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WELCOME TO THE TEAM

Congratulations and welcome to U.S. Patriot! U.S. Patriot is veteran owned and was founded in 2000. We are proud to provide the very best in equipment and services to the men and women who serve in the U.S. military, law enforcement, fire safety and emergency rescue personnel.

U.S. Patriot supplies our customers with the level of service they deserve. We offer expert advice, best in class support, top equipment brands and a breadth of products in a wide range of categories from tactical field equipment to armored vehicles. We use our broad expertise and experience as operators, business professionals and soldiers to cater to the needs of all of our clients. From the individual soldier to the local law enforcement department; full federal agencies to national defense forces – U.S. Patriot is armed to accomplish the mission.

We currently operate four retail storefronts: Fort Jackson, SC, Fort Stewart, GA, San Antonio, TX, Lawton, OK, FT Bragg, NC and MacDill AFB Tampa, FL. In SC, U.S. Patriot operates a 6,000-square foot retail showroom adjacent to Fort Jackson, home of the Department of Defenses’ largest training operation. In Georgia, U.S. Patriot operates a 12,000-square foot retail showroom within a mile of Fort Stewart, home of the 3rd Infantry Division. SC and GA stores offer a full service barber shop and seamstresses on duty. Our Texas store is located right outside the main housing gate of Fort Sam Houston. The OK store is only minutes from Fort Sill. All stores sell only the latest new equipment, uniforms and gear for the military, law enforcement and others.

U.S. Patriot also operates a warehouse facility, providing fast shipping to its Internet customers, as well as product support for the retail store. Our warehouse staff provides a strong foundation for our web platform with the ability to organize custom shipments, develop product kits and fill customer needs in a timely manner.

We are thrilled to have you on our team. Your personal and professional qualities are the reason you were chosen. We are committed to building relationships with both Employees and Customers and offering unparalleled customer service. Your ability to shine on the job makes the difference between U.S. Patriot and our competitors.

Use this handbook as a guide to find out more about how U.S. Patriot works and an overview of our important policies and procedures. Your supervisor is your most valuable resource for guidance and information. On behalf of everyone here, I wish you success in your position and we hope you will find being part of our team personally and professionally rewarding.

Finally, good luck, enjoy yourself and have fun as a key member of our team!

-Phil Dee
ABOUT THIS HANDBOOK

This handbook is designed to provide an overview of our Company and its policies. It is private and confidential and for your use only. Please take the time to read it and keep it for future reference. The information included is a summary of our policies and procedures.

The information contained in this document is provided to assist you in becoming familiar with the operations at U.S. Patriot. You may find sections of it that do not apply to you—check with your supervisor if you have any questions.

The Company reserves the right to modify or discontinue, with or without notice, any policy, practice, procedure, or plan in an effort to be a responsible employer, to be in compliance with all applicable local, state and federal laws, and to maintain effective business strategies. We will make every effort to communicate to you the information you need to do your job.

This handbook is not a contract for employment and does not guarantee employment. Your employment is “AT-WILL” and either you or the Company may end your employment at any time, for any reason, and with or without cause.

Each employee plays an important role in our success. We encourage Employees and management to maintain open lines of communication and to resolve issues in a timely and equitable manner. If you have any concerns or questions, please speak with your immediate supervisor.
OUR GOALS AND OBJECTIVES

- To build relationships with every customer and deliver service that exceeds their expectations.
- To employ high quality Employees throughout the organization and to offer them training consistent with the Company’s requirements.
- To achieve and grow a significant market share within the industry.
- To establish a diverse workforce by providing equal opportunity in all phases of employment without regard to race, color, religion, gender, national origin, age or the disability of an otherwise qualified person.
- To further promote diversity by ensuring equality of opportunity in the procurement of contractors, sub-contractors, agents, vendors and suppliers.
- To be receptive to the constructive suggestions of our Employees that relate to the job, procedures, working conditions or company policies and to have clear lines of communications between Employees and their immediate supervisors.
- To be a good neighbor to the local surrounding communities by various methods including charitable donations, employing local people, using neighborhood services and encouraging our Employees to participate in local activities.

OUR CUSTOMERS WILL RAVE

We are committed to service that goes beyond just satisfying Customers. Our competitive advantage is realized by exceeding expectations and achieving success through customer loyalty.

Our ultimate goal is to build a relationship with every customer and to deliver service that exceeds expectations. All of us agree to take customer service to a new level with our pledge of “plus one percent” service.

This means we deliver more than expected PLUS an additional one percent to every customer, every time.

Our commitment to create fantastic customer service requires everyone at the U.S. Patriot—whether the person you are helping is a customer or a fellow employee —to consistently provide our trademark “plus one” service. Our philosophy requires everyone to do more than just satisfy the other person.

Image Counts

Your appearance and that of our stores must always impress our Customer. Keep it clean and safe for our Customer. Project a friendly image at all times.
Take Initiative

Service is not only our passion, it is our responsibility. Take the first step to greet the customer with a smile and sincere welcome. Introduce yourself, find out each customer’s name and let him or her know you are there to make their experience memorable. Inform them of events, promotions, new items, etc.

Build Relationships

Begin the relationship with the customer by using the customer’s name during each conversation and find a way to make a personal connection. Welcome back repeat customer and tell them you are happy they have returned. Make each customer feel like you sincerely want to assist them.

Exceed Expectations

Exceeding our Customer’s expectations is our standard, not the exception. Anticipate their needs and deliver with style before they have to ask. Deliver fast, friendly and polished service.

Loyalty Matters

Service breakdowns are opportunities to fix a problem, build loyalty and impress the customer. Delight the customer by resolving the issue beyond his or her satisfaction. Make sure any problems or service breakdowns are communicated to management to prevent it from happening again. We must guarantee consistency with our service. Be “on” every moment and deliver with the same enthusiasm and attentiveness to every customer, every day. Taking care of our Customers is everyone’s role. Own the situation until the customer is impressed. In the event of a customer complaint or inquiry you should be prepared to listen carefully and then deal with it in a positive, responsive, and professional manner.
OUR CORE VALUES

Our core values define the Company’s character and spirit. They guide our actions, our attitude and all aspects of job performance. Our commitment to these principles gives us the edge.

Customer Focus

Every task that we carry out — from inventory, cutting hair, sewing patches, answering customer calls — must be performed with thoughtful and exceptional service. We focus on the customer’s needs to provide an experience that exceeds expectations and creates loyalty. Imagine your customer’s perfect experience and make it happen EVERY time!

Commitment to Excellence

Excellence is the trademark of U.S. Patriot. Our Customers rely on our flawless service to provide them the clothing and gear that they need to do get their jobs done well and safely.

Leadership

Every employee is a leader — capable of inspiring greatness within the entire team. Our shared values, sense of purpose and clear vision of excellence distinguishes us from the rest. Raise the bar by setting the highest possible standards.

Competitive Advantage

Our environment of innovation, quality, efficiency and customer responsiveness gives us the competitive advantage in our market. We give our Customers great experience to guarantee our current and future success.

Ideas

Our competitive advantage depends upon your dedication and ideas. We are counting on your expertise to maintain our excellence and superiority — make a difference by sharing your ideas, comments and suggestions!

Constructive Conflict

In an environment where ideas are free flowing, conflict can occur. We resolve differences with constructive, negotiated resolutions that integrate all ideas and perspectives. Our different viewpoints give us the opportunity to expand personal growth and productivity, achieve greater understanding, and tap into individual compassion and kindness.

Performance

The spotlight is always on you and the incredible work you do! Every employee’s performance contributes to our team’s overall success.

Communication

Communication is a key ingredient of our success. Our environment of teamwork and shared ideas requires the clear and perceptive communication of every employee. When you listen carefully and share your opinions honestly, you make a positive difference at U.S. Patriot.

Passion

At U.S. Patriot, passion drives our satisfaction and success on the job. Your energy and dedication to these core values creates a passion that will dazzle your co-workers and customers. If we all give our best, there’s just no stopping us!

Teamwork

It’s the collective passion, excellence, contribution and dedication of all of us that makes us a team of all-stars. Our shared vision, talent and dedication give us success and opportunity.
DIVERSITY POLICY

The Company is committed to a Diversity Policy that provides Equal Employment and Business Opportunities to all segments of the community, maintains a discrimination free workplace and creates a welcoming atmosphere to all Customers.

It is our policy to ensure that Employees are recruited, hired, trained and promoted without regard to race, creed, color, national origin, ancestry, age, marital status, sexual orientation, genetic information, mental or physical disability, sex, medical condition or because of an individual’s commitment to the military.

This statement also applies to all outside agencies. We aim to ensure equality of opportunity in the procurement of all vendors, suppliers, contractors, sub-contractors, assignees, lessees and agents. Our purchasing and contracting decisions will be made in a completely non-discriminating manner.

Our President has overall responsibility for monitoring this plan. Anyone who believes they may have been discriminated against in violation of these principles or who needs a reasonable accommodation should contact their immediate supervisor or the President.

GETTING STARTED

Welcome to the Company. You are now a valued member of our team and our goal is to provide our guests with the best possible product and service.

Our commitment to excellence begins with understanding the responsibilities of your position and being aware of some of the key procedures.

When you accept a job at U.S. Patriot you commit to presenting yourself in a professional manner and offering the best possible service to our customers. In doing so, you must be able to work as part of a team, follow work rules and procedures and be prepared to accept direction and constructive suggestions from your Supervisor. You must be able to lift 50 lbs. and stand for entire 8 to 9 hour shift, exception if you are on break.

You are also required to undergo all appropriate training programs considered necessary by the Company.

Weekly schedules for the following week are normally posted by Friday and you are responsible for your shift. If you cannot make your shift it is your responsibility to notify your Supervisor with as much notice as possible. If you work out a solution and find a replacement and the replacement does not show up for work, you are responsible and must accept the consequences unless both of you have signed an employee switch of shift sheet. If an emergency arises call your immediate supervisor as soon as possible.

You will be paid twice monthly – every other Friday of each month. The weekly pay period runs Sunday thru Saturday. Discrepancies should be reported to your supervisor immediately.* (this is subject to change based upon company needs)

JOINING THE COMPANY

When joining the Company you are required to complete an Employment Application form, which you shall verify to be true and accurate, and also complete an I-9 and a W-4 Form.

