassment of any type based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity or expression), national origin, age (40 or older), veteran status, disability, or genetic information and other characteristics protected under state, federal or local laws. Such conduct in any form is prohibited in the workplace, at work-related functions or outside of work if it affects employees in the workplace. This policy applies to all employees, clients, customers, guests, vendors and persons doing business with Arizona CLA.

All employees must ensure they understand this policy and their obligations. Whether an employee's conduct violates this policy will be based on how an employee's conduct is received and whether a reasonable person would find the conduct to be in violation of the policy.

Harassment is defined as unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity or expression), national origin, age (40 or older), veteran status, disability or genetic information. Harassment becomes unlawful where:

- Enduring the offensive conduct becomes a condition of continued employment; or
- The conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile or abusive.

Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing discrimination charges, testifying or participating in investigations, proceedings or lawsuits under these laws, or for opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws.

Petty slights, annoyances and isolated incidents (unless extremely serious) will not rise to the level of illegality. To be unlawful, the conduct must create a work environment that would be intimidating, hostile or offensive to reasonable people.

Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name-calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Harassment can occur in a variety of circumstances, including, but not limited to, the following:

- The harasser can be the victim's supervisor, a supervisor in another area, an agent of the employer, a co-worker or a non-employee.
- The victim does not have to be the person harassed, but can be anyone who is affected by the offensive conduct.
- Unlawful harassment may occur without economic injury to, or discharge of, the victim.

Appropriate performance reviews, counseling or discipline by your manager do not constitute harassment.

If you feel that you are being harassed, you should take the following steps:

- Tell the harasser that his or her actions are not welcome and that they must stop, if you feel comfortable enough to do so.
- Report the incident immediately to your manager or Human Resources representative.

- Report any additional incidents or retaliation that may occur to your manager or Human Resources representative.

All reports will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible. Appropriate actions will be taken to stop and remedy such conduct, including interim measures during a period of investigation.

Retaliating or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. Employees who violate this policy or retaliate against an employee in any way will be subject to disciplinary action, up to and including termination.

Sexual Harassment Policy

Arizona CLA prohibits sexual harassment of all kinds. This policy applies not only to employees, but also to clients, customers, guests, vendors and anyone else doing business with Arizona CLA. Any employee who feels that he or she has been a victim of sexual harassment, or who believes that he or she has witnessed sexual harassment, should (if possible) directly and immediately inform the harasser that the conduct is unwelcome and that he or she must stop. The victim should also notify Human Resources immediately.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, offensive remarks about a person's sex, and other verbal or physical conduct of a sexual nature. Such activities are illegal when:

- Submission is made a term or condition, either explicitly or implicitly, of an individual's employment
- Submission to or rejection by an individual is used as a factor in decisions affecting that individual's employment
- Their purpose or effect interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment

Sexual harassment includes many forms of offensive behavior, including the harassment of a person of the same gender as the harasser. The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker or a non-employee. The victim does not have to be the person harassed but could be anyone affected by the offensive conduct. Examples of sexual harassment include, but are not limited to, the following:

- Unwelcome sexual flirtation, advances or propositions
- Verbal comments related to an individual's gender or sexual orientation
- Explicit or degrading verbal comments about another individual or his or her appearance
- The display of sexually suggestive pictures or objects in any workplace location, including transmission or display via computer
- 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
- Displaying cartoons or telling jokes which relate to an individual's gender or sexual orientation

It is important to Arizona CLA that all employees are protected from harassment. Any incidents that are perceived as harassment will be investigated and appropriate action will be taken by Arizona CLA.

Standards of Conduct Policy

Arizona CLA adopts this policy to ensure orderly operations and to provide the best possible work environment. Arizona CLA expects employees and others who may be engaged to provide services from time to time (such as temporary personnel, consultants and independent contractors) to adhere to these standards of conduct while on company premises, attending company functions or otherwise performing work-related activity and representing Arizona CLA.

Arizona CLA is responsible for providing a safe and secure workplace and strives to ensure that all individuals associated with our company are treated in a respectful and fair manner. While not intended to list all the forms of behavior that are considered unacceptable, the following are examples of conduct that may result in disciplinary action:

- Theft or inappropriate removal or possession of property
- Falsification of records, including timekeeping
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, sale, transfer, distribution or use of alcohol or illegal drugs in the workplace, while representing the company, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Immoral actions or intimidating others
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company, customer or co-worker property
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment or touching
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones or other company equipment
- Using company equipment for purposes other than business
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Any employee who deviates from these rules and standards will be subject to disciplinary action, up to and including termination of employment.

Violence in the Workplace Policy

It is Arizona CLA policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, the company 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 company employees, clients, customers, guests, vendors and persons doing business with Arizona CLA.

It is a violation of this policy to engage in any conduct, verbal or physical, that intimidates, endangers or creates the perception of intimidation or intent to harm persons or property. Examples include but are not limited to the following:

- Physical assaults or threats of physical assault, whether made in person or by other means (e.g., in writing or by phone, fax or email)
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of another individual
- Any other conduct or acts that management believes represent an imminent or potential danger to safety or security

Anyone with questions or complaints about behaviors that fall under this policy may discuss them with a supervisor or a Human Resources representative. The company 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. When such actions involve non-employees, the company will take action appropriate for the circumstances. When appropriate, the company will also take any legal actions available and necessary to stop the conduct and protect the company, our employees and property.

Weapons in the Workplace Policy

Unless prohibited by state law, Arizona CLA prohibits the possession of firearms or any other lethal weapon inside our buildings, in a company-owned or leased vehicle or at a work-related event, assignment or function. This applies to all employees, visitors and customers on Company property, even those who are licensed to carry weapons. The only exception to this is an employee who is required to possess weapons in order to fulfill his or her job duties.

Some examples of prohibited weapons include:

- Firearms (pistols, revolvers, shotguns, rifles and bb guns)
- Knives (switchblades, gravity knives or any knife with a blade longer than three inches)
- Metal knuckles
- Bows and arrows
- Tasers

We prohibit weapons to ensure the safety and security of all employees and persons visiting the Company. Any employee found in violation of this policy will be subject to disciplinary action, up to and including immediate termination. If you have questions or concerns regarding this policy, please contact Human Resources.

Workplace Bullying Policy

Arizona CLA is committed to providing a safe and healthy work environment for all employees. As such, the company will not tolerate bullying of any kind and will deal with complaints accordingly. This policy applies to employees while working, attending work functions and traveling on business.

Bullying is defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the workplace or in the course of employment. Such behavior violates Arizona CLA policies, which state that all employees will be treated with dignity and respect.

Bullying can be intentional or unintentional. However, when an allegation of bullying is made, the intention of the alleged bully is irrelevant and will be given no consideration when a complaint is investigated. It is the effect of the behavior that will be considered.

