Welcome to GRAEBEL!

Team Member Handbook
Revised 1-8-09
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Responsibility</td>
<td>12</td>
</tr>
<tr>
<td>Prohibition of Retaliation</td>
<td>12</td>
</tr>
<tr>
<td>DRUG-FREE WORKPLACE</td>
<td>12</td>
</tr>
<tr>
<td>WORKPLACE VIOLENCE PROHIBITION</td>
<td>13</td>
</tr>
<tr>
<td>GUIDELINES FOR TEAM MEMBER CONDUCT</td>
<td>13</td>
</tr>
<tr>
<td>BUSINESS CONDUCT AND ETHICS</td>
<td>13</td>
</tr>
<tr>
<td>CONFIDENTIAL INFORMATION POLICY</td>
<td>14</td>
</tr>
<tr>
<td>ELECTRONIC INFORMATION AND COMMUNICATION USAGE</td>
<td>15</td>
</tr>
<tr>
<td>Prohibited Activities</td>
<td>15</td>
</tr>
<tr>
<td>Waiver of Right to Privacy</td>
<td>15</td>
</tr>
<tr>
<td>Protection of Data</td>
<td>15</td>
</tr>
<tr>
<td>Company-Issued Electronic Equipment</td>
<td>16</td>
</tr>
<tr>
<td>Violations of Policy</td>
<td>16</td>
</tr>
<tr>
<td>CONFLICT OF INTEREST</td>
<td>16</td>
</tr>
<tr>
<td>ATTENDANCE AND PUNCTUALITY</td>
<td>17</td>
</tr>
<tr>
<td>OPEN DOOR POLICY/COMPLAINT PROCEDURE</td>
<td>17</td>
</tr>
<tr>
<td>DRESSING FOR SUCCESS</td>
<td>17</td>
</tr>
<tr>
<td>NO SMOKING POLICY</td>
<td>18</td>
</tr>
<tr>
<td>REST BREAKS</td>
<td>18</td>
</tr>
<tr>
<td>BULLETIN BOARD POLICY</td>
<td>18</td>
</tr>
<tr>
<td>COMPENSATION POLICIES</td>
<td>19</td>
</tr>
<tr>
<td>THE WORKWEEK</td>
<td>19</td>
</tr>
<tr>
<td>RECORDING HOURS WORKED</td>
<td>19</td>
</tr>
<tr>
<td>PAYDAY</td>
<td>19</td>
</tr>
<tr>
<td>LOAN POLICY</td>
<td>19</td>
</tr>
<tr>
<td>OVERTIME</td>
<td>20</td>
</tr>
<tr>
<td>TRAVEL PROCEDURES</td>
<td>20</td>
</tr>
<tr>
<td>TEAM MEMBER BENEFITS</td>
<td>21</td>
</tr>
<tr>
<td>Full-Time Administrative Team Members</td>
<td>21</td>
</tr>
<tr>
<td>Full-Time Production Team Members</td>
<td>21</td>
</tr>
<tr>
<td>Part-Time Administrative Team Members</td>
<td>22</td>
</tr>
<tr>
<td>TUITION REIMBURSEMENT</td>
<td>22</td>
</tr>
<tr>
<td>PAID TIME OFF (PTO)</td>
<td>23</td>
</tr>
<tr>
<td>PTO Accrual</td>
<td>23</td>
</tr>
<tr>
<td>Scheduling and Recording PTO</td>
<td>24</td>
</tr>
<tr>
<td>Emergency PTO Usage</td>
<td>24</td>
</tr>
<tr>
<td>Payout of Accrued PTO Upon Termination</td>
<td>24</td>
</tr>
<tr>
<td>HOLIDAYS</td>
<td>25</td>
</tr>
<tr>
<td>BEREAVEMENT</td>
<td>25</td>
</tr>
<tr>
<td>JURY AND WITNESS LEAVE</td>
<td>26</td>
</tr>
<tr>
<td>MILITARY LEAVE AND REEMPLOYMENT</td>
<td>26</td>
</tr>
</tbody>
</table>

Revised 7/18/08
MESSAGE FROM THE CHAIRMAN

Dear Colleague:

Welcome to Graebel! You are joining a unique company with a proud history of service, growth, and success. More importantly, we are a company with an even more promising future because of the foundation that has been developed over the past 50 years. This foundation has been grounded in what I call “roots, dreams, and passion.” As a new member of our team, I want you to understand and embrace these concepts, as well as our mission and principles that are set forth in this Handbook.

Roots have to do with the underpinnings, foundations, values, and culture that become a way of life. We, on the Graebel team, have an obligation to serve. More exactly, we have the privilege to serve. How we serve defines who we are. The Graebel spirit of service is knowing how and caring. Each day we must do our best and tomorrow we must learn to do it better. Indeed, knowing how and caring are our roots – our way of life.

The American dream never means something for nothing. That’s the American myth. The American dream has always meant moving on – abandoning the common, challenging the frontier, welcoming tomorrow. What are your dreams? To what do you aspire? Nothing will be as fulfilling as being and doing the best you can. Our customers and our partners deserve our best – every minute, every day. Fix your dreams on being a champion. We can only be that which we have prepared ourselves worthy to become. It is amazing what dreams can do!

There is nothing in life that can be taken for granted – even life itself. But the gift of life is so great that we must celebrate it with passion. How can we do this? By being all that we can be. What a privilege to do our very best today – to strive to be better tomorrow – to help all – to injure none. Commitments made, commitments kept - great ways to live.

As you join our locker room of champions, I challenge you to be all you can be – in your job and in your personal life. If you do, you are in for a most exhilarating journey.

David Graebel
Chairman of the Board
Dear Friends:

Since the founding of the company in 1950, Graebel has been unrelenting in its quest for excellence. Graebel strives to not only meet, but to actually exceed the expectations of its customers. In order to achieve such high standards, Graebel relies on its greatest asset, its Team Members. We are therefore committed to providing a supportive framework in which Team Members have an opportunity to grow both professionally and personally.

The success of any organization depends upon its team players and their support of shared standards, philosophies, and goals. This team becomes the foundation for a successful company.

Graebel’s goal is to provide its Team Members with the necessary building blocks to attain career goals and achieve ultimate success. The following Handbook has been created as a guide to outline policies, procedures, programs, and benefits which will help you in your pursuit of personal and career development. Please take the time to familiarize yourself with the Handbook, as it will clarify many questions that you may have regarding employment with Graebel. From time to time, you may be notified of changes in policy that occur due to reasons such as regulatory changes.

Your dedication and hard work are a tremendous contribution to Graebel’s continued development and growth. Please feel free to pass any and all input for improvement of our Company Policies and Programs to our Corporate Human Resources Department.

The Graebel Family
GRAEBEL INFORMATION

GRAEBEL’S MISSION

To be a customer-focused fully integrated relocation organization providing a comprehensive menu of household and workplace relocation services of the highest quality and value on a worldwide basis. We achieve our mission through a team of highly skilled and diverse professionals dedicated to service excellence and safety in a technologically advanced environment.

GRAEBEL’S PRINCIPLES

Graebel is a principles-based company. What does this mean? What are these principles? Simply stated, the actions of our company, and therefore the actions of each of our Team Members, are guided by certain principles that we value as an organization. Team Members who demonstrate these principles in their dealings with customers, vendors, other Team Members, and the general public tend to be successful at Graebel. Some of these key principles are:

- The Golden Rule – Do unto others as you would have them do unto you.
- Commitments made. Commitments kept.®
- Do it right or make it right.
- Dignify others.
- Always be more than fair.
- Meet our customers' needs and exceed their expectations.
- Strive always to be the better servant - not a better master.
- What do you need? How can I help?
- To be of unique service and unusual value to all we serve.
- Today’s highest achievement is tomorrow’s minimum acceptable.
- Improvement is a never-ending pursuit – in life and in business.