Withholding relevant information, giving false information or failing to answer any associated questions honestly may subject you to dismissal. During the course of your employment, you should inform the payroll immediately of any changes to the following:

- Home address and telephone number
- Name
- Emergency contact or next of kin
- Number of Income Tax exemptions
You may, at your option, advise of your marital status and number of dependents and any changes thereto.

REFERENCES

You will be required to provide the names and addresses of your previous and/or current employers. If you are a Veteran, you may be required to provide your proof of honorable discharge or DD214.

Your employment may be subject to receipt of references from those former or current Employers which are satisfactory to the Company. At any time you may be subjected to a drug screening test while working with US Patriot.

RULES AND REGULATIONS

This Handbook provides basic information about the Company’s Rules and Regulations and its Personnel Policies. Nothing contained within shall be construed as creating a contract of employment or altering the at-will relationship.

EQUAL EMPLOYMENT OPPORTUNITY

The Company is an Equal Employment Opportunity employer and will comply with all federal, state and local EEO laws and regulations and with the Americans with Disabilities Act ("ADA"). It is our policy to provide equal opportunity to all qualified persons without regard to race, color, religion, gender, national origin, age or disability. The Company will not tolerate employment discrimination based upon these criteria by its Management, and Employees, and where it is appropriate, will take disciplinary action against any individual who engages in such discrimination.

Our EEO policy applies to all personnel policies and employment related decisions, including, but not limited to, hiring, promotion, compensation, termination and job training. Additionally, this policy shall be applied to every phase of employee recruitment, including employment agencies and advertising.

We firmly believe in the principles of equal opportunity and nondiscrimination employment. The Company adheres to its EEO policy as a matter of sound business practice and civic responsibility.

Our commitment to complying with the Americans with Disabilities Act (ADA) and providing top-notch service includes providing professional and courteous service to persons with disabilities—as Customer and potential Employees—by providing reasonable accommodations as required by law.

While the Company has the primary responsibility for providing equal opportunities, our Employees have responsibilities, too. Good working relationships depend on Employees as much as on Management. Our Employees’ attitudes and activities are very important in ensuring that the policy’s goals and objectives are achieved.

The following actions will be regarded as gross misconduct, and will subject the individual concerned to disciplinary action, up to and including termination:

a) Discrimination in the course of employment against fellow Employees or job applicants on the basis of religion, race, color, national origin, gender, age or the disability of an otherwise qualified individual.

b) Inducing or attempting to induce other Employees to practice unlawful discrimination.

c) Retaliating against individuals who have made allegations, reports, or complaints of discrimination on the basis of religion, race, color, national origin, gender, age or disability or against individuals who have provided information about such discrimination.

All instances of unlawful discrimination should be promptly reported to your Supervisor. All claims of discrimination will be promptly and thoroughly investigated. Of course, all actions taken to resolve complaints of discrimination will be conducted confidentially. Any individual can raise concerns and make reports without fear of reprisal.

COMPLAINT PROCEDURE AND INVESTIGATION

Any employee who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter to their immediate supervisor. If that person is not available, or you believe it would be inappropriate to contact that person, contact the HR Director or the President.

US Patriot will conduct a prompt investigation as confidentially as possible under the circumstances. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time employees have an obligation to cooperate with US Patriot in enforcing this policy and investigating and remediing complaints.

Any employee who becomes aware of possible sexual harassment or other illegal discrimination against others should promptly advise President or any other appropriate member of management.

Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline, which may include termination.
**ABSENTEEISM & TARDINESS**

It is vital to our success that you are on the job to provide great customer service. All Employees must consistently work shifts as scheduled and assigned. When you are away from work unexpectedly, it impairs the Company’s ability to provide an outstanding customer experience, burdens fellow Employees and increases operating costs.

If you are unable to report to work as scheduled, it is your responsibility to notify your supervisor directly (a message is not sufficient) at least two hours prior to the start of your shift.

Unless there are extenuating circumstances acceptable to your immediate supervisor, 2 attendance points will be applied instead of 1 for any call-out that occurs within two hours of the shift start time.

You must explain the reason for your absence or tardiness, when you expect to return to work and leave a phone number where you can be reached. You must call out for each day of work you will miss, unless you are hospitalized or experiencing an extended illness and the daily notification requirement is waived by your supervisor. In the absence of such a waiver, failure to call out on each day of absence will be considered a "No Call/No Show" resulting in 5 attendance points for each day missed. If you are away from work for three or more days, you may be required to present a physician’s verification of an illness.

If your duties do not require you to leave the building in which you work, you must obtain your supervisor’s permission to leave property during work hours, except during your scheduled lunch breaks.

The Company’s attendance policy uses a point system as follows:

- Unscheduled absences exclude vacation, holidays, jury duty, approved personal leave, approved medical leave and other absences approved in advance of the absence.

- Unscheduled absences are measured daily from the first occurrence. Each single day equals one point and absences of more than one day are grouped together with the first day resulting in one point and each subsequent day resulting in an additional half-point. (For example, three consecutive, unscheduled absences equal two points.)

- An unscheduled absence occurring during a holiday or specific dates designated by the Company as “high volume” will incur an additional penalty—an absence on a holiday or high volume day equals two attendance points.

- An unscheduled absence on a day that has been requested as a day off but denied by the Company will, likewise, be assessed with two points.

- Arriving to work late without prior authorization is considered a lateness and each incident is equal to ½ attendance point (1 point on Holiday or “high volume days). Each lateness is counted separately.

- If you are delayed in reporting to work for more than 30 minutes and have not notified your supervisor, you may lose your right to work the balance of the day.

- If you leave work before the end of your scheduled shift without authorization, it is considered job abandonment and results in four attendance points. Any two job abandonment incidents within a 12-month period will result in termination.

- If you fail to report to work within two hours of the shift start time (without a verified reason) or failing to report to work within one hour of the time you told your supervisor you would report to work you will be considered a “no call/no show”. The first no call/no show results in five attendance points, a written warning and possibly termination. Any two instances within a 12-month period will result in termination.

- A pattern of unscheduled absences that occur before or after scheduled days off, paydays, holidays or on the same day of the week create an attendance problem. If your supervisor notes a pattern or trend of absenteeism that occurs three times in a 12-month period, you will receive two points for the first day of absence associated with each of the three instances. In addition, all existing Coaching Documents will be updated to reflect the increased penalty.

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<td>First Day of Absence</td>
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<tr>
<td>Subsequent Days of Absence</td>
<td>½ point</td>
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<tr>
<td>Holiday or “high volume” Day Absence</td>
<td>2 points</td>
</tr>
<tr>
<td>Holiday or “high volume” Day Tardiness</td>
<td>1 point</td>
</tr>
<tr>
<td>Tardy</td>
<td>½ point</td>
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<tr>
<td>No call No show (1st incident)</td>
<td>5 points</td>
</tr>
<tr>
<td>No call No show (2nd incident)</td>
<td>Termination</td>
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Pattern Absences: 2 points

Our attendance system uses a progressive disciplinary system to discourage unscheduled absences and lateness. The table below is for example purposes only and sets out a progressive system resulting in termination. It is not automatic, however, that an employee will receive either a written and/or a final warning; for example if they are on 5 points and have a No Call/No Show (5 points) they will reach the 10 point threshold rendering them liable for immediate termination, with no intermediate warnings.
You are not permitted to chew gum, eat, drink, smoke, chew tobacco or have long conversations with coworkers, in view of our Customers.

Clothing
• Work shirts will be provided and you are expected to wear them during your shift.  
• Hourly associates will be given 5 US Patriot Logooed T-shirts.
• All management will be given 5 US Patriot Polo shirts embroidered with their name and position.
• Jeans are not allowed in the retail stores. Management and hourly associates must wear trousers – in subdued colors (e.g., Khaki, tan, olive drab, black, etc.) Shorts will be allowed at the discretion of the local manager depending on the climate of the location.
• It is the employee’s responsibility to keep these articles of clothing clean and professional in appearance. If any articles of clothing are no longer professional in appearance, management will provide additional shirts at no charge (if the cause is Normal Wear and Tear and not due to misuse)
• Wearing of sunglasses is not allowed during your shift unless due to a medically verifiable reason.
• You are also expected to maintain accountability of these shirts during your employment. In the event of termination or you resign, you will be required to turn in all work related uniform items, shirts, t-shirts etc. before your final pay roll is processed. Failure to return work related items could result in the company collecting its losses from your outstanding pay. All uniforms will be returned clean and washed.

Body Piercings
• Earrings are permitted as long as they are non-conspicuous in design and do not extend below 1 inch of the earlobe.
• All other piercings are allowed if they are not viewable by fellow coworkers or customers

Tattoos
• Tattoos are permitted as long as they do not depict anything offensive in nature (examples include but are not limited to: Racial slurs, supremacist symbols, foul language, nudity, etc.)
• Tattoo’s that are found inappropriate must be covered during the hours of employment.

Men’s Hairstyles
• Must be a neat, natural style with no extreme lengths, styles and/or colors.
• Hair should not hang longer than the bottom of the shirt collar in the back.
• Beards and mustaches must be neatly trimmed and clipped.

Men’s Jewelry
• You may wear jewelry as long as it is in good taste, conforms to your supervisor’s standards and does not interfere with your job performance.

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Women's Hairstyles
• Your hair must be neat, clean and well styled—no extreme or bi-level styles.
• Large or ornate hair ornaments or accessories are not permitted.

Women's Hygiene
• Your fingernails must be clean, presentable and neatly trimmed—not extending more than one half of an inch beyond the tips of the finger.
• Fingernails should be clean and neatly trimmed at all times so as not to interfere with job duties.
• Nail polish should be subtle in color and design, and nails may not exceed one inch in length from the cuticle.

Women's Jewelry
• You may wear jewelry as long as it is in good taste, conforms to your department's standards and does not interfere with your job performance.
• You may wear earrings

Complying with the Appearance Standards

We reserve the right to consider your appearance, attire or grooming out of compliance whether your specific issue is expressly prohibited by our policy or not. Your supervisor will notify you of any area of non-compliance. If you continue to be out of compliance you may face disciplinary action. Speak directly with your supervisor to clarify any appearance requirements and standards and to maintain compliance at all times.