Bullying can be:

- Verbal bullying: slandering, ridiculing or maligning a person or his or her family or associates; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying: pushing, shoving, kicking, poking, tripping, assaulting or threatening to assault, damaging a person's work area or property.
- Gesture bullying: nonverbal threatening gestures; glances that can convey threatening messages.
- Exclusion: unintentionally disregarding a person or excluding a person from work-related activities.

The following are examples of some, but not all, behavior that may constitute or contribute to evidence of bullying:

- Repeatedly singling out a person.
- Pointing at or raising your voice at an individual, whether in public or private.
- Shutting a person out; not allowing him or her to speak or express him- or herself (ignoring or interrupting); interfering with email or other forms of communication; not including him or her in meetings.
- Humiliation in any form; verbal or obscene gestures, personal insults or offensive nicknames.
- Constant criticism unrelated or minimally related to job performance; public reprimand.
- Hampering an individual's ability to do his or her work; assigning menial tasks not aligned with normal job duties; taking credit for another's work or ideas.
- Spreading rumors or gossiping about another.

Bullying can have devastating results to the individual and the workplace. If you are subjected to bullying, or witness or suspect bullying is taking place, report it to your supervisor and/or to Human Resources immediately. All suspected incidents of bullying will be thoroughly investigated and disciplinary measures will be taken accordingly.

Diversity Policy

We encourage and welcome diversity, recognizing it as a key competitive advantage. The value of different backgrounds and perspectives should not be overlooked. Having a diverse workforce assists us in looking at all situations from a variety of angles and encourages the development of innovative ideas and solutions. Embracing and understanding what each employee's background and perspective can contribute gives us a competitive edge.

Respecting each individual and recognizing the value that we each bring to our team is essential. By creating a supportive environment that allows everyone to perform to his or her potential, we achieve success

Employee Benefits

Employer-offered Insurance Policy

Arizona CLA provides group health, dental and vision insurance plans to all active employees who are normally scheduled to work 30 or more hours per week. Details concerning available plans, level of coverage and premium costs are in the benefit information provided during new hire orientation or available from Human Resources.

Insurance coverage begins on the first of the month following the date of hire. All necessary enrollment forms must be completed by the employee before this date. Current part-time employees who become full-time employees will be notified by Human Resources when they are eligible to enroll.

You have the option of waiving all pre-tax benefits. Should you choose to waive these benefits, you will not have another opportunity to elect them until the next Open Enrollment Period, and any after-tax coverage permitted by Arizona CLA will be outside the plan. The only exception to this is in the case of a Change in Election Event for an applicable benefit. Some common Change in Election Events include changes in employment status, divorce and marriage. In these circumstances, the election change must be on account of and consistent with the Change in Election Event, as described in the Plan. Health Savings Account (HSA) contribution elections can be changed at any time and for any reason. HSA contribution election changes will become effective no later than the first day of the calendar month after the change request is filed.

As a result of termination, a reduction in work hours or in the event that an employee goes on military leave or takes another extended leave of absence, an employee may be eligible to continue the company's group coverage by paying the monthly premium. More information will be provided when an employee becomes eligible for continuation coverage.

Employees are urged to consult the insurance summary plan description for details of the plan benefits. The plan document controls payment of any benefits.

Enrollment in group insurance is voluntary. There will be no increase in wages if an employee waives coverage. For inquiries, contact the Human Resources department.

Employment Taxes & Deductions Policy

We are required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. If applicable for benefits, there may be additional deductions. All deductions are itemized on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

It is our policy that exempt employees' pay will not be subject to deductions in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by state government as applicable; however, the Company may make deductions from employees' salaries in a way that is permitted under federal and state wage and hour rules. Employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Thus, exempt employees may be subject to the following salary deductions for the following reasons:

- Absences of one or more full days for personal reasons, other than sickness or disability;
- Absences of one or more full days due to sickness or disability;
- Suspensions for violations of safety rules of major significance;
- Suspensions of one or more full days for violations of workplace conduct rules, such as rules against sexual harassment or workplace violence;
- Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an employee's full salary;
- Any unpaid leave taken under the Family and Medical Leave Act; or
- Negative time-off balances, in whole-day increments.



Time Away From Work

Communicable Disease Policy

A communicable disease is a disease that can be transmitted from one individual to another via: (1) direct physical contact, (2) the air (cough, sneeze or inhaled particle), (3) through a transmission vehicle (either ingested or injected) or (4) through a vector (animals or insects). Examples of some of the most common communicable diseases include measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV), AIDS, AIDS-related complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), Covid-19 and tuberculosis (TB). This definition may be broadened in accordance with the recommendations and information provided from the Centers for Disease Control and Prevention (CDC).

Arizona CLA will make decisions involving those with communicable diseases based on medical information concerning the disease in question, the risks of transmission to others, symptoms and any special circumstances of the individuals involved. The company will weigh potential risks and available alternatives before making any decisions.

Reporting Procedure

Those employees who demonstrate signs or symptoms of a communicable disease that poses a credible threat of transmission in the Arizona CLA workplace should report that potential infection or disease immediately to the Human Resources department. The employee is then responsible for keeping Arizona CLA informed of his or her condition that may require extended care, missed work, etc. The employee may also be required to provide written documentation from a physician to return to the worksite.

Abuse of this policy will result in disciplinary action up to and including termination. Arizona CLA reserves the right to revise this policy without notice during changing pandemic conditions.

Contagious Illness Policy

Arizona CLA realizes that employees with contagious temporary illnesses, such as influenza, colds and other viruses, need to continue with normal life activities, including working. However, we also seek to maintain a healthy workplace for our employees and customers.

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 company, the employee's continued presence must pose no risk to the health of the employee, other employees or customers. If an employee disputes the company's determination that 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.

Family and Medical Leave

Eligible employees may take up to 12 workweeks of unpaid, job-protected leave under the Family and Medical Leave Act ("FMLA") in a 12-month period for specified family and medical reasons.

Employee Eligibility

To be eligible for FMLA leave, you must:

1. Have worked at least 12 months for the Company;
2. Have worked at least 1,250 hours for the Company over the preceding 12 months; and
3. Work at a location where there are at least 50 employees within 75 miles.

Conditions Triggering Leave

FMLA leave may be taken for the following reasons:

1. Birth of a child, or to care for a newly-born child.
2. Placement of a child with the employee for adoption or foster care.
3. To care for an immediate family member (spouse, child, or employee's parent) with a serious health condition.
4. Because of the employee's serious health condition which makes the employee unable to perform the essential functions of the employee's job.
5. Qualifying Exigencies¹ for a family member of any covered active duty or reservist on call or on covered active duty for a period of up to 12 weeks.
6. To care for an active servicemember undergoing treatment for a serious illness or injury sustained on active duty for a period of up to 26 weeks during a single 12-month period.
7. To care for a veteran family member undergoing medical treatment, recuperation or medical therapy for any serious injury or illness that was sustained anytime during the 5 years preceding for a period of up to 26 weeks during a single 12-month period.