DEFINITION OF GRAEBEL

The word "Graebel" in the Team Member Handbook is intended to refer to any and all of the Graebel family of companies, each of which is governed by this Handbook.

HANDBOOK POLICIES

This Handbook provides only a brief overview of the Graebel’s policies and benefits. Please refer to insideGRAEBEL or contact Corporate Human Resources for information on these policies and benefits.
Team Members have the ability to receive accurate, timely, and useful information on many topics through insideGRAEBEL, the Graebel intranet. Information on insideGRAEBEL includes company policies, important updates, benefit information, forms, training information, contact information for branch offices, available job openings, and much more. Team Members can access insideGRAEBEL on company computers by logging onto insideGRAEBEL.
EQUAL EMPLOYMENT OPPORTUNITY POLICY

Graebel desires to provide equal employment opportunity to all Team Members and applicants without discrimination on the basis of race, color, religion, national origin, sex, age, disability, marital status, citizenship, or status as a veteran or any other characteristic protected by law. Graebel complies with applicable federal, state, and local laws governing non-discrimination practices at every location in which Graebel has facilities. This policy applies to all aspects of employment, including, but not limited to, hiring, placement, promotion, transfer, training, compensation, disciplinary action, and termination.

EMPLOYMENT-AT-WILL

It is the policy of Graebel that all Team Members are considered to be employed “at-will” except in those states prohibiting at-will employment. As a result, the employment relationship may be terminated at the will of either Graebel or the Team Member. Termination may occur at any time, with or without cause and with or without notice. No implied contract concerning any employment-related terms or conditions of employment can be established by any other document, statement, conduct, policy, plan, or practice.

TEAM MEMBER BACKGROUND INVESTIGATION

Graebel’s commitment to protect our customers’ assets requires hiring with care and retaining only those individuals who adhere to the rules and regulations which govern Graebel’s industry. Toward this end, Graebel conducts a background check, including criminal and credit records if applicable, on each employee. The Authorization for Background Check Form authorizes Graebel to do a complete investigation of background. Employment is contingent upon a satisfactory background check, which could include a check of relevant education, employment, criminal background, and credit records. All investigations are performed in conformance with applicable laws. Falsification of any information provided on employment documents will result in termination of employment or rescission of an offer of employment. Subsequent conviction of a crime that would have disqualified the individual as an applicant may disqualify the Team Member for continued employment. It is the responsibility of the Team Member to notify Graebel if he/she is charged with or convicted of a misdemeanor or felony.
CATEGORIES OF EMPLOYMENT

The classifications of employment define the Team Member categories for purposes of pay administration, overtime eligibility, benefits, and certain terms and conditions of employment. The categories are:

**Regular, Full-time Team Members**
Team Members hired to work a 40-hour workweek on a regular basis.

**Regular, Part-Time Team Members**
Team Members hired to work fewer than 40 hours per week on a regular basis.

**Temporary Team Members**
Team Members engaged to work full-time or part-time on Graebel’s payroll with the understanding that their employment will be terminated upon completion of a specific assignment. Additionally, a temporary Team Member is expected to work less than six months during any 12-month period.

TYPES OF TEAM MEMBERS

For purposes of internal recordkeeping and eligibility for certain benefits, each Team Member is considered to be a part of a category as follows:

**Production**
Team Members who normally provide direct labor service to customers, such as packing, loading, transportation, unloading, warehousing, installation, unpacking, etc. Individuals working for Graebel who are covered under the terms of a collective bargaining agreement are not classified as production Team Members and are not covered under the terms and conditions of this Team Member Handbook.

**Administrative**
Team Members who normally provide office and administrative support service to customers and other Team Members, such as administration, accounting, customer service, sales, claims, dispatch, supervision, human resources, etc.

YEARS OF SERVICE DEFINED

The number of years of service a Team Member has with Graebel determines eligibility for certain benefit programs and determines the level of benefits one may receive from certain benefit plans. Years of service for determining eligibility and benefit levels under these plans is defined as total service (years, months, and days) as a Team Member of Graebel in a regular full-time, part-time, or temporary employment category. However, Team Members rehired on or after January 1, 1999, will not be credited with any service prior to their rehire date if they incurred a break in employment of 24 months or more immediately prior to rehire.
TEAM MEMBERS REFERRAL PROGRAM

Graebel encourages Team Members to assist with recruiting efforts, as current Team Members are a great source of applicants. Many Graebel locations offer incentives for successful referrals for full-time, regular positions. To be eligible for an incentive, a Team Member must have been primarily responsible for the applicant seeking employment with Graebel. Providing encouragement to a candidate or Graebel after the candidate has applied for a position with Graebel will not qualify for an incentive under this program. Candidates must also indicate the employee’s name on the Referral Source portion of the application.

Referral information must be received by a representative from Human Resources of the hiring manager before the candidate completes an application for employment, submits a resume, or is interviewed by the company. Incentives are not for the referral of relatives by blood or marriage. Managers are not eligible for incentives or referrals within their departments. Check with Human Resources to learn more about location specific programs.

EMPLOYMENT OF RELATIVES

Graebel allows the employment of qualified relatives of Team Members as long as such employment does not create actual or perceived conflict of interest. Should Graebel believe that a conflict of interest exists, appropriate action will be taken to resolve the matter in as fair and equitable manner as possible. Unless given approval by the Chief Executive Officer, no Team Member will be permitted to report to a relative.

PERFORMANCE ENHANCEMENT PLANNING (PEP)

Graebel recognizes the importance of providing its employees with an opportunity to discuss their ongoing performance status. Team Members are encouraged to discuss their job, career plans, and goals with their supervisor. This can be either an informal verbal discussion or can be conducted utilizing a Performance Enhancement Planning (PEP) process. The purpose of these discussions, whether verbal or written, is to:

- review and update job descriptions;
- review Team Member performance against pre-established performance standards;
- review Team Member accomplishments on agreed-upon objectives;
- set objectives for the coming year; and
- discuss career objectives and development opportunities.

Revised 7/18/08
CAREER OPPORTUNITIES AND JOB POSTINGS

Job Posting
Graebel's job-posting program is another opportunity for Team Members to advance with Graebel. The program enables Team Members to keep up to date on openings at each location and apply for positions based on skills and career goals. All locations require completion of an Application for Promotion or Transfer (available on insideGRAEBEL) before consideration for an open position. Job openings for all locations may be posted on insideGRAEBEL. Graebel reserves the right to fill job openings or make promotions without posting notices. Most management positions will not be posted; therefore if a Team Member is interested in moving into a management position, the interest should be made known to his or her supervisor, department manager, branch manager, or Human Resources representative.

Promotion
Whenever more responsible assignments are available, Graebel encourages, wherever practicable, the promotion of qualified Team Members from within. Team Members who have worked in their current positions for at least twelve (12) months and have satisfactory performance evaluations are eligible to apply for open positions. This 12-month rule may be waived for promotions within the same department with the approval of the department head.

Lateral Move
Once a Team Member has completed at least twelve (12) months of service in his or her current position and has a satisfactory performance record, the Team Member can request a lateral move to another available position and/or department. A lateral move is defined as a change of jobs or location that does not constitute a promotion. Lateral moves will not normally result in a change in pay since the new position is not a promotion. All position changes must be in the best interests of the Team Member and Graebel to be approved.