PAY PRACTICES

The Company makes every effort to pay you the correct amount each pay period. All employees are normally paid on a twice monthly basis.

We will execute all garnishments, tax levies, and support orders we receive in accordance with applicable state and federal laws. The Company is required by law to process legal garnishments against the wages of an employee. We will not discriminate or take action against an employee due to garnishments and wage assignments. Your paycheck deduction information will be kept in the strictest confidence. The law requires us to make certain deductions from your pay including federal income taxes and state income taxes, where applicable. We must also deduct Social Security taxes from each paycheck up to a specified limit. We match the amount of Social Security taxes paid by each staff member.

If you discover a mistake in your paycheck, please notify your Supervisor immediately and the error will be corrected in your next paycheck. In the case of a loss or theft of a paycheck notify payroll immediately. All US Patriot employees are required to take advantage of the convenience and ease of direct deposit payroll service. Your paycheck will be deposited automatically, at no charge, directly into your savings and/or checking account each pay period.

HOURS OF WORK

The normal workweek consists of 40 hours* and your schedule is determined and communicated by your supervisor. Whenever possible, schedules are posted one week in advance. Due to the nature of our business, it may be necessary for your supervisor to change your days off, shift, or the duties assigned.

Only authorized overtime is permitted (see Overtime section below). You may "time in" or begin working no sooner than your scheduled start time and you must "time out" and stop working at the scheduled end of your shift. If you work beyond the scope of this time without permission it will be considered unauthorized overtime and you may be subject to disciplinary action.

Pay to which you are entitled for vacation, absences, holidays, and approved absences, such as for performing jury duty, will be included in regular pay.

* Some employees are hired to work less than 40 hours per week. The Terms and Conditions detailed in the Playbook apply to them also.

TIME RECORD CARDS

Some Employees may be required to complete an individual time record card or clock in and clock out showing the daily hours worked. Time cards cover one work week and the following points must be considered when completing them:

• Employees are not permitted to sign in or commence work before their scheduled start time or to sign out or to stop work after their scheduled quitting time without the prior approval of their Supervisor
• The filling out of another Employees' time card or falsifying any time record is strictly prohibited and may subject the offender to disciplinary action up to and including termination.

Both warehouse and store employees: clock in & clock out utilizing the card and time clock system

OVERTIME

From time to time, you may be required to work extra hours to keep up with business demands. We compensate hourly, non-exempt Employees who work overtime as mandated by law. Overtime pay is equal to one and one-half times your normal hourly or “base” rate of pay for each hour worked over 40 hours in the scheduled work week of
seven consecutive days (Sunday through Saturday). Hours worked on a holiday and paid as overtime will be included as hours worked for purposes of computing overtime when hours worked exceed 40 hours in a workweek. Personal time, vacation and bereavement leave time is not included as hours worked when calculating overtime.

All overtime pay must be authorized and approved, in advance when possible, by your supervisor. You are not permitted to work beyond your scheduled time without authorization. You are required to work all scheduled or emergency overtime unless extenuating circumstances arise. Your supervisor will identify authorized overtime on your employee time record.

The Company reserves the right to deduct from any final monies an amount to cover the replacement of any Company property that has not been returned.

EMPLOYEE PARKING

All Employees are required to follow the posted speed limit and park in employee designated parking areas only. If you park in an unauthorized area, you will be subject to disciplinary action. Drive cautiously and be aware that all pedestrians and fellow drivers are customers to our stores. Failure to observe employee parking rules could result in the loss of parking privileges. Please lock and secure your vehicle and do not leave unsecured valuables inside the vehicle. U.S. Patriot is not responsible for damaged or stolen property. All parking is done so at the Employees own risk.

CELL PHONES

The Company recognizes that Employees may have their own personal cell phones. While on Company time, the making and taking of personal phone calls should be kept to an absolute minimum, being used for emergency calls only, and out of sight of our customers. Texting, Face booking, etc. are distractors as well and will not be tolerated. Failure to observe this policy is cause for disciplinary action. Employees may check their phones for messages and text’s during authorized breaks.

SMOKING POLICY

In the interest of maintaining a healthy environment and protecting our image for our Customer, Employees are not allowed to smoke at work, except on an approved break and in areas that may be designated specifically for smoking.

ENERGY MANAGEMENT

When not in use, please ensure all machines, electrical equipment and lights are turned off.

OUR LEAVE OF ABSENCE PROGRAM

The Company supports our Employees in balancing family and outside needs with the responsibilities of the workplace. You may be eligible to take time away from work one of the following types of leave: family and medical leaves, military, bereavement, jury and witness duty.

Your need for time away from work will first be assessed against the standards of the Family & Medical Leave Act. Supplemental Medical and Personal Leaves are only granted after FMLA leaves are exhausted or when an application for an FMLA leave is denied. Other important notes about taking a leave of absence:

- Employees on any type of leave are not eligible for holiday pay when a Company designated holiday occurs during the leave.
- You do not earn vacation and sick time while on leave. Your vacation anniversary date remain intact during your leave.
- If your leave is longer than 30 days, the schedule for any performance appraisals and merit increases will be adjusted.
- You may use your available vacation time in place of an unpaid leave of absence.
- Payroll, in conjunction with your supervisor, approves and processes leave of absence paperwork—submit your paperwork at least 15 days before the start of your leave, when possible.
- You are not allowed to work for another employer or start a business venture during your leave of absence. Unauthorized employment will cancel your leave and lead to your termination.

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• While on leave, your position is subject to any job eliminations or layoffs occurring during the course of your leave. You retain all rights under the layoff and recall system that is in effect at the time of the layoff.
• If you misrepresent any leave of absence paperwork or documentation, you may be liable to disciplinary action up to and including termination.
• If you fail to report to work at the end of your leave or fail to accept a comparable position upon returning to work, it will be considered a voluntary resignation.

Bereavement Leave

Eligible Employees may qualify for up to three days of paid bereavement leave if a death occurs in their immediate family, for funeral attendance. For the purposes of this policy, immediate family is defined as:
• Spouse
• Parent
• Parent-in-law
• Child
• Brother
• Sister
• Brother-in-law
• Sister-in-law
• Grandparent
• Grandparent-in-law
• Step-parent
• Step-children

Only full-time Employees who have completed their introductory period (see definition under Handbook Policies) are eligible for bereavement leave. Subject to manager approval. If you require more than three days off to attend a funeral, or time off to attend a funeral of an individual not defined as “immediate family,” you may request unpaid time off or use any accrued vacation time.

Military Leaves of Absence

The Company fully supports your service to the Armed Forces of our country. If you are called upon to fulfill a military commitment, the Company will grant you an unpaid military leave of absence. In compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA), eligible Employees may qualify for compensation, benefits and job protection when military services calls them away from work. You must give your supervisor as much advance notice as possible and present a copy of your orders and/or enlistment papers. Your military leave of absence will be granted for any period of time during which you are performing voluntary or involuntary active duty or attending training activities.

You may use your earned vacation time to cover some of your unpaid time away from work. Military leaves of absence of less than 30 days do not affect your vacation time or efficiency ratings. For extended military leaves, check with your supervisor for return-to-work policies and procedures.

For more information on reemployment policies and requirements, check with payroll.

We appreciate your service to our country and we will make every effort to accommodate you when a uniformed service commitment calls you away from your job. Speak with your supervisor immediately to determine the specifics for your military leave of absence.

Family & Medical Leaves of Absence

You may be eligible to take time away from work to attend to family issues under the Family Medical Leave Act of 1993 (FMLA). Under federal guidelines, the FMLA applies to Employees who have been employed by the Company for at least 12 months and who have worked at least 1,250 hours during the 12-month period immediately before the request for leave. Up to 12 weeks of unpaid FMLA time off is available per 12-month period.

An employee’s own serious health condition, which makes the employee unable to perform the functions of his or her job, is a qualifying reason for a FMLA. The following events are qualifying reasons for both FMLA and state family leaves:
• The birth of the employee’s child or care of the child;
• The placement of a child with the employee for adoption or foster care; and
• The care of the employee’s spouse, child, or parent with a serious health condition.
• Leaves for the birth or placement of a child must be completed within 12 months of the event. Leaves related to the employee’s or a family member’s serious health condition must be accompanied by written certification from a health care provider verifying the condition. We reserve the right to require an examination by a Company-selected medical doctor prior to approving a medical leave. The Company will pay the cost for this exam.
• An employee taking a Family Leave for his or her own illness must use all earned paid personal time concurrently with the leave (which begins the first day of the absence). You may be eligible for leave on an intermittent basis or to work a reduced schedule for leaves related to your serious illness or the serious illness of a family member or if you need to care for a newborn or newly placed child.
• Upon return to work, you’ll be reinstated to your same position, or a position of similar pay and shift. While on an FMLA leave, you are eligible to apply for an internal promotion or transfer.

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• When returning from a Family Leave for your own medical reasons or a Supplemental Medical Leave of Absence, you must provide a “Return to Work” medical certification.

Definitions Applicable to Family Leave

Child: A biological, adopted, foster child, stepchild, or legal ward who is under eighteen (18) years of age or older, or eighteen (18 years) of age or older who is incapable of self-care due to a mental or physical disability.

Employee: A regular full or part-time employee of U.S. Patriot as defined by the Federal Fair Labor Standards Act.

Employer: U.S. Patriot LLC

Eligible Employee: An active employee who meets the service and hours worked requirements for the individual leave.

Family Member or Parent: A lawful spouse, parent, or child or for federal Family Leave purposes: the biological parent of an employee or the person who stood “in loco parentis” (in the place of a parent) when the employee was a son or daughter.

Serious Health Condition: An illness, injury, impairment, or physical or mental condition that requires inpatient care in a hospital, hospice, or residential medical care facility or continuing treatment or supervision by a licensed health care provider.

Spouse: A lawful husband or wife under the laws of the state in which you are employed by US Patriot.

This is a general overview of FMLA. To qualify for an FMLA leave, you must meet all requirements. For more detailed information on FMLA Leaves of Absences, check with the Payroll Department.