Duration of Leave

Eligible employees may receive up to 12 or 26 workweeks (see 1-7 above) of unpaid leave during any "rolling" 12-month period, measured backward from the date of any FMLA leave. FMLA leave for the birth or placement of a child for adoption or foster care must be taken in a single consecutive period and concluded within 12 months of the birth or placement.

You may take FMLA leave intermittently, or by reducing your normal weekly or daily work schedule, when medically necessary for your own or immediate family member's serious health condition. Intermittent leave is not permitted for birth of a child, to care for a newly-born child, or for placement of a child for adoption or foster care. If you require intermittent leave or reduced-schedule leave, you must try to schedule your leave so that it will not disrupt our business operations. While you are taking intermittent leave, (Name) may also transfer you temporarily to an alternative position with equal pay and benefits.

Benefits during Leave

Depending on the purpose of your leave request, you may choose (or the Company may require you) to use accrued paid leave, if available, concurrently with some or all of the FMLA leave. In addition, you will not be eligible to accrue seniority or benefits (such as PTO or holiday pay) during any period of an FMLA leave.

¹ Examples include short-notice deployment (7 days or less), military events and related activities, child care and school activities, financial and legal arrangements, counseling, rest and recuperation (up to 15 days), post-deployment activities, parental care, additional activities agreed to by the Company and the employee.

Maintenance of Health Benefits

If you and/or your family participate in our group health plan, the Company will maintain coverage under the plan during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for an employee and family.

Job Restoration

Upon returning from FMLA leave, you will normally be restored to your original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. The law provides that an employee has no greater rights upon return from FMLA leave than the employee would have if he or she continued to work. Therefore, you may be affected by a layoff, termination or other job change if the action would have occurred had you remained at work.

Notice and Medical Certification

When seeking FMLA leave, you must provide to *Human Resources*:

1. A request form with thirty (30) days' advance notice of the need to take FMLA leave, if the need is foreseeable, or notice as soon as practicable in the case of unforeseeable leave. In cases of emergency, verbal notice should be given as soon as possible and the request form completed as soon as practical;
2. Medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member must be returned before your leave begins, or if not possible, within 15 days of the Company's request to provide the certification. You must provide sufficient information regarding the reason for requested leave for the Company to know if the leave qualifies under FMLA. If you fail to do so, we may delay the commencement of your leave or withdraw any designation of FMLA leave, in which case your leave of absence would be unauthorized, subjecting you to discipline up to and including termination from employment. Second or third medical opinions and periodic recertifications may also be required;
3. Periodic reports as deemed appropriate during the leave regarding your status and intent to return to work; and
4. Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition.

Failure to comply with the foregoing requirements may result in delay or denial of leave.

Failure to Return after FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave, fails to present a fitness for duty certification (if required), or exceeds the 12-week FMLA entitlement may be subject to termination from employment.

Questions about FMLA

Questions about this policy or the eligibility or administration of FMLA leave should be directed to *Human Resources*. Forms to request leave are found in the Forms Addendum of this Handbook.

Paid Time Off Policy

All employees (part-time, full-time or temporary) of Arizona CLA will receive or will accrue paid time (PTO) based on hours worked according to the table set forth below.

Time of Employment	PTO Accrued or Earned
During first year of employment	1 hour for every 30 hours worked
After 1 year of continuous employment	40 hours – to be provided at the beginning of each calendar year

You may use PTO for any personal or family matter, including, but not limited to, personal time off or personal or family illness or health issues.

A newly hired employee may use PTO as it accrues after ninety (90) days of employment.

The Company will allow you to use accrued PTO upon request. For *foreseeable events* (such as time off for vacation or a scheduled appointment), please submit a formal written request for PTO at least two (2) weeks (or 10 business days) in advance to Arizona's CLA's management, and please include the duration of your absence.

For any *unforeseen event* (such as a personal or family illness) please notify your supervisor as soon as possible and before you are scheduled to work, if possible. Please also include the anticipated duration of your absence.

If a holiday observed by the Company falls within a previously scheduled PTO, the holiday will not count against your PTO.

If you use accrued PTO for three (3) or more consecutive work days for an *unforeseen event* (such as a personal or family illness or emergency), the Company may require you to provide reasonable documentation signed by a health care professional² that explains why the unforeseen PTO was necessary.

Unused, accrued PTO time is carried over into the following year, but no more than 40 hours of PTO can be used in an applicable year.

Depending on the circumstances, PTO under this policy may run concurrently with leave taken under other applicable policies, including the Company's Family and Medical Leave Act (FMLA) policy and/or personal leave policy.

Upon termination of employment, Employees are not paid for unused PTO.

If you are rehired within nine (9) months, your accrued or earned PTO balance will be reinstated.

² If PTO is being used in cases of domestic violence, abuse, or stalking, reasonable documentation is a police report, a protective order, a signed statement from a domestic violence or victim services organization, a signed statement from a witness advocate, a signed statement from an attorney, member of the clergy, medical or other professional working with the employee or employee's family member, or an employee's written statement that the leave was taken because the employee or employee's family member was a victim of domestic violence, sexual violence, abuse, or stalking.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law. The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws. Accrued time off may be used for this leave if you choose.

Military orders should be presented to your immediate supervisor and arrangements for leave made as early as possible before departure. You are required to give advance notice of your service obligations to management unless military necessity makes this impossible. You must notify management of your intent to return to employment. Your benefits *may* continue to accrue during the period of leave in accordance with state and federal law. Additional information regarding Military Leave may be obtained from your supervisor or another member of management.

Jury Duty

Employees summoned for jury duty are granted an unpaid leave in order to serve. Salaried, exempt employees are provided time off with pay when necessary to comply with state and federal wage and hour laws. Make arrangements with your supervisor as soon as you receive your summons. If you are released early you must call your supervisor to see if you should report to work to complete your regular working hours.

Voting

An employee entitled to vote in a primary or general election held within Arizona may, on the day of the election, be absent for the purpose of voting IF:

1. There are less than three (3) consecutive hours between the opening of the polls and the beginning of his or her regular work shift, or
2. There are less than three (3) consecutive hours between the end of his or her regular work shift and the closing of the polls.

In Arizona, the polls currently open at 6:00 am and close at 7:00 pm. Voting by mail is also an option and is strongly encouraged if you expect voting to overlap with your work schedule. The request to be absent for voting purposes must be made to your immediate supervisor and approved by *Human Resources* the day prior to the day of the election. Your supervisor will specify the time you may be absent for voting.