Non-Solicitation of Team Members
A hiring manager may not directly or indirectly contact a Team Member within another department regarding a potential promotion or transfer without first advising the Team Member's supervisor or department head. Team Members should not contact a hiring manager in another department to solicit a promotion or transfer without first notifying his or her immediate supervisor or department head.

ACCESS TO PERSONNEL FILE

Team Member personnel files are considered confidential. Access to a Team Member personnel file is strictly controlled and given only to an authorized individual for a legitimate purpose. Team Members may review the material in their personnel file by scheduling an appointment with a Human Resources representative. Items may not be

Revised 7/18/08
added or removed from personnel files except by Human Resources. A Human Resources representative will make copies of a personnel file contents upon request.

SERVICE AWARD PROGRAM

Graebel appreciates and recognizes the valuable service of its Team Members. Team Members will be recognized for 5-, 10-, 15-, and 20-year anniversaries. Special gifts are provided for 25 years and 5-year increments thereafter.

TERMINATION OF EMPLOYMENT

Graebel may elect to terminate employment of a Team Member for any reason, with or without cause, and with or without notice.

Team Members also have the right to terminate employment at any time and for any reason. Graebel asks that Team Members provide at least two week’s notice of intent to leave Graebel to assist in the smooth transition of job duties. Paid Time Off (PTO) taken without prior approval after notice is given will not count toward the two-week notice requirement. Graebel reserves the right to disallow the taking of PTO during the resignation notice period. Providing less than two week’s notice will result in the Team Member being classified as “ineligible for rehire,” which may be disclosed to future potential employers conducting pre-employment reference checks.

In the event of the termination of employment for any reason, all property of Graebel must be returned, including business materials, keys, credit cards, uniforms, software, computer hardware, proprietary and confidential materials, lists, reports, and any other Graebel property that may be in possession of the Team Member. This property must be returned on or before the last day of employment. An exit interview will be conducted either in writing or in person.

REEMPLOYMENT

Former Team Members who have left Graebel through resignation, retirement, or a reduction in the workforce and were classified as “eligible for rehire” at the time of termination are eligible to re-apply for open positions. If a Team Member is reemployed after a break in service of 90 days or longer, a drug test and criminal background check will be required. Reference checks may also be done on interim employment.

Upon reemployment, status under Graebel benefits programs will be based on the specific rules governed by each benefit plan. The Team Member’s status will be affected by the following factors:

- How long the Team Member was away
- New status (full-time, part-time, temporary, administrative, production, etc.)
If the break in service is less than 24 months, prior Graebel service will be taken into consideration to determine the total length of service. The Team Member’s service date will be adjusted accordingly. The adjusted service date will determine benefits eligibility for most benefit plans.

Team Members who were discharged by Graebel for misconduct or performance-related issues, or who resign without a two-week notice, are not eligible for rehire.
ANTI-HARASSMENT POLICY AND COMPLAINT PROCEDURE

It is Graebel’s policy that Team Members and others acting on Graebel’s behalf are entitled to respectful treatment in the workplace. Being respected means being treated respectfully and professionally. A respectful workplace is about more than compliance with the law. It is a working environment that is free of inappropriate behavior of all kinds. Graebel is committed to providing a workplace in which the dignity of every individual is respected. Each Team Member should understand that incidents of harassment, discrimination, and inappropriate behavior will not be tolerated at Graebel. Graebel’s objective is to contribute to a professional work environment which encourages efficient, productive, and creative work consistent with company goals, and to protect Graebel and its employees.

TYPES OF HARASSMENT

**Harassment**
Harassment includes verbal and physical conduct that denigrates or shows disrespect towards an individual’s race, color, religion, national origin, sex, disability, age, sexual origination, veteran status, or other protected characteristic. This also includes conduct that has the purpose or effect of substantially interfering with an individual's work performance or of creating an intimidating or hostile environment.

**Hostile Environment**
A “hostile environment” is an environment that is created by behavior that is severe and pervasive that intentionally or unintentionally offends, intimidates, or interferes with the performance of another person; and includes conduct that is discriminating or sexual in nature.

**Sexual Harassment**
Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to this conduct is made either explicitly or implicitly a term or condition of an individual’s employment; or
- Submission to or rejection of this conduct is used as a basis for employment decisions affecting an individual; or
- The conduct has the purpose or effect of substantially interfering with an individual’s work performance or of creating an intimidating or hostile environment.
Consequences for Harassment
Any unprofessional or disrespectful behavior, even if it does not rise to the level of “harassment,” interferes with productivity and will not be tolerated. Graebel reserves the right to respond to inappropriate behavior even where no one has complained or indicated they have been offended. Any Team Member who engages in prohibited conduct, including any manager who knew about the conduct but failed to take action, will be subject to discipline, up to and including termination, and may be held personally liable for monetary damages.

Reporting Harassment
If a Team Member feels harassed, or witnesses harassment, he/she should report the incident immediately to a manager or Human Resources. All complaints will be investigated promptly and in an impartial manner under the direction of Human Resources. Where there has been a violation of policy, appropriate action will be taken with the intent to prevent future violations.

Management Responsibility
Every Graebel manager and supervisor are responsible for ensuring that Graebel provides a workplace free of harassment and inappropriate behavior and that complaints are handled promptly and effectively. Managers and supervisors who are aware of behavior that may be in violation of this policy must immediately bring the matter to the attention of Human Resources.

Prohibition of Retaliation
Retaliation for reporting any incidents of discrimination or harassment, for making any complaints of discrimination or harassment, or participating in any investigation of incidents of discrimination or harassment is strictly prohibited. If a complaint of retaliation is substantiated, appropriate disciplinary action, which may include discharge, will be taken.

For the complete Graebel Anti-Harassment Policy, please refer to insideGRAEBEL.

DRUG-FREE WORKPLACE

Graebel strives to maintain a drug- and alcohol-free workplace. In support of this effort, Graebel does not tolerate being under the influence of, or the use of, alcohol or illegal drugs during work hours. Any employee who is in violation of this policy (including pleas of no contest), may be subject to disciplinary action, up to and including termination. Graebel has established a Drug-Free Environment Program (DFEP) to ensure this commitment is met. The DFEP includes the following components:

- Post-offer, pre-employment screening for illegal or controlled substances
- Team Member testing for drugs and alcohol for reasonable suspicion
- Post-accident testing for drugs and alcohol
- Random and unannounced testing for drugs and alcohol under certain conditions
- Assistance and intervention
It is Graebel’s policy to develop and maintain a work environment which fosters the health and safety of its staff and protects the integrity of its business practices.

Any activity that impairs job performance or the image that a Team Member projects of Graebel may lead to disciplinary action. If the manager perceives that a Team Member’s performance may be impaired as the result of drugs or alcohol, the Team Member may be asked to submit to a urine or breath alcohol test. In addition, a Team Member involved in an on-the-job accident or serious “near miss” will be tested for alcohol and drugs. Refusal to submit to such testing is permitted, but such refusal will be considered a “positive” test result and may lead to disciplinary action up to and including immediate termination.

For a complete description of Graebel’s Drug-Free Environment Program, please refer to insideGRAEBEL.

WORKPLACE VIOLENCE PROHIBITION

Graebel strives to prevent incidents of violence from occurring in the workplace. In this regard it is the policy of Graebel to expressly prohibit any acts or threats of violence by any Graebel Team Member against any other Team Member, customer, vendor, other individual, class of individuals, or the property of individuals at any time.