JURY DUTY LEAVE

We support your right and responsibility to fulfill your civic obligations if you are summoned for jury duty.

If you are called upon to serve on a jury or as a court witness, you may request paid jury or witness duty leave. Notify your supervisor immediately once you receive a summons from the court. To maintain customer service levels, your schedule may be adjusted to accommodate jury and witness duty. Your supervisor may request that you apply to be excused from jury duty until a more convenient time.

If you qualify for paid leave, the Company will pay your regular rate of pay for hours that you would have normally worked. Submit to your supervisor the “Notice of Summons” for jury duty that lasts two or more days. You are required to provide your supervisor with a Jury Duty Compliance Form that shows the dates and hours of your court service.

If you report for jury duty and are released in less than four hours, then you must call your supervisor to find out whether or not you need to report to work. If you are released from jury duty, advise your supervisor and receive instructions about reporting for work. You are entitled to keep any compensation you are paid by the Court. Jury duty does not count towards the calculation of overtime.

OUR HIRING PROGRAM

Our recruitment and hiring policies are designed to attract and retain the best workforce possible. Our program complies with federal and state nondiscriminatory hiring regulations. We strive to hire Employees who demonstrate a commitment to excellence, outstanding qualifications and an interest in learning and growth.

NEW HIRE ORIENTATION

It is in the best interests of you and the Company that you become an efficient and productive employee as soon as possible. To that end, the Company will work very closely with you during your probationary period to ensure that you understand the following:

• What is it we would like you to do?
• How would you like you to do it?
• What hours and shifts you are required to work?
• Our culture of great customer service
• Company policies
• Pay
• Appearance requirements
• Lay-out of the facility

Your supervisor will work with you to help you through the first few weeks, to train you to our standards and assimilate you into our workforce. Do not hesitate to ask any questions during this period and remember that everyone’s door is always open.

WORKERS’ COMPENSATION

Every State has a Worker’s Compensation Law to provide benefits to Employees for both medical expenses and lost wages resulting directly from a work-related injury or illness. As an employee you are covered under Worker’s Compensation and may request
benefits from the Company. However qualification for benefits is determined by the state, not the Company. Your responsibilities are to keep appointments and to follow all Doctor’s instructions on and off the job. Please read the following two paragraphs carefully and follow all instructions you are given.

If you are injured while performing your job, you must report the injury to your supervisor immediately. If you fail to report your injury within 24 hours, you risk denial of benefits. The Workers’ Compensation program covers certain medical, surgical or hospital expenses related to your on-the-job injury for 90 days. If you are off work due to an on-the-job injury, you must keep the Company advised of your status at least every three days and provide a medical release before you return to work. A work-related injury or illness may require you to return to work in a light duty assignment, if one is available. You may qualify for a medical leave under FMLA, (see FMLA section). If you don’t qualify for an FMLA leave, you will be placed on a personal leave.

Worker’s Compensation provides wages at a lower pay scale than what you may earn by working. Doesn’t it make sense to be safe so you do not have to be on Worker’s Compensation? Please read carefully the section headed “Our Safety Defense” and follow the guidelines it contains.

HEALTH/LIFE INSURANCE

US Patriot currently provides group health and dental insurance coverage. Benefits are for eligible full-time employees and their immediate family dependents. To be eligible you must work at least 30 hours weekly for 48 weeks a year. You become eligible after a 90 day waiting period and the insurance will be effective the first day of the month following the 90 days. The insurance program is voluntary; if you elect to participate, you must fill out two applications, one for health with Blue Choice and one for dental and life with Companion Life. US Patriot pays 50% of both the employee and dependents premiums for both health and dental, the other 50%, which is your contribution, will be deducted from your paycheck pre-tax. Information about US Patriot’s health plans will be provided to the employee at the time of employment. Every employee must fill out a health/dental form, even if waiving coverage.

COBRA

If you terminate you are entitled to elect continuation of benefits according to federal law under COBRA, (Consolidated Omnibus Budget Reconciliation Act). You will receive a letter from US Patriot to the latest address we have on file offering you COBRA continuation. You have 60 days from termination to elect COBRA by returning the letter to the administrator and completing a new application. If you do not respond within the 60 day period, you forfeit your right to choose COBRA. The premium for COBRA continuation plus 2% will be paid by you to our main office in Columbia, SC prior to each month’s coverage.

HOLIDAY PAY

Employees of our AAFES Retail locations will observe the following company paid holidays:

- New Year’s Day
- Independence Day
- Thanksgiving Day
- Christmas Day

Full time hourly non-exempt employees who work on New Year’s Day, Independence Day, Thanksgiving Day and Christmas day will be paid two times your regular rate of pay for each hour worked.

Employees must have worked on the last scheduled work/business day prior to the holiday and the next scheduled work/business day immediately following the holiday in order to be eligible for holiday pay. Holiday pay will not be paid out in conjunction with paid or unpaid time off.

As part of our Diversity program the Company recognizes that some employee’s may wish to observe, as periods of worship or commemoration, certain days which are not included in our holiday schedule. Accordingly this will be allowed if it does not interfere with the conduct of the Company’s business and if prior approval has been received from your supervisor.

VACATION TIME

We believe that you are more productive on the job when your time away from work is refreshing and constructive. An exciting feature of our vacation time plan is that it allows new full time Employees to take up to one week of paid vacation time after just six months of service. Only full-time Employees are eligible to receive paid vacation time. Full time Employees are eligible for 10 days of paid vacation during the calendar year. Unused vacation days will not roll over to the next calendar year.

You must request vacation time at least three weeks in advance by submitting a vacation request form to your supervisor. Be aware that our Customers take priority and your vacation request may be denied or altered depending on business demand. Management reserves the right to designate when all or some vacation leave may be taken.

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Vacation time is generally awarded in full week increments and starts on the first working day of the employee’s scheduled workweek. If a Company holiday falls within your vacation time, you will receive an additional day off with pay. We encourage you to use your vacation time because, in most cases, you will forfeit any unused vacation time when your next anniversary date occurs.

Vacation pay will consist of the Employee’s regular rate of pay for the vacation period.

If you leave the company for whatever reason, you will be paid for vacation and personal days on a pro-rated basis. For example, employee was hired on Jan 1 2009, left the company on July 1 2010, employee utilized no vacation or personal days in 2010, then the employee would be paid for half of the annual vacation and personal allotment.

**HANDBOOK POLICIES**

**INTRODUCTORY PERIOD**

The first 90 calendar days in your new position are your introductory period. This time period gives you and your supervisor the opportunity to evaluate your performance and suitability for continued employment. You can decide if the position meets your expectations. You or your supervisor may end the employment relationship at any time and for any reason. Employees who leave the Company during their introductory period are not eligible to be paid for any accrued, unused vacation time.

Any employee who accumulates 3 or more attendance points will be terminated.

If you transfer or are promoted into a new position within the Company, you are required to complete a new introductory period and be evaluated for compatibility in the new position. Whether this is a regular transfer or if it includes a promotion, the details of any new introductory period will be made clear to you prior to the transfer taking place. It is essential that you fully understand what is required in the new position – both work requirements and schedules – as, if after a trial period, you are deemed to be unsuitable for the new job you may not be able to transfer back to the previous position and, as such, may be terminated or laid off.

**BACKGROUND & DRUG SCREENING**

We conduct background and reference checks on potential Employees to verify certain aspects of job candidate suitability. Background investigations examine: employment references, education, certifications, personal characteristics, conviction record, driving record, and licensing. The results of these reference and background checks could prevent an applicant from being hired or if the individual is hired prior to the results of the checks being received or reviewed, he or she may be terminated. All job applicants may be required to successfully pass drug testing and subjected to periodic drug testing while employed.

**EMPLOYEE DISCOUNT**

Once an employee successfully reaches their 90 day probationary period, they are eligible for an employee discount on US Patriot merchandise. The Employee discount may vary by location. Employees may only utilize the discount for themselves or their spouse. Each employee may purchase merchandise up to $250 per quarter. US Patriot merchandise may NOT be utilized to pay 3rd parties for services or goods rendered to the employee. This constitutes theft of company assets and can be punishable by immediate termination. Employee discounts can only be approved by the store or warehouse managers.

**ACCEPTANCE OF GIFTS & GRATUITIES**

Our policy regarding the acceptance of gifts and gratuities protects you from potential conflicts of interest and maintains our customer-focused perspective. No Supervisors may accept tips from customers; all such offers must be politely declined.

Tips & Gratuities

The tips you receive depend on the quality of service you provide and we cannot guarantee the level of gratuities. Hustling, suggesting, soliciting, demanding or in any way verbally or non-verbally communicating to a customer that a tip is required or expected is absolutely forbidden and any breach of this rule may result in disciplinary action up to and including termination. You are required to report gratuities to the IRS. It is the employee’s responsibility to report tips accurately to the IRS.

Gifts

Regardless of value, report any gift or service to your supervisor immediately to avoid violating Company policy. On no account are Employees allowed to retain gifts that have not, in the first instance, been delivered or given to them in the normal work situation.

**EMPLOYEE CONDUCT**

Our employee Code of Conduct protects you and the safety of all Employees, maintains excellent and efficient customer service, and preserves our goodwill and property. As an employee, you are expected to conduct yourself in a professional and ethical manner and in accordance with all Company policies.

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Employees of this Company shall adhere to the rules and regulations as set forth by this procedure. Failure to comply with any of the rules and regulations of the Company shall be construed as a violation and as such, employees will be subject to disciplinary action.

A. Disciplinary/Personnel Actions: Disciplinary actions may include a warning, an oral or written reprimand, suspension with or without pay, reduction in pay, demotion or termination. Personnel actions may include probation, counseling, training, close supervision, performance evaluation, transfer or termination. The Company, in its sole discretion, may exercise any one of these disciplinary actions, even for a first offense and has no obligation to follow any progressive discipline matrix.

B. Rules of Conduct: Outlined below are some examples of conduct that may be considered adequate justification for discipline, including discharge. This list of offenses IS not all-inclusive and employees may be disciplined or terminated for other reasons. Employees may be disciplined, including discharge, for any single violation or combination of violations.

1. Insubordination, discourteous treatment of the public or a fellow employee, or any act or omission of commission of similar nature. (Refusal to do assigned work or comply with any reasonable order in the line of duty given by a supervisor).