Crime Victim Leave of Absence

If you are or have been a victim of a crime, and the Company employs fifty (50) or more employees for each working day in twenty (20) or more calendar weeks in the current or preceding calendar year, you may be eligible to take unpaid time away from work to do the following:

1. Attend any criminal legal proceedings involving post arrest, custody, post-conviction release or probation, plea negotiations or sentencing; and/or
2. Obtain or attempt to obtain an order of protection, injunction against harassment or any other injunctive relief to help ensure the safety, health or welfare of the victim or the victim's child.

You may elect to use accrued unused vacation, personal leave or sick leave for time spent away from work pursuant to this section. Please fill out the time off request form as soon as you are aware of the date and time you wish to take off.

Before you leave work pursuant to leave permitted to a crime victim, you must provide the Company with a copy of proper legal documentation (e.g., a court order, a notice of a scheduled proceeding, etc.). However, please be aware that we may limit the unpaid leave provided under this section if your leave creates an undue hardship to the business.

The Company will keep confidential records regarding your leave pursuant to this section.

Personal Leave Policy

Arizona CLA complies with all federal and state leave laws. However, when these laws do not apply or an employee does not meet the eligibility requirements, the company will consider an employee's request for a personal leave. This leave may provide up to sixty (60) days in a 12-month period. Each leave request will be considered on an individual basis.

An eligible employee who has completed at least 12 months of service and who is in good standing (is not under a Performance Improvement Plan or has not experienced any disciplinary action within the previous six months) may request personal leave. Personal leave time may be requested for reasons such as educational opportunities, to care for a family member or to spend time with a new baby or child placed in the home within the first 12 months of service and in situations not covered by other leave laws or Arizona CLA policies.

Leave approval or denial is done at the discretion of the employee's supervisor and Human Resources. Personal leave is not granted for engaging in employment outside of Arizona CLA, pursuing an independent business venture or as additional leave after FMLA Medical Leave. This leave policy does not allow for intermittent leave.

Pay Status

An employee who is taking personal leave must exhaust all accrued time off prior to being placed in an unpaid leave status.

While using any form of paid time off, an employee will continue to accrue time off. When all paid time off banks are exhausted, the leave will be unpaid. No additional paid time off will be accrued during a period of unpaid leave.

Paid time off accrual will restart upon the employee's return to paid status.

Job Restoration

There are no job restoration rights associated with personal leave. However, Arizona CLA will make every attempt to reinstate an employee to the same position or a position with equivalent status, pay, benefits and other employment terms upon his or her return. In the event this cannot be done, the employee will receive written notice from Human Resources as soon as the determination has been made.

Returning to Work

Employees are expected to be able to return to work by the end of their approved leave. If an employee on leave plans to return to work sooner than scheduled, the employee must notify his or her supervisor within two business days in advance of reporting to work.

Failure to Return to Work

Any employee who fails to return to work as scheduled will be considered to have voluntarily terminated his or her employment with Arizona CLA. Employees who exceed their leave without approved extension may be subject to disciplinary action up to and including termination according to company attendance policies.

Attendance and Personal Leave

Absences while on approved personal leave will not be counted as occurrences of absenteeism under the company's attendance policy. However, employees may be subject to discipline up to and including employment termination if, during their leave, they engage in activities inconsistent with the stated purpose for the leave. For example, employees may be prohibited from engaging in other employment during leave. Misrepresentations or any act of dishonesty related to the leave will also be grounds for discipline up to and including employment termination.

Failure to Follow Policy Requirements

Failure to comply with this leave policy will result in denial of the leave request. Absence without leave approval will subject the employee to disciplinary action up to and including employment termination.

Religious Observances Policy

Arizona CLA respects the individual beliefs and practices of all employees.

To aid in accommodating the diverse religious practices of our employees, Arizona CLA will provide one day of paid leave annually to employees who, for religious reasons, must be away from the office on a day of normal operation. Beyond this, we will work with individual employees to provide reasonable accommodations that allow for personal religious practices and do not create an undue hardship for the company.

An employee whose religious beliefs or practices conflict with his or her job duties, schedule, or any company policy on dress or appearance, and who seeks a religious accommodation must submit a written request to Human Resources. The request should include the specific company policy or practice in conflict and the accommodation being requested. If needed, Human Resources will meet with the employee concerning his or her request.

The request will be evaluated considering whether a work conflict exists and whether an accommodation is available that is reasonable and that would not create an undue hardship for the company. Possible accommodations may be a change in job duties, using paid or unpaid leave, or an exception to dress and appearances. Human Resources will confer with the employee's immediate supervisor concerning the requested accommodation. The supervisor will provide the employee with the response to the request and discuss its implementation. If the employee rejects the response, he or she may appeal following the company's complaint policy.

All questions should be directed to Human Resources.



Information & Office Security

Emergency Action Plan

Arizona CLA recognizes that our people drive our business. As our most critical resource, employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through your actions. Know important emergency numbers, such as:

- Fire/Police/Ambulance/911
- Human Resources [See Management](#)

Be aware of your surroundings:

- In the event of an emergency, use only stairs—do not take elevators.
- Do not hesitate to call or alert others if you believe that an emergency is occurring.

Fire Evacuation:

- Employees will be notified of a fire by either the fire alarm system or a paged announcement.
- Upon hearing the alarm, immediately evacuate the building using the closest stairwell exit—do not use the elevators or delay evacuation to gather personal belongings, finish a phone call or wait for friends.
- Notify Emergency Floor Leaders or their backups.

Floor Leaders/Backups:

- **[List floor numbers and floor leaders/backups]**
- Emergency Floor Leaders should be the last people to leave the area—they should check in conference rooms, restrooms and offices to ensure all employees have evacuated, then close all doors after clearing an area.
- Any employee with mobility, visual, hearing or other conditions that may hinder him or her from becoming aware of an emergency or evacuation should disclose the condition(s) to Human Resources so that special assistance can be provided should an emergency occur.
- If an employee or known guest or visitor is missing, immediately report the missing person's name to an Emergency Floor Leader, who will in turn report it to the proper company personnel and civil authorities.

- All employees who are not members of a response team should stay together in the designated location so periodic updates on the situation can be communicated—do not go home, wait in your car, return to the building or go to another building unless directed by an Emergency Floor Leader to do so.

If You Discover a Fire:

- Alert other persons in the immediate hazard area.
- Activate the nearest fire alarm, call 911, call the receptionist and page an emergency announcement, if possible.
- If you have been trained to use a fire extinguisher, follow the P.A.S.S. instructions:
 - Pull the safety pin.
 - Aim the nozzle at the base of the fire.
 - Squeeze the operating lever.
 - Sweep side to side, covering the base of the fire.
- When using a fire extinguisher, always stay between the fire and an exit.
- Never feel that using a fire extinguisher is required
- If the fire is too hot, too smoky or you are frightened, evacuate immediately.