Graebel’s Employee Assistance Program (EAP) supports this policy. Any Team Member who displays a tendency to engage in violent, abusive, or threatening behavior, or who otherwise engages in behavior that Graebel, in its sole discretion, deems offensive or inappropriate, may be subject to a mandatory referral to the EAP. Team Members engaging in such behavior may also be subject to disciplinary action up to and including termination.

GUIDELINES FOR TEAM MEMBER CONDUCT

Graebel makes a concerted effort to provide a positive work environment for its Team Members. As such, Graebel expects all individuals to conduct themselves in a professional manner that protects the interests and safety of all Team Members. This not only involves respect for the rights and feelings of others but also demands that Team Members refrain from any behavior that might be viewed unfavorably by co-workers, customers, or Graebel in general.

Team Members who violate these work rules or Graebel policy may be subject to disciplinary action up to and including termination.

BUSINESS CONDUCT AND ETHICS

Graebel requires that its Team Members comply with all laws, rules, and regulations applicable to Graebel wherever it does business. Team Members are expected to use good judgment and common sense in seeking to comply with all applicable laws, rules,
and regulations and to ask for advice if uncertain about them. If any Team Member becomes aware of the violation of any law, rule, or regulation by Graebel, whether by its Team Members or any third party doing business on behalf of Graebel, it is the responsibility of the individual to promptly report any illegal activity, including any violation of the Foreign Corrupt Practices Act, antitrust laws, environmental laws, or any other federal, state, local, or foreign law, regulation, or rule to his or her supervisor or to the Vice President of Human Resources or General Counsel and to the appropriate regulatory authority.

Team Members shall not offer, solicit, or accept any fee, gift, entertainment, discount, or other benefit or business courtesy to or from any present or future customer, supplier, employee, or representative of a governmental regulatory agency that might influence, or might reasonably be deemed by others to influence, a Team Member’s actions or decisions or those of the recipient.

Team Members should endeavor to deal honestly, ethically, and fairly with Graebel’s suppliers, customers, competitors, and other Team Members. Statements regarding Graebel’s products and services must not be untrue, misleading, deceptive, or fraudulent. Unfair advantage must not be taken of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice.

Team Members must honestly and accurately report all business transactions. Accurate information is essential to Graebel’s ability to meet legal and regulatory obligations. Team Members are encouraged to talk to supervisors, managers, or other appropriate personnel about observed illegal or unethical behavior and when in doubt about the best course of action in a particular situation.

It is the policy of Graebel not to allow retaliation for reports of misconduct by others made in good faith by Team Members. Team Members are expected to cooperate in internal investigations of misconduct.

CONFIDENTIAL INFORMATION POLICY

All Team Members shall maintain the strict confidentiality of all confidential information and shall not disclose any confidential information to any unauthorized party without prior authorization from appropriate Graebel personnel. If disclosure of confidential information is necessary and appropriate in the course of the business of Graebel, then limited disclosure is permissible only to those parties who need to know the confidential information. Access to any such confidential information shall be restricted to those whose review of such information is necessary for completion of Graebel business, or those who have received proper authorization to review such information. Reasonable precautions must be taken to ensure the security of confidential data. Violation of this policy may result in disciplinary action up to and including termination.
ELECTRONIC INFORMATION AND COMMUNICATION USAGE

Graebel's Electronic Information and Communication Usage Policy is designed to assist Team Members in understanding their responsibilities to help protect the significant investment Graebel makes in technology, equipment, information, and systems, including computer hardware and software, electronic mail systems, the internet, the Graebel intranet, telephone and voice mail systems, facsimile machines, and other related systems provided by Graebel for business or other use.

Prohibited Activities
Team Members are prohibited from accessing any files, stored information, or messages for which he or she is not properly authorized or which the Team Member was not intended to review. Third parties should not be allowed to access or use the systems except where such access or use is necessary for Graebel business purposes and prior approval of the owner or management approval of the data has been obtained.

Graebel's electronic mail system may not be used to (i) solicit for outside organizations or other non-work-related solicitations, nor create, forward, or store junk e-mail (spam) or other types of similar multiple recipient electronic messages, or (ii) create or distribute any offensive or disruptive messages, whether these messages are personal or work related. Among those messages which are considered to be offensive are messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability.

Waiver of Right to Privacy
Graebel reserves the right to view any electronic documentation or messages stored on a Team Member's system at any time without prior notice. By using the system, users waive their right to privacy.

Protection of Data
Team Members are expected to maintain and update passwords so as to keep unauthorized users out of Graebel systems. Team Members shall not misuse or misappropriate any copyright, trademark, or other intellectual property of Graebel, and shall not receive, transmit, or store on or through the system any copyrighted material of a third party (e.g., software, database files, documentation, articles, graphics files, and downloaded information), trade secrets, proprietary information, or similar materials without express permission. Team Members are also expected to maintain confidentiality of all client data, including taking reasonable precaution to ensure the data is secured against access by any person who is not an authorized user and is not visible to any person who is not an authorized user.
**Company-Issued Electronic Equipment**

The IT Department will maintain all approved computer hardware. Any need for repair or replacement of computer hardware should be promptly communicated to the IT Department for resolution. It is the responsibility of each user and each location to assure that hardware is cared for and well-maintained. Team Members will follow all procedures and guidelines issued by the IT Department to protect against computer viruses. Depending upon the nature of a particular job, Graebel may provide computer laptops, cellular phones, personal digital assistants (PDAs) and/or other equipment to assist a Team Member in the performance of his or her duties. By receiving this asset(s), the employee agrees to return such asset(s) upon request from Graebel or upon termination of employment. Equipment returned shall be in working order and exhibit no more than reasonable wear for the time used by the employee. Failure to return such asset(s) in stated condition could result in garnishment from a final paycheck, billing the Team Member, and/or legal action as deemed appropriate by Graebel.

**Violations of Policy**

Any Team Member who violates the Electronic Information and Communication Usage Policy or uses Graebel’s systems for improper purposes may be subject to discipline, up to and including termination. Graebel reserves its rights to pursue any applicable civil or criminal remedies for a Team Member’s breach of this policy.

For further information, please contact Information Technology.

**CONFLICT OF INTEREST**

All Team Members are required to disclose any potential conflicts of interests with Graebel by signing a Conflict of Interest Statement form at the time they are hired. It is expected that Team Members will not use company affiliation for private or personal advantage, nor should Team Members have any outside interest or association which might, in fact or appearance, interfere with a wholehearted commitment to the best interests of Graebel.

Graebel's complete Conflict of Interest Policy will be attached to the Conflict of Interest Statement form and should be read carefully before signing the acknowledgement. Should a change occur in a Team Member’s personal situation that could create a real or perceived conflict of interest, the Team Member should note the potential conflict of interest on a new Conflict of Interest Statement form and provide this to a supervisor or Human Resources. It is better to over-communicate than under-communicate these potential conflicts.

For the complete Conflict of Interest Policy, please refer to insideGRAEBEL.
ATTENDANCE AND PUNCTUALITY

To maintain a productive work environment, it is expected that Team Members be reliable and punctual in reporting to work. Circumstances may arise that result in a Team Member arriving late for work or being unable to work. In these situations the Team Member must notify his or her immediate supervisor no later than one hour before their scheduled start time. If a Team Member is absent for three consecutive days without notifying his or her supervisor, the Team Member’s employment will be considered terminated as a voluntary resignation without notice, and the Team Member will be ineligible for rehire. If a Team Member is absent for more than three consecutive days, or displays a pattern of absenteeism, Graebel reserves the right to require appropriate documentation from a physician before approving such leave. Excessive and unexcused absenteeism or tardiness, in the judgment of Graebel, will result in disciplinary action, up to and including termination. For more information regarding attendance policies, refer to the Scheduling and Recording PTO of this Handbook.