2. Directing abusive or threatening language to employees, or guests, including the utterance of racial or ethnic slurs, jokes or profanity which may be offensive to the average person.

3. Talking or acting in a rude or disrespectful manner to other employees of the company.

4. Fighting or horseplay hazardous to citizens, employees and company property to include failure to prevent an incident for not completing an assigned task.

5. Possession, using, or being under the influence of intoxicating beverages or illegal drugs on the Company's property or while on Company business.

6. Possession of firearms or any dangerous weapon (or explosives) on Company property, other than as otherwise permitted.

7. Any form of dishonesty, including, but not limited to, stealing, attempting to steal, taking, or removing any property from an individual or from the Company.

8. Damage, defacing, and/or destruction of property of the Company or employees property.

9. Falsification of records, including, but not limited to, employment application, timecards, information concerning residents, or other Company records.

10. Disclosing any employment information, written and oral, to include recommendations, references, work history, etc. on past or current employees. This information must have prior approval of the President of his designee. No employee is approved to discuss these issues verbally or in written form with any outside agency or requestor without prior approval.

11. Disclosing any confidential information to any unauthorized persons to include discussing any salary or pay information to other employees.

12. Any conduct that is detrimental to the operations of the Company.

13. Unauthorized leaving your assigned work area during work time without permission.

14. Careless or improper work performance, poor housekeeping, creating or contributing to unsanitary conditions.

15. Failure to report to an appropriate superior authority incompetence, misconduct, inefficiency, neglect of duty, or any other form of misconduct or negligence of which the employee has knowledge.

16. Failure of a supervisory employee to take corrective action regarding employees who may be guilty of any form of neglect of duty or misconduct where the supervisor knows or should have known of such dereliction.

17. Incompetent or inefficient performance of duty or inattention to or dereliction of duty.

C. Duty:

1. Employees of the Company will report for duty at the time and place specified by their assignment or orders and complete the number of hours on duty required by their assignment.

2. Employees of the Company, while on duty, will remain alert and awake. Employees shall not sleep, idle or loaf on duty.

3. Employees of the Company, while on duty, will not engage in any activity or personal business which would cause them to neglect their duty.

4. Employees must be punctual in reporting for duty.
5. Employees are held to be always on duty although periodically relieved from the routine performance of it.

D. Information:
1. Employees of the Company will communicate promptly to a supervisor information regarding tips on theft or criminal activity or other relevant situation when it is against policy.

2. Employees shall not fail to make and/or file required reports and records.

3. Employees shall make reports promptly, accurately and completely in conformity with specifications of the Company. Employees shall make necessary reports before going off duty.

4. Employees will report his/her correct residential address and telephone number and subsequent changes to supervisors. No employee should give to any non-employee the address or telephone number of any employee without permission from the President or his designee.

F. Use of Alcohol:
1. Employees of the Company will not drink any alcoholic beverage while on duty.

2. Employees of the Company will not appear for regular duty or be on regular duty while under the influence of intoxicants to any degree whatsoever or with an odor of intoxicants on the breath.

G. Use of Drugs:
Employees of the Company will not use any narcotic, stimulating or dangerous drugs while on duty unless prescribed by a physician. Employees using any prescribed narcotic or any patent medicines that could possibly induce impairment of their performance will notify their supervisor.

Any conduct that interferes with operations, reflects poorly upon the Company, or is offensive to Customers or fellow Employees is prohibited.

The Company expects all Employees to:

- Give a productive days work
- Begin work on time, in uniform and ready to go and to give proper advance notice when unable to do so
- Project a positive, enthusiastic and friendly image
- Observe all Company policies
- Understand and practice the Company’s Core Values

The use of the Company’s address for private mail is not permitted except for greeting cards and vacation postcards.

Private telephone calls (or other electronic messaging) must be kept to an absolute minimum, being made and received only in cases of genuine emergencies.

These rules of conduct are not exhaustive—you may face discipline or termination for behavior not specifically included here. These rules may be changed or added to at any time without notification.

Engaging in one of the following acts may result in disciplinary action up to and including termination even for a first offense.

- Any act of discrimination such as those discussed in the Equal Employment Policy section of this handbook.
- Engaging in any form of sexual harassment
- Soliciting, procuring, or engaging in any immoral acts on Company premises.
- Making false, vicious, profane, or malicious statements about a customer or employee to another employee or customer.
- Recording time in or time out for another employee, or allowing another employee to time in or out for you.
- Purposeful failure to follow any written or known policy or regulation established at U.S. Patriot.
- Unauthorized possession of Company records, documents, property or equipment.
- Knowingly or recklessly endangering the Health and Safety of any employee, vendor or customer.
- Excessive, patterned or unexcused absences from work, failure to correctly report absence(s), or tardiness in reporting to work or returning from breaks.
- Failure to properly record time in and time out of work at the beginning and end of your assigned shift, or any time you leave the Company premises prior to the end of your assigned shift.
- Hustling, suggesting, coercing or otherwise soliciting a gift or gratuity.
- Incompetence or poor job performance which shall include but not limited to a failure to meet reasonable standards of efficiency and productivity, neglect of duty, poor quality of work and excessive errors.
- Negligence in the handling or maintenance of Company or customer property.
- Improper, unauthorized or excessive use of the Company telephones, Company issued cell phones, mail, photocopy equipment, or other business equipment deemed Company property, including excessive personal use of the Internet.
• Unauthorized use of another employee’s Company-issued password.
• Convictions for Violations of laws on or off Company premises, or off-duty contact which adversely affects job performance or tends to reflect unfavorably on the Company.
• Directly or indirectly maintaining another job, any outside business or financial interest, which interferes with an employee’s ability to fulfill his or her job responsibilities with the Company.

The above list is illustrative of the type of behavior that will not be permitted and is not intended to be exhaustive. Other types of conduct may result in disciplinary action, up to and including termination. Any questions in connection with this policy should be directed to your immediate supervisor.

Depending upon the severity of the misconduct, the employer can decide which document and disciplinary action to file. This can lead up to and/or result in immediate termination.

ACCESS TO PERSONNEL FILES

The Company safeguards employee personnel records and information. Each supervisor maintains personnel files and access is granted only to authorized personnel for specific business purposes.

If you wish to review your personnel file or obtain a copy of its contents, you may complete a written request form to your supervisor and allow for a 48-hour response time. You or your designee may review your file during normal operating hours, within the store and in the presence of a company representative who maintains the files. If you are dissatisfied with any item within your file, you may add a statement to the file addressing the issue. No part of the file may be removed or copied, you may take notes only. Inspection is limited to once every calendar year by an employee.

Please keep the Company up-to-date with your current mailing address, telephone numbers, and emergency contact information. Notify your supervisor and payroll of any name change, change in marital status, etc.

PERSONAL PROPERTY

It is the policy of the Company to assist its Employees in safeguarding their personal property while at work.

• The Company recognizes that Employees may need to bring certain personal items to work. However, personal property that is not related to the employee’s job performance may disrupt work or pose a safety risk to other Employees. Employees are expected to exercise reasonable care to safeguard personal items brought to work. Such items should never be left unattended or in plain view. The Company is not responsible for the loss, damage or theft of personal belongings, and Employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.
• To maintain security and protect against theft, the Company reserves the right to inspect all personal property brought on to and taken from the Company’s premises, including vehicles, packages, briefcases, purses, bags and wallets. In addition the Company may inspect the contents of lockers, storage areas, file cabinets, desks and work stations at any time and remove any or all Company property and other items that violate company rules and policies.
• Articles of personal property found on the premises should be returned to the owner, if known, or turned in to the Office. Inquiries regarding lost property should be directed to your immediate supervisor.

USE OF COMMUNICATIONS SYSTEMS

It is the policy of the Company to provide or contract for the communications services and equipment necessary to promote the efficient conduct of its business, and that all such services, equipment and business systems are for Company business only.

Communications services and equipment include but are not limited to mail, electronic mail (e-mail), courier services, facsimiles, telephone systems, personal computers, computer networks, on-line services, Internet connections, Intranets, computer files, telex systems, video equipment and tapes, tape recorders and recordings, pagers, cellular phones, voicemail, and bulletin boards. Supervisors are responsible for instructing Employees on the proper use of the communications services and equipment used by the organization for both internal and external business.

Most communications services and equipment have toll charges or other usage-related expenses. Employees should be aware of these charges and should consider cost efficiency needs when choosing the proper vehicles for each business communication. Employees should consult their supervisor if there is a question about the proper mode of communication.

All Company communications services and equipment, including the messages transmitted or stored by them, are sole property of the Company. Accordingly, the Company may access and monitor employee communications and files as it considers appropriate. The Company reserves the right to monitor its communication systems, networks and storage media at any time, without notice and with or without cause. Employees must never assume the use of a Company issued computer or other such equipment is private and confidential.

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On-line services and the Internet may be accessed only by Employees specifically authorized by the Company. Authorized Employees must disclose all passwords to the Company and their supervisors but should not share the passwords with other Employees.

The unauthorized use of another employee’s password will result in disciplinary action up to and including termination. Employees' on-line use generally should be limited to work related activities, except as allowed below. In addition, Employees should not duplicate or download from the Internet or from an e-mail any software or materials that are copyrighted, patented, trademarked, or otherwise identified as intellectual property without express permission from the owner of the material. (See Company Policy on Copyrighted Materials). When appropriate Internet material or e-mail files are downloaded, they should be scanned using the Company’s antivirus software.

Employees should not use email, facsimiles, cellular telephones, or any other insecure communication system to communicate confidential, proprietary, or trade information. Incidental personal use by Employees of the Company communications services and equipment is allowed as long as the use does not interfere with the employee’s work or the company’s operations and does not violate any Company policies. However, excessive Personal use is not permitted. Company communication property or equipment may not be removed from the premises without written authorization from the employee’s supervisor.

Inappropriate use of such systems includes, but is not limited to, soliciting others for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitation. All information, files and electronic messages accessed through Company owned systems are considered Company property or records.