Medical Emergency:

- Upon discovering a medical emergency, call 911.
- Call the receptionist and page an emergency announcement, if possible.
- Stay with the ill or injured person, being careful not to come into contact with any body fluids unless properly trained and protected.
- Send one person to alert Human Resources so he or she can notify family members of the ill or injured person.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Severe Weather:

- In the event severe weather conditions occur at a time when you have not yet reported to work and you are able to do so safely, you should report to work as usual unless otherwise notified.
- The receptionist will monitor a weather alert radio—if a severe weather warning is issued, he or she will immediately page an announcement.
- Employees should immediately seek shelter in the main hallways, exit stairways and designated areas, away from all windows.

- The receptionist will take the weather radio with him or her—when the severe weather warning is cancelled, he or she will send Emergency Floor Leaders to each floor to advise that it is safe to return to work areas, and then will make a general announcement over the paging system.

Workplace Violence:

- Any employee who feels that he or she has been threatened should immediately report the incident to his or her supervisor and Human Resources.
- 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.
- Depending upon the level of concern, 911 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.
- If you have 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.

Facility Access & Visitors Policy

Arizona CLA cares about the safety and security of its employees. In an effort to maintain the maximum safety and security possible at a minimum inconvenience to you, we have guidelines in place regarding facility access and visitors.

All entry doors to the office are to remain locked at all times with the exception of the main entry door to each suite. Main entries to each suite are open Monday through Friday from 8 a.m. until 4:30 p.m.

Internet and Electronic Communications

Purpose and Scope of Policy

This sets forth the Company's policy with regard to access to and disclosure of information downloaded, sent or stored on all electronic Company communication systems, including electronic mail (E-mail), instant messaging, texting, computers whether desktop, laptop, tablet or otherwise (including Intranet and Internet access), Internet web sites (including blogs, social media sites), voicemail, fax machines, cellular and other telephones, two-way radios, and any other device used for communication (collectively referred to as "Communication Systems"). Use of the Communication Systems constitutes a commitment by employees to observe and be bound by the provisions of this policy.

Nothing in this policy is intended to interfere with your rights under federal and state laws, including your rights to discuss wages, hours, or other terms and conditions of employment, or otherwise engage in activity protected by the National Labor Relations Act, nor will the Company construe this policy in a way that limits such rights.

Use of Communications Systems

The Communication Systems are provided and intended for business purposes. Reasonable personal use of the Company's email systems is permitted (e.g., "Let's meet for lunch next week"), but such messages will be treated no differently from other messages with respect to this policy. Any personal use of the Communication Systems, including the email systems, that interferes with the performance of any employee's work, or burdens or compromises the effectiveness of the Communication Systems is strictly prohibited. Non-manager-level employees should only use the Communications System during normal business hours. If you need access to the system at other times, you must have the approval of your manager.

Employees may not browse, retrieve, display, or disseminate any profane, obscene, harassing (as defined in the Company's Sexual and Unlawful Harassment Policy), pornographic, or unlawful communications, such as sexually and racially explicit or pejorative material, or material containing vile language such as curse words. Chain or mass emails are not permitted.

Employees may not send or forward communications that are profane, obscene, harassing (as defined in the Company's Sexual and Unlawful Harassment Policy) or contain vile language, such as curse words, insults, sexually explicit talk, or racial slurs.

Employees may not send or forward any communications that mask or misrepresent their identity as the sender, or that are encrypted except as authorized by management.

Employees may not use Communication Systems in ways that would damage, degrade performance or impair the use of the system. Nor shall employees use the Communication Systems for any illegal purpose or in a way that violates any law, rule or regulation. Examples of illegal actions include violating export regulations, telemarketing or email marketing regulations, securities laws or wiretapping laws.

Access to the Communications Systems

Only Company employees may use the Company's Communication Systems. Employees are prohibited from using codes, accessing files, communications or conversations not intended for them or retrieving any stored communication or conversations not addressed to them without prior clearance from an authorized Company representative. Employees must use only their own passwords and must inform the Company of their passwords and provide access to their computer files upon request.

Monitoring of the Communication Systems

The Company can and will monitor and access communications sent, received and stored on the Communication Systems as necessary to conduct its business or protect its rights, property and interests including but not limited to investigating breaches of security and violations of Company policy. The Company owns all content, data,

documents, files or other information on the Communication Systems, and employees should have no expectation of ownership or privacy for any items on the system including personal data or items placed on the Company's systems. The Company may use programs that monitor electronic messages electronically, checking for particular words or patterns of activity for purposes of assuring system security and compliance with Company policies. Authorized Company representatives may inspect and disclose the contents of electronic messages in the course of such monitoring or any follow-up investigation as necessary. All files on the Company's Communications System including those that are password protected or marked personal are subject to Company inspection. Unauthorized or improper use or monitoring of the Company's Communication System may lead to disciplinary action including discharge.

Confidential and Copyrighted Information

Use of the Communications Systems to unlawfully receive, copy, or transmit information, software, or other materials protected by copyright law or the unauthorized disclosure of proprietary Company information or trade secrets is prohibited. Unauthorized copying of copyrighted materials may subject an employee to criminal liability. No employee should install any software or program on the Communications System unless approved and authorized by the Chief Technology Officer. Employees should not connect a storage device or personal storage device (i.e., thumb drive) to the Communications Systems.

Photographs and Recording

Employees may not take pictures with any camera including camera phones or record any conversations with recording devices at any time in any work area. An exception to the rule concerning pictures and recordings of work areas would be to engage in activity protected by the National Labor Relations Act including, for example, taking pictures of health or safety conditions, situations related to strikes or protests, and/or situations concerning other terms and conditions of work.

Discipline for Violation

Any employee found to be in violation of this policy is subject to disciplinary action including termination. Employees learning of misuse of the Communication Systems should report it to their supervisor. If you have any questions about this policy, please contact your manager for guidance.

This provision should not be construed to interfere with an employee's rights under Section 7 or Section 8(a)(1) of the National Labor Relations Act.

Social Media

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Company.

You are more likely to resolve work related complaints by speaking directly with your co-workers than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as maliciously false, obscene, threatening or intimidating, that defames clients, competitors, vendors or coworkers or that might constitute harassment or bullying. Examples of such conduct might include posts meant to put someone in fear for their physical safety or psychological well-being; posts designed to cast someone in a false light to the public; posts that invade a person’s reasonable expectation of privacy; or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or other status protected by federal, state or local law.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the Company, fellow coworkers, clients, and people working on behalf of the Company or competitors.

Do not create a link from your blog, website or other social networking site to the Company’s website without identifying yourself as a Company employee. Express only your personal opinions. Never represent yourself as a spokesperson for the Company or make knowingly false representations about your credentials or your work. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an Employee and make it clear that your views do not represent those of the Company. It is best to include a statement such as “The postings on this site are my own and do not necessarily reflect the views of the Company.” You must refrain from using social media while on working time.

Employees are encouraged to report violations of this policy. The Company prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation.