OPEN DOOR POLICY/COMPLAINT PROCEDURE

Graebel encourages all Team Members to meet with their immediate supervisors or Human Resources representatives to discuss any employment issues or concerns they may have. Graebel is committed to maintaining this open door policy, where honest discussion of Team Member concerns can take place in a safe and supportive environment.

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, if a situation persists where a Team Member believes it is detrimental to him/herself, a fellow Team Member, or to Graebel, the Team Member should speak to a supervisor, manager, or Human Resources representative immediately.

DRESSING FOR SUCCESS

Discretion in personal appearance is essential to the efficient operation of Graebel. Team Members are therefore required to dress in appropriate work attire and should always be well groomed. Team Members should use good judgment when choosing work attire. Team Members failing to adhere to proper Graebel standards with respect to personal appearance are subject to disciplinary action. It is ultimately management’s decision as to what attire is appropriate. Please check with local management for guidelines specific to each location. Dress code policy is located on insideGRAEBEL.
NO SMOKING POLICY

Graebel is dedicated to providing Team Members, customers, and visitors with a safe and healthy work environment. In keeping with this objective and to ensure compliance with applicable laws, Graebel prohibits smoking in all Graebel offices and facilities, as well as customers’ property. Smoking is permitted during breaks, meal periods, and before and after work hours in designated outside areas only.

REST BREAKS

Rest breaks and meal periods are governed by federal and state regulations, and Graebel adheres to these policies. Team Members may contact a supervisor or Human Resources for information regarding applicable regulations for specific states.

BULLETIN BOARD POLICY

In order to maintain an effective avenue for communicating with Team Members, Graebel maintains bulletin boards. These bulletin boards are located throughout Graebel facilities in areas that Team Members frequently visit.

Graebel’s bulletin boards are used to communicate official government information on EEO, Wage and Hour, Health and Safety, and other issues. They are also used to communicate information regarding Graebel policies, business and announcements, including but not limited to job postings, safety rules, health items, benefit programs, and notices announcing special events. All posted items must be pre-approved by management.
COMPENSATION POLICIES

THE WORKWEEK

Work hours are based on a 40-hour workweek. A normal work schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m., with a one-hour lunch period. Specific scheduled hours may vary depending upon the requirements of each department. For overtime and payroll purposes, the normal workweek begins at 12:01 a.m. Sunday and ends midnight on Saturday. If the normal workweek is different at a given location, affected Team Members will be notified by management of the updated schedule.

Due to Graebel’s need to provide exceptional customer service, many jobs must be performed at various times throughout the day and on weekends and holidays. Shift scheduling may be required to cover early or late hours of the days. Daily and weekly work schedules may be changed from time to time at the discretion of Graebel to meet varying business conditions.

RECORDING HOURS WORKED

Non-Exempt (hourly) Team Members are required to record their hours worked for each pay period on a timecard. Exempt (salaried) Team Members are required to record time off taken for each pay period. Immediate supervisors must approve all hourly Team Members' timecards and all salaried Team Members' time off taken. Falsification of a timecard or failure to report paid time off is prohibited and is grounds for disciplinary action, up to and including termination.

PAYDAY

Team Members are paid by check or direct deposit on a biweekly basis with payday every other Friday. Exempt Team Members are paid up to and including payday. For Team Members paid on a non-exempt basis, paychecks will include all time worked through the Saturday preceding the payday.

Pay stubs provide information on gross earnings, taxes withheld, PTO, as well as detailing all other itemized deductions.

Graebel strongly encourages the convenience of direct deposit. Team Members can check with the Human Resources Department for details on this benefit.

LOAN POLICY

Although we understand that employees may experience financial difficulties, Graebel will not provide employees with advances on wages nor will Graebel approve loans to
Team Members. If you are experiencing financial difficulty, Graebel may approve cash payout of accrued PTO. Please refer to insideGraebel for requirements of PTO payout.

**OVERTIME**

Non-Exempt Team Members (those Team Members who are not exempt from overtime provisions of the Fair Labor Standards Act) who work in excess of 40 hours per week are compensated at a rate of one and one half times their regular pay rate for time worked in excess of 40 hours per week. Graebel observes state laws when such laws exceed federal requirements for overtime pay. Time not actually worked but paid, such as holidays and PTO days are not counted in the calculation of overtime. All overtime must be approved in advance by a supervisor. Repeat offenses of unapproved overtime pay result in disciplinary action. Production Team Members may be exempt from overtime pay when working in interstate service.

Exempt Team Members (those Team Members working in positions that are exempt from the overtime provisions of the Fair Labor Standards Act) are not eligible for overtime pay. Contact Human Resources or check insideGRAEBEL for state specific wage and hour laws.

**TRAVEL PROCEDURES**

Any Graebel Team Member required to travel on company business will make travel arrangements through the corporate-sponsored travel agency. Team Members will be reimbursed for reasonable travel expenses as outlined in Graebel’s travel policy. Please obtain a copy of the Graebel Travel Reimbursement Expense Policy from insideGRAEBEL. It is important to book airline reservations as far in advance as possible to obtain the least expensive fares. Non-exempt Team Members will be compensated in accordance with federal and state law for required business travel.
This Handbook provides only an overview of the benefits offered to Graebel Team Members. Please refer to the Benefit Enrollment Guides and Summary Plan Descriptions that are posted on insideGRAEBEL for details on these benefits. In the event of a discrepancy or disagreement with this document, the appropriate plan document or contract will govern how the plan will be administered by Graebel. Additional voluntary benefits may be available. Team Members should refer to the Benefit Enrollment Guide or contact the Corporate Benefits Department for more information.

**Full-Time Administrative Team Members**

All full-time administrative Team Members are eligible for the following benefits:

- Medical
- Dental
- Healthcare Flexible Spending Account
- Dependent Care Flexible Spending Account
- Basic Life Insurance and Accidental Death & Dismemberment Insurance
- Optional Team Member Life Insurance
- Optional Spouse Life Insurance
- Optional Child Life Insurance
- Long-Term Disability
- Employee Assistance Program (EAP)
- Salary Continuance
- Tuition Reimbursement
- 401(k) Savings Plan

Most of these benefits will become effective the first of the month coinciding with or following the Team Member’s date of hire. However, some benefits such as the salary continuance plan require a longer period of service for eligibility. Team Members should refer to the enrollment guide for specific information.

**Full-Time Production Team Members**

All full-time production Team Members are eligible for the following benefits:

- Medical
- Dental
- Healthcare Flexible Spending Account
- Dependent Care Flexible Spending Account
• Basic Life Insurance and Accidental Death & Dismemberment Insurance
• Optional Team Member Life Insurance
• Optional Spouse Life Insurance
• Optional Child Life Insurance
• Employee Assistance Program (EAP)
• Short-Term Disability
• Tuition Reimbursement
• 401(k) Savings Plan

Most of these benefits will become effective the first of the month coinciding with or following 60 days of full-time employment. However, some benefits such as the salary continuance plan require a longer period of service for eligibility. Team Members should refer to the enrollment guide for specific information.

**Part-Time Administrative Team Members**
All part-time (non-temporary, working at least 20 hours per week) administrative Team Members are eligible for the following benefits:

• Healthcare Flexible Spending Account
• Dependent Care Flexible Spending Account
• Optional Team Member Life Insurance
• Optional Spouse Life Insurance
• Optional Child Life Insurance
• 401(k) Savings Plan

Most of these benefits will become effective the first of the month coinciding with or following date of hire. However, some benefits such as the 401(k) Savings Plan require a longer period of service for eligibility. Team Members should refer to the enrollment guide for specific information.