Employees should ensure that no personal correspondence appears to be an official communication of the Company since Employees may be perceived as representatives of the Company and, therefore, damage or create liability for the Company. All outgoing messages, whether by mail, facsimile, email, internet transmission, or any other means, should be accurate, appropriate and work-related.

Employees may not use the Company’s address for receiving personal mail or use Company stationary or postage for personal letters. In addition, personalized Company stationary and business cards may be issued only by the Company. Improper use of Company communications services and equipment will result in discipline, up to and including termination. Improper use includes any misuse as described in this policy, any misuse that would result in violations of other Company policies, as well as any harassing, offensive, demeaning, insulting, defaming, intimidating, or sexually suggestive written, recorded, or electronically retrieved or transmitted communications.

COMPANY PROPERTY & ASSETS

We will make every effort to maintain the safety and security of our Employees and Company property and assets. We strive to maintain an environment for our Employees and Customers free of illegal drugs, alcohol, firearms, explosives or any other potentially dangerous or problematic elements. We reserve the right to investigate, by any means or manner, any situation that threatens the safety and security of our Employees, Customers, and visitors. We also will maintain the security of Company property and assets.

- Do not remove any Company property from the premises under any circumstances. All packages taken from our property are subject to search.
- Maintain the security of any gates, keys, doors, desks, file cabinets, vehicles or any other Company equipment.
- Return any issued keys when the nature of your job changes or when your employment ends.
- Key duplication is not allowed under any circumstances.
- Exercise reasonable care for your own protection and safeguard your personal possessions at all times. Unauthorized possession of property belonging to the Company or another employee or visitor will result in disciplinary action, up to and including termination.
- The Company does not assume responsibility for the loss or theft of personal belongings and

Employees are advised not to carry unnecessarily large amounts of cash or other valuables with them when they report to work. Articles of personal property found on the premises should be turned in to your supervisor.

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It is our policy to maintain the confidentiality of the operations, activities, business and personal affairs of U.S. Patriot, our Employees, and Customers to protect our corporate strategy and integrity. Please respect the privacy of our Customers and the sensitive nature of Company information by safeguarding all information. You are not authorized to release or discuss Company, employee, or customer information. Violating this policy by discussing or releasing confidential information is a serious breach of our policy and you will face disciplinary action or termination. You are prohibited from releasing to any customer, visitor, unauthorized co-worker, or any other individual or organization we may or may not be associated with any of the following items. This list is not exhaustive and you may be prohibited from disclosing other types of information as well.

- Unpublished financial data
- Customer or employee lists
- Marketing plans, methods and files
- Credit and collection files and techniques
- Impending acquisitions
- Details of agreements regarding purchases, sales, employment, or employee data concerning Employees, such as job duties and compensation
- Unpublished information concerning the U.S. Patriot business or suppliers, including any information that would be regarded as trade secret under applicable law
- You are not authorized to release information or conduct an interview with any media outlet. Refer requests for interviews or statements to the office of the President, whether you are on duty or not.

CONFLICT OF INTEREST

You are prohibited from engaging in any activity, practice, or act that conflicts with or appears to conflict with the interests of the operations being conducted at US Patriot, or its suppliers. You are required to avoid situations that possibly compromise your ability to make ethical business decisions.

Conflict of Interest policy prohibits you and members of your immediate family from:

1. Soliciting, receiving, or making bribes or taking kickbacks or payments in connection with a business transaction, or for confidential information.
2. Maintaining a financial interest in any entity in competition with or having any dealings with the operations at U.S. Patriot, excluding investments in corporations whose stock is traded on a national stock exchange or otherwise held by the general public.
3. Serving as an officer, director, partner, or employee of or consultant to any person or organization having any business relationship or dealings or in competition with the operations at U.S. Patriot, other than charitable organizations.
4. Entering a loan arrangement to or from any person, organization, or financial institution having any business relationship or dealings or in competition with the operations at U.S. Patriot, but excluding loans from commercial banks and other regulated lending institutions on terms and conditions otherwise available to the general public.
5. Appropriating or diverting Company assets or employee services for personal benefit.
6. Removing and/or using equipment and supplies, merchandise and paid labor for personal benefit and without authorization.
7. Submitting fraudulent expense reports.
8. Having a personal relationship with subordinate Employees where a reporting relationship exists. Officers and Employees are required to report when a personal relationship of this nature develops so the Company and the affected individuals involved can work together to eliminate any potential conflict.
9. Giving, soliciting, and/or receiving preferential treatment, gifts, gratuities, entertainment, discounts or anything of value for personal benefit to or from businesses and persons who do or may do business at U.S. Patriot is strictly prohibited.

The following are considered exceptions to this policy:

- Receiving nominal courtesies (with a value of less than $50) such as payment for lunch or dinner in connection with a business meeting. Such individual courtesies should be kept on a reciprocal basis to demonstrate that a gift is not sought. Also excluded are social gatherings where food or drinks are served to a group of people at no charge or reasonably priced tickets to sporting, concerts, or other special events.
- Receiving advertising novelties of no appreciable value, which are widely distributed to others in the same business relationship.
- Receiving promotional gifts and pictures made available under customer and public relations programs.
- Gifts of perishable food items should be shared with all Employees in the general work area. If you receive a gift that you cannot share with your co-workers with a value of more than $50, you must politely return the gift. Check with your supervisor for additional guidance.
You are not allowed to solicit for any purpose during working time anywhere on the property. Persons who are not employed by the Company are not allowed to solicit at any time on property. If you violate this policy by selling any type of item or collecting money for any reason or cause during your working time or the working time of another employee, you may be subject to corrective action, up to and including termination.

PERFORMANCE REVIEWS

As a new employee, your supervisor will also complete a performance review once you complete your introductory 90 day period in your new position.

You will receive ongoing and frequent informal job coaching and feedback from your supervisor. You will receive formal performance reviews every 90 days which will culminate in a thorough written performance evaluation at the end of the year. Our performance review process gives you and your supervisor the opportunity to discuss and clarify job tasks, identify and correct areas needing improvement, encourage and recognize strengths, and discuss positive and purposeful approaches for meeting goals.

You may or may not receive a pay rate adjustment in conjunction with a performance review depending upon your performance and business conditions. Some of the areas covered during performance reviews include: quality of work, customer feedback, job knowledge, initiative, attitude, punctuality, attendance and versatility. Your performance is measured against your position's proficiency and productivity goals. You are always welcome to discuss any issue with your supervisor. If your performance falls below the standards for your position and department, your supervisor will bring it to your attention immediately, rather than waiting for the next scheduled review (see Performance Concerns section). By the same token we ask that you bring any difficulties or concerns to your supervisor's attention immediately as they arise. Our performance review policy gives you the chance to develop, set and accomplish job-related goals.

PERFORMANCE CONCERNS

If your supervisor becomes concerned about your job performance, he or she will document concerns and deficiencies on a Coaching Document. The progressive documents consist of an Oral Warning, Written Warning and Written Counseling. Warnings may be issued at any level, (oral warning, written warning or written counseling), depending on the severity of the incident. The company reserves the right to proceed to immediate termination after one written documentation. Supervisors may also extend introductory periods or place Employees into a probationary review period to focus on improving performance. Corrective coaching actions or paperwork do not imply or constitute an employment agreement or promise and you or your supervisor may terminate the employment relationship at any time.

If you receive a written Coaching Document with unfavorable comments or ratings that you feel are unfair or unjustified, you must sign the form to acknowledge receipt, but you are allowed to indicate on the form your dissatisfaction with the content.

Probationary Review Period

If, during your probationary period, your supervisor rates your job performance below an effective or satisfactory rating, your Performance Review Form will be accompanied by a written warning and you will enter a probationary review period of up to 90 days.

Your supervisor will review your performance every 30 days to measure levels of improvement. If improvement is not noted, you may receive an additional written warning or be terminated.

If you were transferred or promoted into a new position with the Company and are struggling to achieve an acceptable performance level, the Company will make every effort to transfer you back to your former job, or a comparable job, for which you are qualified - however, this is not guaranteed.

EMPLOYMENT STATUS CATEGORIES

The Company classifies Employees to clarify employment status and benefit eligibility. Wage and hour laws classify Employees into certain categories to determine eligibility for overtime payment in compliance with the Fair Labor Standards Act (FLSA). Non-exempt staff members are paid time and one-half for all hours worked over 40 hours in a workweek.

Exempt Employees:

• Are not paid an hourly wage and receive a weekly salary.
• Typically hold executive, professional or administrative positions that may include supervisory responsibilities.
• Are not paid any additional compensation (such as overtime) for hours worked over 40 in a workweek.

In addition to being non-exempt or exempt, we classify our Employees into the following categories:

• Regular Full-Time: Employees who are regularly scheduled to work at least 35 hours each week.
• Regular Part-Time: Employees who are regularly scheduled to work less than 35 hours each week.
• Casual: Employees who have an employment relationship with our company, but who are assigned to work on an intermittent basis.

All Employees are covered by Workers’ Compensation insurance and Social Security contributions are made on their behalf, as required by law. All newly hired and rehired Employees are required to serve an introductory period. Employees who transfer into a new position will also be required to serve an introductory period in that new position.

The length of the introductory period will be 90 days for all Employees.

OUTSIDE EMPLOYMENT

The Company recognizes that our Employees have the right to use their skills and knowledge to augment their incomes. Other employment is permissible as long as it does not conflict with your current position or with the Company’s business. Check with your supervisor to make sure that any outside employment does not potentially harm your reputation in the community or the reputation of the Company.

You are not allowed to engage in outside employment that might affect the objectivity and independence of your judgment or affect your attendance or performance. If a problem arises related to your outside employment, you will be asked to resign from the other position or be terminated from our Company.

HARASSMENT-FREE WORKPLACE

The Company expressly prohibits discriminatory harassment of any form. Our Company does not tolerate harassment or discrimination of Employees by other Employees, Customers, or any person we conduct business with. We do not tolerate discrimination or harassment based on race, color, sex, age, religion, ancestry, national origin, disability, sexual orientation, service in the U.S. Armed Forces, or any other status or condition protected by federal, state or local law.

We strive to provide an environment that is free from all forms of unlawful discrimination and one that encourages efficient, productive and creative work.

To that end, we emphasize in the strongest possible terms that sexual harassment, a form of illegal sex discrimination is strictly prohibited and will not be tolerated here.