Where applicable, the Company complies with state laws concerning access to an employee’s personal social networking account, including restrictions concerning employer requests for an employee’s username and/or password.

Nothing in this policy is designed to limit an employee’s rights under Section 7 of the National Labor Relations Act, including discussing wages or other terms of employment.

If you have questions or need further guidance, please contact the Human Resources Department.

General Practices

Anti-Discrimination Policy

Arizona CLA does not discriminate in employment against anyone based on race, color, sex, religion, national origin, gender identity or expression, age (40 or older), veteran status, disability status or any other trait that is protected under local, state or federal law. In addition, any kind of discrimination that is based on a protected trait is not allowed in the workplace. We are an equal opportunity employer and we are dedicated to a policy of non-discrimination in all aspects of employment and company business. This policy applies not only to personnel decisions, but also to all aspects of business.

We ask that you respect those around you—co-workers, customers and management alike.

Reports of discrimination will be investigated and disciplinary measures may be taken if warranted.

Attendance and Standard Working Hours Policy

Absenteeism and tardiness place a burden on both co-workers and Arizona CLA. We expect that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at the starting time each day. When you are unable to work due to illness or an accident, please promptly notify your supervisor. In the event your immediate supervisor is unavailable, you must speak with a manager. Leaving a message with another staff member or on voicemail does not constitute an acceptable notification of absence. If you do not report for work and Arizona CLA is not notified of your status, it will be assumed after two consecutive days of absence that you have voluntarily resigned, and you will be removed from the payroll.

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 supervisor of the situation.

In the event of severe weather, we remain open for business during regularly scheduled working hours. You are expected to report for work in severe weather if it is at all possible to do so safely. In the event we close due to weather, someone in your work group will contact you. Please keep your work group and manager informed on how to reach you on such occasions. *See also Severe Weather Policy.*

Standard working hours are from 8am to 5pm, Monday through Friday.

If you will be absent from work during standard working hours for any reason, you must contact your supervisor as soon as possible to avoid disciplinary action.

Alternative Working Schedules Policy

Arizona CLA understands the importance of work-life balance. For those employees whose lives do not allow a standard working schedule, alternative schedule options may be considered. Each situation will be handled on a case-by-case basis.

Some alternative schedule options include:

- Flextime—a block of time in the middle of the work day that employees are required to be present for, but with flexible starting and ending times for each employee
- Ten-hour day, four-day workweek—employees work four ten-hour days each week and have three days off
- Nine-hour day, one day off every other week—employee works nine-hour shifts in order to get one extra day off every other week (usually not available to non-exempt employees)

Management will make all decisions about alternative working schedules, including the decision of whether an individual or an entire department will be adhering to a specific schedule.

Background Check Policy

Arizona CLA may conduct a background check on all job candidates after a contingent offer of employment has been extended. A background check may also be conducted during reassignment or promotion of an employee. A third-party administrator may be used to conduct the background checks, and all background checks will be compliant with applicable laws, such as the Fair

Confidential Information and Company Property Policy

During your employment at Arizona CLA, you may have access to confidential and proprietary data, which is not generally known by competitors or within the company's field of business. This information (hereinafter referred to as "Confidential Information") includes, but is not limited to:

- Data relating to the Company's marketing and servicing programs;
- Procedures and techniques;
- The criteria and formula used by the Company in pricing its products and services;
- Lists of customers and prospects; The identity, authority and responsibilities of key contacts at Company 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 and services;
- Contract expiration dates;
- Commission rates;
- Service arrangements;
- Proprietary software, Web applications and analysis tools; and
- Other data showing the particularized requirements and preferences of the accounts.

This Confidential Information is a valuable asset of the Company, developed over a long period of time and at substantial expense. To protect the Company's interest in this valuable asset, you must:

- (a) Not use any such Confidential Information for your personal benefit or for the benefit of any person or entity other than the Company, and
- (b) Use your best efforts to limit access to such Confidential Information to those who have a need to know it for the business purposes of the Company.

In addition, you should minimize those occasions on which you take documents, computer disks, laptops, tablets or smartphones containing such Confidential Information outside the office. On those occasions where it is necessary, consistent with the best interests of the Company and with doing your job effectively, to take documents, computer disks, laptops, tablets or smartphones containing Confidential Information outside the office, all appropriate precautionary and security measures should be taken to protect the confidentiality of the information.

During the course of your employment with the Company, you will be provided with and will generate correspondence, memoranda, literature, reports, summaries, manuals, proposals, contracts, , and other documents and data concerning the business of the Company. Any and all such records and data, whether maintained in hard copy or on a computer or other medium, is the property of the Company, regardless of whether it is or contains Confidential Information. Upon termination of your employment at the Company, you are required to return all such

records to the Company and may not retain any copy of such records or make any notes regarding such records. We reserve the right to search for such information and property in personal items while on Company premises such as vehicles, purses, briefcases, etc.

Conflicts of Interest Policy

All employees have a duty to further the company's aims and goals, and to work on behalf of its best interests. Employees should not place themselves in a position where their actions or personal interests may be in conflict with those of Arizona CLA. Examples include: soliciting or profiting from the company's client or prospect base or other company asset for personal gain; acting without authority on behalf of Arizona CLA in servicing or obtaining a client; limiting the best solution for the client or prospect for personal financial gain; and acting as director, officer, employee or otherwise for any business or institution with which Arizona CLA has a competitive or significant business relationship without the written approval of the chief executive officer.

Employees should report to their manager any situation or position (including outside employment by an employee or any member of an employee's immediate household) which may create a conflict of interest with Arizona CLA.

Customer Complaint Policy

This Customer Complaint Policy aims to not only provide a framework for employees to work with when handling complaints from customers, but also to ensure consistency within Arizona CLA in handling and resolving complaints from customers. Addressing customer complaints helps the company in following through on our commitment to provide quality products, services and customer service.

Arizona CLA defines the term “complaint” as any expression of dissatisfaction or grievance made by a customer or member of the public about any Arizona CLA product or service, not including a request for information.

Arizona CLA’s customer service representatives will provide reasonable information and assistance to customers to ensure that complaints are made effectively. Complaints may be made in any of the following ways:

- Via email at glen@arizonacla.com

Complaints will be acknowledged upon receipt by the company and customers will be provided with a reference number that can be used to identify the progress of their complaint.

Complaints will be processed in a timely and efficient manner. Continuous improvement and training will be used to confirm complaints are resolved promptly and courteously. Managing our customers’ expectations realistically is our goal. This involves the careful examination of each complaint and the provision of a resolution offered on the basis of that analysis.

Complaints will be recorded and analyzed to ensure that our complaint management processes comply with this policy. Trends will be identified, and feedback will be provided to the relevant departments to improve current processes.

Our mission is to resolve customer complaints immediately, rather than delaying the resolution. When necessary, customers will be kept informed of the progress of their complaint and the company’s internal escalation process.