**TUITION REIMBURSEMENT**

Graebel encourages Team Members to pursue studies which contribute to effectiveness at work and career development. Team Members interested in pursuing an undergraduate or graduate degree or participating in continuing education courses should communicate these ideas with his or her supervisor. Approval for all courses qualifying for tuition reimbursement is at the discretion of Graebel and subject to availability of budgeted funds at each location. Written consent of reimbursement must be obtained prior to registering for courses.

For detailed information regarding tuition reimbursement, please refer to insideGRAEBEL.
PAID TIME OFF (PTO)

Graebel recognizes that an occasional illness on the part of a Team Member or an immediate family member may make it impossible or undesirable to be at work. Further, Team Members may need to tend to personal business, religious observances, ethnic holidays, and other events of personal significance. For these reasons Graebel provides an exceptional Paid Time Off (PTO) program for its regular, full-time Team Members.

PTO Accrual

Administrative Team Members will accrue PTO hours in accordance with the following schedule:

<table>
<thead>
<tr>
<th>Employment Period</th>
<th>Biweekly Accrual</th>
<th>Annual Equivalent</th>
<th>Maximum Accrual Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hire date to 4th Anniversary</td>
<td>5.23 hours</td>
<td>17 days</td>
<td>15 days</td>
</tr>
<tr>
<td>4th to 14th Anniversary</td>
<td>6.77 hours</td>
<td>22 days</td>
<td>20 days</td>
</tr>
<tr>
<td>14th Anniversary and thereafter</td>
<td>8.31 hours</td>
<td>27 days</td>
<td>25 days</td>
</tr>
</tbody>
</table>

Production Team Members will accrue PTO hours in accordance with the following schedule:

<table>
<thead>
<tr>
<th>Employment Period</th>
<th>Biweekly Accrual</th>
<th>Annual Equivalent</th>
<th>Maximum Accrual Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hire date to 4th Anniversary</td>
<td>4.00 hours</td>
<td>13 days</td>
<td>15 days</td>
</tr>
<tr>
<td>4th to 14th Anniversary</td>
<td>5.54 hours</td>
<td>18 days</td>
<td>20 days</td>
</tr>
<tr>
<td>14th Anniversary and thereafter</td>
<td>7.08 hours</td>
<td>23 days</td>
<td>25 days</td>
</tr>
</tbody>
</table>

General Managers, Regional Vice Presidents, Vice Presidents, Senior Vice Presidents, Executives, C-Level executives, and other corporate officers do not accrue PTO.

For purposes of the PTO program, “hire date” means the date a Team Member became a regular full-time employee. “Anniversaries” will be determined in accordance with the rules governing “years of service” as defined in this Handbook. Once a Team Member has reached the maximum accrual limit as shown above, no further PTO accrual will occur until PTO is taken to reduce accrued PTO below the maximum accrual limit.

Revised 7/18/08
If the Team Member is on a non-FMLA leave of absence, PTO accrual will cease after 30 days of such leave.

**Scheduling and Recording PTO**
Team Members should plan the use of PTO and schedule time off with supervisors as far in advance as possible. Due to the seasonality of Graebel's business and peak times during each month, the company cannot guarantee each Team Member’s first choice of PTO. All accrued PTO must be taken prior to taking time off without pay.

Commission sales Team Members are not eligible for PTO other than through commissions and draw to which they are entitled pursuant to a commission agreement with Graebel; however, the amount of time off allowed and scheduling guidelines for PTO purposes will be governed by the schedule above and this policy.

It is the responsibility of each Team Member to report usage of PTO on the appropriate timesheets or other forms required by Graebel. Each supervisor is responsible for approving PTO for Team Member(s) under their supervision.

**Emergency PTO Usage**
Graebel recognizes that there may be times when a Team Member may be unable to schedule time off in advance. For example, there may be an unforeseeable emergency situation, or a personal illness or injury of the Team Member or a Team Member’s immediate family. When a Team Member is unable to work due to such a situation, the Team Member must notify his or her supervisor as early as possible, but no later than one hour prior to the start of the normal workday on each day of absence. Failure to properly notify Graebel will result in an unexcused absence.

- An absence for three consecutive days without notifying the immediate supervisor is grounds for termination as a voluntary quit.
- Graebel may require a statement from a physician for an absence of more than three consecutive days before PTO will be approved for payment.

**Payout of Accrued PTO Upon Termination**
Team Members who terminate employment with Graebel or transfer to a position that is not eligible for PTO will receive pay for unused accrued PTO not to exceed the maximum accrual limit, at the Team Member’s base salary or base rate of pay in effect immediately prior to such change. Commission, Guaranteed Commission, Draws, Bonuses, or any other compensation shall not be used to calculate payout of accrued PTO.
HOLIDAYS

Graebel offers seven paid holidays a year for regular, full-time administrative and production Team Members. These include:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve – ½ Day
- Christmas Day
- New Year’s Eve – ½ Day

Holidays falling on a Saturday are normally observed on the preceding Friday. Holidays falling on a Sunday are normally observed on the following Monday.

Non-exempt Team Members who are required to work on a company-observed holiday will receive time and a half for all time worked on the holiday, plus regular holiday pay. At the Team Member’s option, he or she may elect to be paid time and a half for time worked on the holiday or receive a “floating” holiday at a later date in lieu of holiday pay. The floating holiday must be scheduled in advance with the Team Member’s supervisor and taken within 60 days of the original holiday. If the Team Member works less than 8 hours on the holiday, the floating holiday will be only for the number of hours actually worked.

Exempt Team Members who are required to work on a company-observed holiday are allowed to schedule a floating holiday within 60 days of the original holiday.

Some locations may have slightly different holiday schedules, which will be communicated by local management.

BEREAVEMENT

Administrative Team Members will be granted up to three (3) days off from work with pay in the event of the death of a family member. If the administrative Team Member has to travel over 400 miles to attend the funeral, one additional day will be paid for each way of travel over 400 miles.

Family member means the employee's spouse or same or opposite sex domestic partner, child, parent, grandparent, grandchild, sister, or brother. Family member also includes individuals related by blood or affinity whose close association with the employee is the equivalent of a family relationship.
Production Team Members may use available PTO days for bereavement purposes covered by this policy.

**JURY AND WITNESS LEAVE**

Regular full-time and part-time Team Members who are summoned to jury duty will receive their regular pay for their duration of their jury leave. To qualify for jury or witness duty leave, Team Members must submit a copy of the summons to serve to his or her immediate supervisor as soon as it is received. In addition, proof of service must be submitted to the supervisor when the period of jury or witness duty is completed.

If a Team Member's jury duty will be longer than 15 calendar days or will interfere with the department's efficient operations, the supervisor may ask the Team Member to seek postponement of jury duty service.

**MILITARY LEAVE AND REEMPLOYMENT**

Graebel, in compliance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and all subsequent amendments thereto, will grant unpaid leave of absence and reemploy any full- or part-time regular Team Member(s) who enter into the Uniformed Services, whose Service does not exceed five years and receive honorable discharges, provided that reemployment is not impossible or unreasonable due to Graebel's circumstances or that reemployment would be of such difficulty and expense so as to cause Graebel an undue hardship.

In addition, certain leave of absence and benefit rights as set forth in USERRA shall continue to accrue to the benefit of an individual reemployed under the terms of Graebel's military leave policy. Graebel shall comply with USERRA and any other applicable law and regulation regarding the treatment of pension plans, health benefits, and other Team Member benefits in regard to reemployed returning Service members.