Harassment is conduct that includes, but is not limited to, the following behavior(s):

• Verbal conduct such as epithets, derogatory jokes, comments, slurs, threats or unwanted sexual advances, requests for sexual favors, invitations, or sexual comments;
• Visual conduct that is derogatory or sexually-oriented;
• Other physical conduct such as assault, unwanted touching, blocking normal movement or interfering with one’s work;
• Retaliation for reporting or threatening to report harassment.

No employee may:

• Make submission to conduct, either explicitly or implicitly, a term or condition of an individual’s employment;
• Make submission to or rejection of such conduct by an individual the basis for employment decision affecting such individual;
• Allow such conduct to have the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

We are counting on your assistance in keeping our environment free of harassment and discrimination. If you feel that you have been subjected to harassment of any kind or you are aware of the harassment of or discrimination against another person, notify your supervisor or President immediately. If you are being harassed, you should do the following:

1. Tell the harasser that his or her behavior is unwelcome and ask him or her to stop.
2. Keep a record of incidents (dates, times, locations, possible witnesses, what happened, your response). A record of events is not mandatory—but it could help you remember details over time.
3. File a complaint. Speak with your supervisor or President immediately.

We will not hesitate to involve local law enforcement officials if there is concern regarding employee safety. You have an obligation to come forward and allow us the opportunity to resolve any complaint or situation. We will promptly investigate all complaints of harassment or discrimination.

If it is determined that a violation of our policy has occurred, appropriate corrective action will be taken, up to and including termination. Complaints will be kept confidential within the scope of the investigation.

We prohibit any form of retaliation against Employees for filing a complaint under this policy or for assisting in an investigation. If you feel you have been retaliated against, immediately report the situation to your supervisor or President. Any retaliatory action toward a person who files a complaint or participates in an investigation will result in corrective counseling, up to and including termination.

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RETAILATION

No employee may retaliate in any manner against another employee directly or indirectly as a result of any complaint or report of illegal, improper or prohibited conduct.

Federal and state laws, including the 1964 Civil Rights Act, as amended, and the Americans with Disabilities Act (ADA) protect Employees from being subjected to retaliatory actions or behavior. Retaliation is also strictly prohibited against anyone working at U.S. Patriot.

MEDIA INQUIRIES

Refer all inquiries from the press or media to the office of the President & C.O.O. You are not authorized to respond to inquiries from the press or media and we ask that, where necessary, you respond by saying, "I am not the best person to answer your questions, may I give you the number for the President & C.O.O?"

LEGAL DOCUMENTS & CONTRACTS

Contracts, leases, agreements, or documents, which legally bind U.S. Patriot LLC must be reviewed by the President & COO before execution. No employee, other than an authorized officer, has the authority to sign any written agreement on behalf of U.S. Patriot.

IMMIGRATION LAW COMPLIANCE

We are committed to employing only United States citizens and legal aliens who are authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. You will be required to verify your legal status and that you have the right to live and work in the United States. If applicable, you must submit to the Human Resources Department updated written verification of your immigration and work permit status. You will not be allowed to work without this required documentation.

DRUG, NARCOTIC AND ALCOHOL-FREE WORKPLACE

The Company believes that our Employees are the Company’s most valuable resource. We aim to protect your Health and Safety and, as a safeguard, it is our policy to maintain a workplace that is free from the effects of drug and alcohol abuse. The Company does not tolerate the use of alcohol or other drugs that endanger the health, safety and welfare of Employees, Customers, owners or visitors or threaten our business operations. You and your co-workers have the right to work in a drug-free environment.

Employees are prohibited from the illegal use, sale, dispensing, distribution, possession, or manufacture of illegal drugs and narcotics or alcoholic beverages on Company premises or work sites. In addition, Employees are prohibited from off-premises use of alcohol and possession, use, sale of illegal drugs when such activities adversely affect job performance, job safety, or the Company’s reputation in the community. The term "illegal drugs" refers to drugs which are not legally obtainable or which are legally obtainable but have not been legally obtained. The term includes prescription drugs not legally obtained.

The Company will not hire, unless state or local law provides otherwise, alcoholics or drug abusers whose current use of such substances prevents them from performing their jobs or who would constitute a direct threat to the property or safety of others. Employees will be subject to disciplinary action, up to and including dismissal, for violations of this policy. Such violations include, but are not limited to, possessing illegal or non-prescribed drugs and narcotics or alcoholic beverages at work; being under the influence of such substances while working; using them while working; or dispensing, distributing, or illegally manufacturing or selling them on Company premises or work sites. Employees, their possessions, and Company issued equipment and containers under their control are subject to search and surveillance at all times while on Company premises or while conducting Company business (See Security).

Employees may be required to take a test at any time to determine the presence of drugs, narcotics, or alcohol, unless such tests are prohibited by law. Testing positive for drugs or alcohol is a violation of this policy. While "random" testing is not necessary for the proper operation of this policy and program, it may be necessary to require testing under the following conditions:

1. A pre-employment drug and alcohol test may be administered to all applicants to determine suitability for employment.

2. A test may be administered if a supervisor has reasonable cause to believe that the employee is under a measurable influence of an illegal substance or alcohol in the performance of their job, or has reported to work under a measurable influence; or has violated this drug and alcohol policy in any manner.

3. Testing may be required if an employee is involved in a work place accident or incident, or if there is a work place injury.

Testing may be required as a part of a follow-up to counseling or rehabilitation for drug or substance abuse.

The Company reserves the right to adapt the procedures used in addressing employee drug and alcohol use to any individual situation. The Company may, at its discretion, at any time and periodically, request any employee to undergo a drug or alcohol screening
The test may be considered a condition of employment and a refusal to submit to testing will result in termination.

**RELEASING EMPLOYEE INFORMATION**

To protect your confidential personnel information, the Company will only verify your employment with us for business or legal reasons with your signed consent. Your supervisor will handle all requests for information concerning current or former staff members. Our policy is to release only your dates of employment, status (full or part-time) and last position held unless you specifically authorize us, in writing, to release additional information such as title and salary.

**REHIRE & REINSTATEMENT**

Former Employees who resign with adequate notice and leave with a satisfactory work record are welcome to apply for reemployment. As a rehired employee, you will be required to satisfactorily complete another 90-day introductory period.

If you are rehired within six months from the date of separation, you may qualify for your service history to be restored. This occurs only with your supervisor’s approval.

If you are reinstated, your former date of hire will be reestablished. You may be eligible for reinstatement if you were employed previously for at least six months and are considered eligible for rehire, you are rehired within six months, and your performance was rated as satisfactory or better. You may also qualify for reinstatement if you were terminated by the Company without cause and are reinstated to the same or similar job with the Company within six months from the date of termination. In this case, you would not be required to serve a probationary review period.

__IF YOU LEAVE THE COMPANY__

If you wish to end your employment with the Company, we request that you give written notice of your intent to resign at least two weeks in advance. We would prefer a letter of resignation that states the last day of work and the reason for your resignation. This notice gives us the opportunity to select a replacement.

If you fail to provide at least two weeks notice—without extenuating circumstances—you may not be eligible for rehire or compensation for any accrued and unused paid vacation time. If you resign or leave your job without notice, or are discharged for cause, you will be regarded as permanently separated from employment, with no recall or other employment rights.

Upon your separation, all Company property (such as keys, name badges, tools, uniforms, training materials, electronic equipment, files, documents, physical property, and any Company proprietary information or materials) must be returned immediately. You will be charged for any lost or damaged items. Verify your address with Payroll to make sure federal and state tax statements and Company benefits information reaches you. Your supervisor may ask you to complete an Exit Interview before your resignation is final. Please give us candid feedback so we can improve our operations—the survey is strictly confidential. Your final paycheck will be distributed to you on the next scheduled payday.

Upon termination, payment will be made for unused earned vacation time valued as of the last full anniversary year only. Accrued, unused personal leave pay will not be paid upon termination.

**Types of termination**

Terminations are either voluntary or involuntary. Mutual agreement terminations must be classified as either voluntary or involuntary so that they may be processed in accordance with procedures.

Voluntary terminations are initiated at the request of the employee. Involuntary terminations may be due to violations of Company policies or procedures, a reduction of staff, a job elimination or unsatisfactory job performance.
OUR SAFETY DEFENSE

SAFETY FIRST

The Company has full regard for the Security and Safety of its Employees and others who have occasion to be at any U.S. Patriot facility or who are affected by its undertaking. We fully accept the implications of the statutory duties imposed upon us. Furthermore we recognize our responsibilities in the area of security and safety and the need to enlist the active support of Employees at every level in achieving satisfactory standards. All Employees are reminded of their own responsibilities to take reasonable care for the security and safety of themselves and others and to cooperate so far as is necessary to allow statutory duty or requirement on the Company to be performed or complied with. You must report to your supervisor any potentially unsafe conditions and/or any accidents, no matter how minor, to yourself, fellow Employees, customers or visitors. An accident report must be completed. By the same token, please submit to your supervisor any suggestions or ideas you have to improve safety and/or security.

While some of their procedures may not be relevant to you in your current position we recommend that you still read the contents thoroughly and if you have any questions direct them to your supervisor.

Because the procedures contained within this section are of a general nature and based on common sense and proven principles nothing contained herein may be considered as a contract or promise, express or implied that the procedures will be performed uniformly in each case. Please follow any rules issued to you on this subject and properly maintain and utilize any safety equipment or protective items issued to you. In an emergency situation please remain calm, immediately contact your supervisor and follow their instructions.

The objectives of our Safety and Security Policy are:

• To promote standards of safety, health and welfare that complies fully with current legislation and all other relevant statutory provisions and approved codes of practice.
• To develop awareness among Employees and individual responsibility for health and safety at all levels.
• To provide all Employees with information, instruction, training and supervision they need to carry out their work safely and efficiently.
• To maintain a safe and healthy working environment for Employees with reasonable facilities and arrangements for their welfare.

All Employees will comply with the provisions of the OSHA Act 1970. Therefore, any employee who knowingly commits an unsafe act or creates an unsafe condition, willfully disregards the Safety Policy or is a repeated health or safety offender, will be discharged.