Dress Code (General)

Arizona CLA believes that your pride in both yourself and the company is reflected in your appearance and in the image you create. We feel that our business image is important and, therefore, request that our employees maintain standards of dress and appearance appropriate to both the organization as a whole and to your individual position responsibilities. Dress, grooming, personal cleanliness and professional behavior standards contribute to the professional image we strive to present to our customers and visitors.

If your religious or personal beliefs conflict with the above-mentioned guidelines, please speak with Human Resources so the Company can explore accommodation options in an attempt to resolve any of your concerns.

Driving While on Company Business Policy

Distracted driving plays a role in many motor vehicle accidents. We are not only concerned about your welfare as an Arizona CLA employee, but also the welfare of others who could be put in harm's way.

As a driver, your first responsibility is to pay attention to the road. When driving on Arizona CLA business or driving while conducting business on behalf of the company in any other capacity, the following applies:

Cellphone Use

Cellular 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. Do not accept or place calls unless it is an emergency, meaning the call cannot wait until you safely pull off the road or until you arrive at your destination. If you must use your cellphone 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.). Also be aware that in many jurisdictions, using a cellphone while driving is prohibited or limited to calls facilitated by the use of a hands-free device.

Obey the Law

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

Other Safe Driving Precautions

- Use your best 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 or CD player, etc.
- Do not drive if your ability to drive safely is impaired by the influence of medications.
- Laptop computers should never be used at any time while driving.
- 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 they are driving.

As a business against drunk driving, be responsible when entertaining clients. Abide by the law and use a designated driver or the Businesses Against Drunk Driving program for transportation if you are under the influence of alcohol.

Employees who drive for company business must have a current, valid driver's license and required insurance.

Employee Classification Policy

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—Employees who meet any of the FLSA’s exemption standards, including managerial, supervisory, professional, sales or administrative employees.

Non-exempt—Employees whose positions do not meet the FLSA exemption standards. Overtime work is prohibited without specific supervisor authorization for these employees.

In addition, each individual’s employment status is defined as one of the following:

Full time - Employees who work at least 30 hours per week are considered full-time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.

Arizona CLA may supplement 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 permanent and which are considered temporary or seasonal.

Part time - Employees who work fewer than 30 hours per week are considered to be part-time. Employees who work 30 hours or fewer 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 individuals engaged to work either part time or full time on Arizona CLA’s payroll, but have been hired with the understanding that their employment will be terminated no later than the completion of their specific assignment. This category includes interns and co-op students. Such employees may be either “exempt” or “non-exempt,” but are not eligible for Arizona CLA benefits except as mandated by law.

Independent contractors - Consultants, freelancers and independent contractors are not employees of Arizona CLA. The distinction between employees and independent contractors is crucial because employees may be entitled to participate in the company’s benefits programs, while independent contractors are not. In addition, Arizona CLA is not required to satisfy income, Social Security, Medicare, unemployment tax withholdings or payment requirements for independent contractors.

Employee Fraternization Policy

Arizona CLA wants to preserve a working environment that has clear boundaries between personal and professional relationships. This is believed to be the best practice for conducting business in a professional manner. This policy establishes clear boundaries with regard to how relationships develop at work and within the confines of the work area.

- During working hours and in work areas, employees of Arizona CLA are expected to keep all personal interactions limited and at a professional level to avoid distracting or offending others.
- Employees are prohibited from engaging in any physical interactions that would be seen as inappropriate in the work area. What constitutes inappropriate conduct is in the discretion of the company.
- Employees who engage in personal relationships with others and allow these relationships to negatively affect the working environment will be subject to disciplinary action. If said employees fail to change their behavior after disciplinary action takes place, they may be subject to termination.
- Romantic relationships between supervising, managing or executive employees and subordinates are strictly prohibited. If a relationship does develop between a supervising employee and his or her subordinate, management should be notified immediately so that a department transfer may be considered.

Improper Payments and Gifts Policy

We prohibit the solicitation, acceptance, offer or payment to any person or organization of any bribe, kickback or similar consideration, including money, services, 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 Arizona CLA or the party with whom the company is dealing.

Injury & Illness Reporting Policy

Arizona CLA is committed to establishing and maintaining a comfortable and safe working environment for all employees.

Safety is often taken for granted in an office environment. Though generally, we may not be exposed to the same degree of risk as employees of a manufacturing firm or health care facility, we must still recognize that safety risks are present and take steps to reduce the risk of injury or illness. Safety is everyone's responsibility.

All work-related injuries and illnesses must be reported immediately to Human Resources, even if you are not sure whether they are truly work-related. Small, seemingly insignificant injuries left untreated can result in serious conditions.

Human Resources will complete an Accident Report based on the information you provide. Report injuries and illnesses immediately so that we can investigate and incorporate corrective action to prevent more injuries.

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

Arizona CLA has a no tolerance for workers compensation fraud and all employees that are found committing fraud will be terminated.

Arizona CLA provided light duty for all injured workers and workers who violate light duty or that do not attend doctor's visits will be written up with the possibility of termination.

Any worker who refuses light duty, medical support/treatment or does not abide within their working restrictions will be written up with the possibility of termination.

Open Door Policy

To foster an environment where employees and management feel comfortable communicating with and voicing concerns to one another, the company uses an Open Door Policy. Basically, this policy means that all of the managers' doors are open to all of the employees, and employees are free to talk with management at any time. Please consider the following in regard to this policy:

You are responsible for addressing concerns with a manager, including complaints, suggestions and observations. Addressing these concerns allows the company to improve and explain practices, processes and decisions.

We recommend that you first discuss concerns with your immediate supervisor, but the Open Door Policy also gives you the option of discussing them with higher management and/or Human Resources. All of these parties will be willing to listen to the issue and assist in a resolution.

Orientation Period Policy

For all employees hired by Arizona CLA, the first 90 days of employment are considered an orientation period. During this time, the employee will undergo training and orientation as directed by the employee's supervisor. The employee's supervisor will also monitor the employee's performance during this time.

During the first 90 days of employment, the employee is encouraged and expected to ask questions concerning his or her job responsibilities, and to determine if he or she is satisfied with the position. If the employee's job performance is found to be unsatisfactory by his or her supervisor at any time during the first 90 days of employment, the employment will be terminated.

All new employees will receive a confidential performance evaluation from their supervisor at the end of the orientation period.

Overtime Pay Policy

Non-exempt Employees. If you are a non-exempt employee, you will be paid one and one-half times your regular rate of pay for all hours worked in excess of forty (40) hours in any single work week (Monday through Sunday). Overtime work must be approved in advance by your supervisor. Only actual hours worked count toward computing weekly overtime.

Exempt Employees. If you are an exempt employee, you are not covered by overtime laws and do not receive overtime pay.