This policy does not apply to Temporary Team Members, who are employed only for a brief, non-recurrent period of time with no reasonable expectation that such employment will continue indefinitely or for a significant period.

Team Members must provide Graebel advance notice of Service. Notice may be written or oral; however, we strongly recommend such notice be in writing to the Human Resources Department to ensure notice is properly recorded.

For the complete Graebel Military Leave and Reemployment Policy, please refer to insideGRAEBEL.

**VOTING**

Voting is an important responsibility. Graebel encourages Team Members to exercise the right to vote in all municipal, state, and federal elections. Under most
circumstances, it is possible for Team Members to vote either before or after work. If it is
necessary for a Team Member to arrive late or to leave work early to vote in any
election, arrangements should be made with the immediate supervisor no later than the
day prior to Election Day.

FACILITIES CLOSING

On rare occasions a Graebel facility may be closed for reasons such as inclement
weather, lack of utilities, or temporary unsafe working conditions. Team Members
should refer to local policies for call-in procedures for notifications of such closings.
Management will have information regarding whether compensated time-off will be
provided, if opportunities to make up lost work hours will be offered, and what the
appropriate usage of PTO will be for each situation.

If a Graebel facility is open for business and a Team Member believes, in good faith,
that travel to and from work would be personally unsafe based upon known conditions,
the Team Member will be allowed to use PTO after first notifying his or her supervisor or
other management personnel if the supervisor is not available.

PERSONAL LEAVE OF ABSENCE

Personal leaves of absence are without pay and may be granted at the sole discretion
of Graebel. Factors that will be considered include: Team Member length of service,
performance record, and the reason for the leave.

Unpaid leaves of absence may be requested by all regular, full-time Team Members
who have completed twelve months of continuous service. Team Members must
request the personal leave in writing at least two weeks prior to the time the leave is to
commence.

Reinstatement cannot be guaranteed to Team Members returning from personal leaves;
however, Graebel endeavors to place Team Members returning from personal leaves in
their former position or positions comparable in status and pay, subject to budgetary
restrictions, Graebel’s need to fill vacancies, and the ability of Graebel to find qualified
temporary replacements. The Team Member will be responsible for paying the entire
premium for medical and dental benefits, if enrolled, during an unpaid leave of absence
up to 30 calendar days. After 30 days the Team Member will be eligible to continue
health benefits through COBRA continuation of coverage. PTO will continue to accrue
for up to 30 days of such leave.

FAMILY AND MEDICAL LEAVE ACT

Graebel Team Members are eligible for family and medical leave if they have at least 12
months of service, have worked at least 1,250 hours within the preceding 12-month
period, and work at a worksite where there are at least 50 Team Members within a 75-
mile radius.
If eligible, a Team Member may be able to take up to 12 weeks of unpaid leave during a 12-month period for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth;
- The placement of a child with the Team Member for adoption or foster care and to bond with and care for the child (within the first 12 months after placement);
- To care for an immediate family member who has a serious health condition;
- For a serious health condition that makes the Team Member unable to perform the functions of his/her position; or
- If the Team Member experiences a qualifying exigency that arises out of the fact that a spouse, parent, or child has been called to or is on active duty as a member of the National Guard or military reserves (it does not apply to active duty served by a member of the regular armed forces).

**Military Caregiver Leave**

In addition, a Team Member who is the spouse, parent, child, or next of kin of a current member of the armed forces (including the regular armed forces) who was injured while on active duty may be eligible for up to 26 weeks of FMLA leave in a 12-month period, including the types of leave listed above.

**Notice of Leave**

When requesting leave, the Team Member must:

- Supply sufficient information for Graebel to be aware that the FMLA may apply to the leave request, as well as information regarding the anticipated timing and duration of leave;
- Team Members must comply with the Graebel’s standard procedures for requesting other forms of paid leave
- Cooperate with all requests for information regarding whether absences are FMLA-qualifying.

*Failure to comply may result in leave being delayed or denied.*

**Intermittent Leave**

When documented for medical necessity a team member can take their FMLA time on an intermittent basis either by taking leave in blocks of time or by reducing the team member’s normal weekly or daily schedule. If the FMLA leave is for the birth, adoption or foster care of a child, the use of intermittent leave is subject to the employer’s approval. In all cases of intermittent and reduced schedule leaves, the company reserves the right to transfer a team member to another position that better accommodates the team member’s need for leave and the company’s operations. If the team member is transferred to an alternate position during an intermittent leave, the team member will be reinstated to their position or an equivalent position upon return to their regular schedule. In all cases of an intermittent leave of absence, the team member and supervisor shall attempt to work out a schedule which meets the team
member’s needs without unduly disrupting the employer’s operations, subject to the approval of the health care provider.

Qualifying exigency leave may be taken intermittently without regard to medical necessity or disruption of business operations. Leave because of the birth or adoption of a child may not be taken intermittently and must be completed within the 12-month period beginning on the date of birth or placement of the child.

**Medical and Other Certifications**

Team Members will be required to provide a medical certification if the leave request is: 1) for the Team Member’s own serious health condition, 2) to care for a family member’s serious health condition, or 3) military caregiver leave. Failure to provide the requested certification in a timely manner may result in denial of the leave until it is provided. If a Team Member refuses to provide a certification, his/her leave request may be denied and the Team Member may be disciplined.

Graebel, at its expense, may require a medical examination by a health care provider of its own choosing if it has a reasonable question regarding the medical certification provided by the Team Member. In lieu of a second opinion, Graebel may contact the health care provider directly to clarify or authenticate a medical certification, including certifications for military caregiver leave. Second opinions may not be required for military caregiver leave.

Separate certification may also be required regarding the nature of the family member’s military service and/or the existence of a qualifying exigency.

**Fitness for Duty Certifications**

Because Graebel wishes to ensure the well-being of all Team Members, any Team Member returning from FMLA leave for his/her own serious health condition will need to provide a Fitness for Duty (FFD) certification signed by his/her health care provider. A Team Member who fails to provide an FFD certification will be prohibited from returning to work until it is provided. A Team Member who fails to provide an FFD certification may be disciplined or terminated.

FFD certifications may be required when a Team Member returns from intermittent FMLA leave if serious concerns exist regarding the Team Member’s ability to resume his/her duties safely.

**Maintenance of Benefits**

Graebel will maintain health care benefits for the Team Member while on FMLA leave, but the Team Member is responsible for paying the normal monthly contribution. If the Team Member elects not to return to work at the end of the leave period, the Team Member may be required to reimburse Graebel for the cost of premiums paid for maintaining coverage during the leave period.

**Concurrent Leave**

Team members taking FMLA leave for their own serious health condition will be required to use any accrued Paid Time Off (PTO). Exceptions apply when:
- The serious health condition is a job-related injury or illness covered by the state's workers' compensation insurance.
- The team member resides in a state which prohibits the usage of PTO time without the team member’s approval.

When a team member is using FMLA leave for a qualified reason other than their own serious health condition the use accrued PTO will not be required. Absences in excess of these accumulated days will be treated as FMLA leave without pay.

**Married Couples Who Work for Graebel**

If a Team Member and his/her spouse both work for Graebel, they are both eligible for leave. The Team Member and Team Member spouse may be limited to a combined total of 12 weeks of FMLA leave in a 12-month period if the leave is taken for:

- The birth, adoption, or foster placement of a child;
- To care for and bond with such child who does not suffer from a serious health condition;
- To care for a parent with a serious health condition; or
- A combination of the above.