GENERAL SAFETY RULES

Read and follow all Safety notices and relevant information that is posted.

Report any and all unsafe conditions, hazards or equipment immediately.

Report worn or broken flooring, hand-rails, furniture or other equipment.

Never stand on chairs, furniture etc. as a means of elevation.

Use only “smoking areas” to smoke. Use ashtrays for disposing of butts and do not throw butts on the floor.

Keep all doors, aisles, fire escapes and stairways completely unobstructed.

Relocate any objects or equipment that could cause a trip or fall.

All electrical cords should be placed so as not to cause a tripping hazard. Loose cords should be taped down.

Report any frayed electrical cords immediately.

Know the nearest fire exits.

Know the location of the nearest fire extinguishers.

Practice caution when lifting any objects.

Place all trash or scrap in places provided. Do not place broken glass or similar sharp objects in a wastebasket or trashcans without first wrapping them in heavy paper cardboard or a sealed container.

WORKPLACE VIOLENCE

The Company considers the safety and security of our Employees and Customer its top priority. Threats of violence or behavior indicating a potential for violence are taken seriously. It is vital for your safety that you immediately notify management of any potential threats against you, another employee, customer or visitor to our property. Conduct that threatens, intimidates or coerces another staff member, customer or any other person is prohibited at all times, including during off-duty hours.

This includes all acts of harassment, including harassment based upon gender, race, age or any other status protected by law.

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If you witness any behavior that might signal a potential for violence by another employee, customer, vendor, contractor, or any other visitor to our property, we ask that you report it immediately to your supervisor. Be as specific and detailed as possible. We do not expect you to risk your own safety to intervene in any situation or disturbance that you witness. Your only obligation is to report the situation to a supervisor immediately.

Workplace violence is defined as any physical assault, threatening behavior or verbal abuse occurring within the workplace or in any setting where an employee is performing Company business. If you report harassment or violence, we will protect your identity and privacy to the greatest extent possible. Our Employees are not disciplined nor sanctioned for raising concerns regarding violence and harassment.

We will investigate all reports and staff members may be suspended, with or without pay, pending results of the investigation. The Company will take immediate action when a threat of violence is made.

We will terminate an employee who has been proved to threaten violence and we will notify local law enforcement authorities.

If you list us on a request for a protective or restraining order, provide a copy of the document to your supervisor. We would like to coordinate our efforts to keep you, your co-workers and our Customer safe.

WORK AREAS
All Employees are responsible for maintaining their work areas in a clean and orderly fashion at all times. To fulfill this responsibility, each employee should, at a minimum, do the following:

• Clean all liquid spills immediately. Ensure the cleaning department is notified of a spill that may require “wet floor” signs to be deployed.
• Prior to the end of the work shift, clean and store all tools and equipment and properly secure any items, papers or information of value
• Restrict the consumption of any food to designated areas so that work areas are kept free of food, contamination and related litter
• Place coats, boots, umbrellas and other articles of clothing or personal effects in designated areas so that workstations are not unnecessarily cluttered

Employees who are unable to meet these requirements should inform their Supervisor immediately.

GENERAL LIABILITY
The Company requires you to report immediately any of the following types of incidents, with details of witnesses, to security:

• Customer injury
• Loss or damage to property
• Improper conduct of a customer or employee
• Unsafe operations or conditions
• Suspicious items
• Any crime or potential for crime

Use the following guidelines when reporting to your supervisor:

• State only the facts. Avoid personal comments that may insult or disparage a person involved
• Don’t “read” more into any situation.
• Don’t speculate a cause or a diagnosis. Report ALL observations.
• Describe exactly what occurred and what action was taken.
• Offer medical assistance to an injured customer and note related action in the incident report.
• Keep any witnesses separate.
• Provide as much information as possible about witnesses (name, address, and phone numbers).
• Provide any witness statements to Security.

MEDICAL EMERGENCY – CUSTOMER INJURY
All Employees are required to assist any customer who has a medical emergency—illness or injury—that they are aware of.
• Contact your supervisor immediately and provide as much information as possible.
• Use the guidelines immediately above.
• Return to the injured or ill person and help to make them comfortable without moving them. Only offer to provide first aid or other medical care that you have been trained to administer. Obtain permission first.
• Listen carefully if the person provides details of how the injury happened. Do not admit fault or discuss circumstances surrounding the injury with the person.
• Observe and make note of all physical conditions surrounding the incident (spilled liquids, etc.)
• Get the names and phone numbers of witnesses.
• Stay at the location even if the person leaves before Security arrives. (If you believe that the person risks further injury to himself/herself or others then use your best judgment as to whether you should stay at the location or follow)
• Follow instructions from any management personnel and/or Security officers.
Please be aware that these are guidelines only and each emergency situation presents different factors. Stay calm, call for help and do your best.

FIRE

If you see a fire, remain calm and sound the alarm by activating the nearest pull station in your area, even if the fire seems small and under control.

Alert any people nearby to leave the immediate area.

If you have had fire extinguisher training and have an extinguisher nearby, attempt to put out the fire. Do not put yourself at risk.

Remain at the scene if possible until help arrives.

EVACUATION PROCEDURES

These are general guidelines. Depending on what causes the evacuation will determine the Company’s response.

• Remain calm and helpful.
• Know the location of all exits and use the emergency exit closest to you. Help Customer and fellow Employees to exit the building and encourage everyone to stay calm and exit the building in an orderly manner—walking rapidly, not running.
• Feel doors before opening them. If the doors are hot, do not open them.
• Close doors behind you to slow the spread of fire. Never, ever prop doors open.
• Do not return for personal belongings. If you are responsible for cash or any other form of currency or valuable, secure your bank during an evacuation. Administrative personnel may be asked to lock cabinets and offices if it is safe to do so; consult your department’s specific emergency action plan.
• Go to your assembly point and report to your supervisor.
• If you are a supervisor, take roll in the assembly area to make sure all Employees are accounted for. Also, compile a list of Customer in your area.

EMPLOYEE INJURY OR ACCIDENT

Any accident or injury you sustain must be reported immediately to your supervisor, your supervisor no matter how minor. In the event of an on-the-job accident or injury, you will be required to fill out an accident report. Failing to report an accident within 24 hours could result in disciplinary action, and possible denial of any claims.

The supervisor on scene of an employee injury will provide basic first aid treatment if necessary. The supervisor will determine if the employee requires additional medical care or should be sent home or back to work. Although the wishes of the injured person should be followed, if the supervisor feels medical treatment is necessary and in the best interest of the injured person and the Company, the decision of the supervisor prevails.

An on-the-job injury may be covered under the Workers’ Compensation program—refer to that section in this handbook for more information.

SEVERE WEATHER

In the event of a severe weather system (or storm warning), your supervisor will actively monitor the situation and advise Customer and Employees of any action required. Employees should check with their Supervisor if they are required to work their shift before setting out for work.

The supervisor may request that all Customers leave U.S. Patriot based upon the weather conditions and/or warning.

If severe weather causes a power outage, follow the procedures of the following section, “Power Outage.”

POWER OUTAGE

In the event of a power outage, stay calm. In most instances, the power will be restored momentarily or the generator will begin operating.

If you are responsible for cash or any other form of currency or valuable you will need to secure your bank during a power outage. You may be required to secure the bank by key and move away from it. Reassure fellow Employees and Customer that the power will be restored shortly. Do not evacuate the building unless instructed to do so.

ROBBERY

The Company has insurance to cover losses incurred during a robbery. The Company is more concerned with your welfare and safety during a crime—under no circumstances should you try to be a hero. Our first priority is your safety and the safety of your co-workers and Customer. Cooperate with the robber and hand over the money.

Make every effort to remember what the robber(s) looks like. Try to notice height, weight, race, hair and eye color, gender, type of clothing and any distinguishing characteristics, accents, tattoos, etc.

As soon as it is safe, contact your supervisor.
SUSPICIOUS PACKAGE OR BOMB THREAT

• If you find a suspicious package in your area remain calm and immediately leave the area and notify anybody nearby to leave with you.
• Provide information to your supervisor about the location of the package and its size.
Take note of: type of package, anything unusual about it, any noise or sounds coming from it, if it is close to any electrical panels, gas mains or any other hazards.
• Provide your location to your supervisor should they need to contact you and let them assume control of the situation.
• If you receive a bomb threat over the telephone, listen carefully for any identifying characteristics of the caller (sex, age, accents, speech pattern, background noise, etc.). Take notes and write down anything you remember.
• Your supervisor will handle the investigation of a bomb threat.
• Your supervisor will consult with Senior Management and decide if an area or the entire property needs to be evacuated.

HAZARDOUS MATERIALS

A hazardous material is any substance that has the potential to harm people or the environment if it is spilled or released in an uncontrolled manner or used for improper purposes. You have a right to know the potential chemical hazards in your work environment, precautions to take and the protective measures available.

We maintain an inventory of hazardous chemicals, a central file of the Material Safety Data Sheets (MSDS) received from vendors, a labeling system for containers of chemicals, and training procedures.

Refer to the MSDS for each chemical’s health effects, exposure limits, carcinogenic properties (whether it causes or tends to cause cancer), precautionary measures, emergency and first aid procedures. Your department may also require the use of personal protective equipment, such as gloves or goggles, when using certain types of chemicals.

If you witness the spill or release of any material, check with your supervisor to see if the steps of dealing with hazardous material spills need to be followed.
• If you witness or discover a hazardous material spill, notify your supervisor.
• Take note of the estimated amount of the substance spilled, color, any chemical reactions, other possible dangers in the immediate area and the physical property of the substance (solid, liquid, or gas).
• Management will determine if any partial or complete building evacuation is required. Inform your supervisor of your level of exposure to the spilled material and seek any medical treatment you need.

BLOOD BORNE PATHOGENS

If your job carries any risk of exposure to another person’s blood or bodily fluids, the Company has a training procedure and preventative measures in place.

If you believe you have been exposed to blood borne pathogens while at work please follow the guidelines contained within “Employee Injury or Accident”.

NOTHING IN THIS HANDBOOK SHALL BE CONSTRUED AS CREATING A CONTRACT OF EMPLOYMENT OR ALTERING THE AT-WILL-RELATIONSHIP.