Pay Periods and Check Distribution Policy

The standard workweek at Arizona CLA consists of 40 hours and starts on Sunday and ends on Saturday. Employees will be paid on a payment frequency of either weekly/semi-monthly/monthly basis.

If an employee is absent on the date of paycheck distribution, his or her check will be held until he or she returns.

Paychecks will only be released to the individual whose name appears on the check, or to an individual whom the employee has designated and approved through written consent.

If an employee chooses direct deposit of his or her paycheck, he or she will have access to payroll information through the Company's payroll service provider.

Direct Deposit Policy

Arizona CLA encourage employees to receive their compensation and wages through electronic direct deposit. Direct deposit provides many benefits for employees, including greater security and faster access to funds.

Payroll Services or Human Resources will assist employees with completing the necessary documentation as well as answering any questions or concerns about direct deposit.

NOTE: It is each employee's responsibility to review his or her payroll stub for accuracy of personal information and payment information. Employees must immediately notify Payroll Services or Human Resources if there has been an overpayment of wages. Employees are not entitled to keep wage overpayments and Arizona CLA may recoup overpaid amounts from future payments.

NOTE: Employees must notify Payroll Services when there is any change to bank accounts that affect direct deposit. Changes must be received two weeks prior to the payday for which the change is to occur.

Child Support Wage Withholding Disclosure

Pursuant to Arizona law §23-722.02, after an employee is hired, rehired, or returns from an unpaid leave of absence, the employer shall request that the employee disclose whether the employee is subject to a wage assignment order or to provide child support. We shall not discriminate against, refuse to hire, discharge or otherwise discipline an employee who discloses an obligation to pay child support. Employees subject to a wage assignment or child support order must disclose each order and provide *Human Resources* with a copy. The disclosure form is provided in the Forms Addendum in this Handbook.

Personnel Records Policy

Arizona CLA strives to keep accurate and up-to-date personnel records.

Employee personnel files may include the following:

- Employee demographic information
- Job application
- Position description
- Résumé
- Training records
- Salary history
- Disciplinary action records
- Performance reviews
- Coaching and mentoring records

To ensure the accuracy of your personnel records, please notify us immediately if any of the following changes:

- Name
- Address
- Telephone number
- Dependent status
- Tax/Withholdings status
- Emergency Contact Information

Personnel records are confidential and are not available to anyone outside of the company, unless you have personally authorized their release. A release may not be necessary when reporting certain information as required by law or when an authorized governmental agency inspects files. Access to employee medical files is governed by HIPAA compliance regulations.

Employees are entitled to inspect and obtain copies (copying fee may be charged) of their personnel files. To obtain access to your records, contact Human Resources.

Employee Medical Records

The Company retains Employee personal medical information or records only if relevant to providing workplace accommodations or if the information has implications relating to your ability to perform your job or a workplace injury or illness. If this is the case, Employee medical records or information will be kept in strictest confidence in files separate from other employee information, and will be available only to authorized individuals with a specific need for the information.

Safety Policy

Arizona CLA wants to ensure that our employees remain safe and injury-free at all times. The company intends to comply with all applicable safety laws. To ensure that accidents are avoided whenever possible, we expect our employees to refrain from horseplay, careless behavior and negligent actions. It is the company's policy to maintain a safe and secure working environment for all employees and clients.

While working, employees must observe safety precautions for their safety and for the safety of others. All work areas must be kept clean, and free of clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a supervisor.

If you are involved in an accident, you must:

- Report the accident to your supervisor or to Human Resources immediately
- Obtain any necessary medical treatment
- Fill out an Accident Report, regardless of the severity of the injury
- If you must seek additional medical treatment, obtain your supervisor's consent before leaving the premises

Employees who fail to comply with this procedure may be subject to disciplinary action.

Severe Weather Policy

Unless you are informed otherwise, always assume that Arizona CLA is open for business during normal hours. Use common sense and your best judgment, however, when traveling to work in severe weather.

Some types of severe weather include blizzards, hurricanes and tornadoes.

If the company has not been closed due to severe weather, and you arrive at work after your scheduled start time, the time missed will be charged as either (1) personal time, (2) vacation time, or (3) unpaid time, in that order. You should always use your discretion in getting to work. Arizona CLA 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, you will be compensated as if you had worked all of your regularly scheduled hours for that day. If you elect to leave prior to a decision being made by the company to close early, you will be required to use accrued time to account for your absence.

Smoke-free Environment Policy

Arizona CLA is a smoke-free environment. Smoking, chewing, use of e-cigarettes/pipes and other tobacco and nicotine products is not permitted at any time in company work areas or vehicles, or in client work areas or vehicles.

If smoking is allowed outside of the building, smokers should be considerate of colleagues, customers and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers and staying far enough away from doors so that smoke does not blow into the building.

Employees who smoke or chew tobacco products must observe the same guidelines as non-smokers for the frequency and length of break periods.

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

Social Functions Policy

At times, social events will be hosted by Arizona CLA for employees to attend. These events may take place due to the hiring or promotion of an employee, or for other reasons.

Some events will be celebrated with a group luncheon, arranged by management. Other events (such as employee birthdays or service anniversaries) will be recognized with a card or gift from Human Resources. At times, the Company may also host parties or social gatherings outside of working hours. These events may take place to celebrate holidays or company successes, or for many other reasons.

At all company social functions, employees are responsible for behaving in a professional manner

Even at social functions, employees must remember that they are representing the company and need to ensure that they are upholding the company's positive reputation at all times.

Time Card Regulations Policy

Arizona CLA requires that each employee maintain a time card of his or her hours of work. This will keep a record of work attendance. For nonexempt employees, time cards will also be used to ensure the accuracy of paychecks. All nonexempt employees are required to accurately record their hours worked each day.

Each employee must only use his or her own time card. Employees who use a time card other than their own will be subject to disciplinary action.

Employees may not punch in more than 10 minutes before the beginning of their shifts and may not punch out more than ten minutes after their shifts end, unless overtime hours were previously approved by their managers.

Employees must approve the hours recorded on their time cards before each pay period.

Workers' Compensation Policy

Arizona CLA will provide workers' compensation, a type of accident and injury insurance that compensates an employee for lost wages, medical expenses and permanent impairment that results from an injury arising out of and in the course of work. Employees must report any work-related injury, illness or disease immediately (or as soon as practicable) to their supervisor and Human Resources so that the necessary paperwork can be completed in a timely manner. Employees who fail to report work-related injuries in a timely manner may see a reduction or denial of their workers' compensation benefits.

If an employee is able to return to work after an injury or illness for which he or she was receiving workers' compensation, the employee must provide documentation from his or her medical provider that either outlines any work-related restrictions or verifies that the employee is able to complete all job-related tasks. In the event that an employee is able to return to work under restrictions, the company will make every reasonable effort to accommodate the employee's work ability and job responsibilities.