For military caregiver leave, the Team Member and Team Member spouse may be limited to a combined total of 26 weeks of leave in a 12-month period, including the types of leave listed above in this paragraph.

**Return from Leave**

Upon return from leave, the Team Member will be restored to his/her original or an equivalent position. A Team Member who fails to return at the end of FMLA leave will in most cases be considered to have voluntarily resigned his/her position with Graebel. Team Members who do not return to work at the end of their leave will be terminated unless they are entitled to additional leave as a reasonable accommodation under the Americans with Disabilities Act.

**State and Local Laws**

When state and local laws offer more protection or benefits, the protection or benefits provided by those laws will apply.

All required disclosure notices including HIPAA Privacy Notice, COBRA Initial Rights Notice, Medicare Part D Notice, Women's Health and Cancer Rights Notice, and Newborn and Mother's Health Protection Notice are available in your new hire enrollment guide. Please refer to your enrollment guide for further details.
SAFETY

SAFETY POLICY
Team Members should always report unsafe equipment or conditions to a supervisor. Supervisors can provide Team Members with more specific information about safe working practices for specific jobs. If an unsafe condition is not resolved within an appropriate amount of time, which may be immediately for dangerous conditions, the matter should be reported to Risk Management. Please contact Safety/Risk Management for job specific safety policies and procedures.

WORK-RELATED INJURIES
Team Members injured while working must notify a supervisor and Risk Management as soon as possible. A Report of Injured Worker form must be completed and submitted to the Risk Management Department within 24 hours of the incident. The form should be completed by the injured worker whenever possible; however, if the injured worker is unavailable, the form can be completed by a witness or the injured worker’s supervisor. The supervisor must fill out a corresponding Employer’s Report. Both forms can be located on insideGRAEBEL. All injuries, regardless of how minor, must be reported to Risk Management and must seek immediate medical attention. This is to ensure that a qualified medical doctor has the ability to diagnose the injury and treatment plan necessary, as Graebel does not want its employees aggravating or making an injury worse by continuing to work. Neither you as a Team Member, nor your supervisor, is qualified to diagnose your ability to work. While Graebel fully believes in and enforces a strong "Return to Work" program (Graebel will make every effort to attempt to offer injured Team Members temporary "Light Duty" positions), until Graebel has received a release from the doctor, an injured Team Member may not return to work. Team Members’ safety and well-being are always the top priority at Graebel.

INCIDENT REPORTING
If a Team Member witnesses a crime in progress, local police or 9-1-1 should be notified immediately. As soon as possible, Risk Management and Safety must be notified of the incident. If a Team Member suspects that another Team Member is involved in unlawful acts while at work or witnesses another Team Member partaking in threatening or violent behavior, Human Resources should be notified immediately so that an investigation can be conducted. Further, if a Team Member witnesses suspicious activity in the workplace by Non-Team Members, Risk Management and Safety should be notified immediately.

For further reporting procedures, please refer to insideGRAEBEL.
Graebel University’s objective is to ensure that Graebel colleagues at all levels are provided technical and interpersonal training appropriate for their respective jobs so that they can execute their responsibilities in a highly ethical and professional manner, communicating clearly and accurately with others, while working as an effective Team Member to assure complete customer satisfaction.

LENDING LIBRARY

Graebel is committed to creating an environment that fosters continuous learning and development of its people. Graebel offers a company library that includes audiocassettes, videos, and books on topics ranging from successful business practices and personal growth to varied software training. Items can be checked out for a period of two weeks. To request an item or a listing of materials available, check on insideGRAEBEL, Graebel University.

GRAEBEL SCHOLARSHIP PROGRAM

Graebel recognizes the importance of investing in the future of our children. Each year Graebel awards several partial scholarships to Team Members’ children who are pursuing a college education. To be eligible for consideration, candidates must be under the age of 23, a dependent of a Graebel Team Member, and enrolled full-time in an accredited higher education institution. Watch for annual announcements of the criteria and timing for scholarship awards through insideGRAEBEL. Contact Human Resources for more information.
I hereby acknowledge that I have received the Graebel Team Member Handbook and that it is my responsibility to read it and abide by its policies and rules during my employment.

I understand that my employment is “at-will” and that either Graebel or I may terminate the employment relationship at any time, for any reason, with or without cause, unless otherwise mandated by state law.

This Team Member Handbook supersedes all previous handbooks and those materials that conflict with the subject matters covered herein.

I further understand that this Team Member Handbook and Graebel’s policies, rules, and benefits may be changed any time, with or without notice, at the sole determination of Graebel.

I acknowledge that nothing in the Team Member Handbook or in Graebel’s discussions with me concerning my employment should be read or understood as limiting Graebel’s right to make such changes. Also, I understand and agree that Graebel shall have final authority in interpreting and administering the terms of this Team Member Handbook.

I acknowledge that nothing in this Team Member Handbook or in Graebel’s discussions with me concerning my employment creates or shall be construed to create a contract for employment, either express or implied, and that there are no other agreements or exceptions unless they are approved in writing by the Chairman and/or CEO of the Graebel corporate office.

I acknowledge that if any provision or term of the Team Member Handbook is found to be invalid and/or unenforceable, the validity and enforceability of the remaining provisions and/or terms shall not be affected.

Receipt Acknowledgement

I have received a copy of the Graebel Team Member Handbook. It is my responsibility to read and become familiar with Graebel policies and to bring any questions I have to my supervisor, a manager, or Human Resources.

Team Member Name: ____________________________  Branch: __________

Team Member Signature: ________________________  Date: __________
TEAM MEMBER HANDBOOK RECEIPT ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received the Graebel Team Member Handbook and that it is my responsibility to read it and abide by its policies and rules during my employment.

I understand that my employment is “at-will” and that either Graebel or I may terminate the employment relationship at any time, for any reason, with or without cause unless otherwise mandated by state law.

This Team Member Handbook supersedes all previous handbooks and those materials that conflict with the subject matters covered herein.

I further understand that this Team Member Handbook and Graebel’s policies, rules, and benefits may be changed any time, with or without notice, at the sole determination of Graebel.

I acknowledge that nothing in the Team Member Handbook or in Graebel’s discussions with me concerning my employment should be read or understood as limiting Graebel’s right to make such changes. Also, I understand and agree that Graebel shall have final authority in interpreting and administering the terms of this Team Member Handbook.

I acknowledge that nothing in this Team Member Handbook or in Graebel’s discussions with me concerning my employment creates or shall be construed to create a contract for employment, either express or implied, and that there are no other agreements or exceptions unless they are approved in writing by the Chairman and/or CEO of Graebel.

I acknowledge that if any provision or term of the Team Member Handbook is found to be invalid and/or unenforceable, the validity and enforceability of the remaining provisions and/or terms shall not be affected.

I acknowledge that if any provision or term of the Team Member Handbook is found to be invalid and/or unenforceable, the validity and enforceability of the remaining provisions and/or terms shall not be affected.

Receipt Acknowledgement

I have received a copy of the Graebel Team Member Handbook. It is my responsibility to read and become familiar with Graebel policies and to bring any questions I have to my supervisor, a manager, or Human Resources.

Team Member Name: ___________________________  Branch: _________

Team Member Signature: _________________________  Date: __________

Please sign, detach, and return to your Human Resources representative
I need to know which one is correct form of using 'welcome to' or 'welcome in'? What should I say when I wanna say someone or even when I wanna present a...? I need to know which one is correct form of using 'welcome to' or 'welcome in'? What should I say when I wanna say someone or even when I wanna present a company presentation? If both one is correct then which one is more preferable and why? Thanks in advance.