



Welcome to E24X7inc!

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

As an employee of E24X7inc, you are very important. Your contribution cannot be overstated. Our goal is to provide the finest-quality services to our clients and to do so more efficiently and economically than our competitors. By satisfying our clients' needs, we ensure they will continue to do business with us and will recommend us to others.

You are an important part of this process because your work directly influences our company's reputation.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

Sincerely,

The E24X7inc Management Team

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A Word About This Handbook

This Employee Handbook contains information about the employment policies and practices of the company E24X7inc. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the company. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business, will require changes from time to time. The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company.

This Employee Handbook supersedes and replaces all prior Employee Handbooks and any inconsistent verbal or written policy statements.

The company complies with federal and state law and this handbook generally reflects those laws. The company also complies with any applicable local laws, even though there may not be an express written policy contained in the handbook.

Except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions, or additions to the Employee Handbook must be in writing and must be signed by senior E24X7inc management. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE PRESIDENT OF THE COMPANY.

This Employee Handbook refers to current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Equal Employment Opportunity

Our company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis [“protected class”] including, but not limited to: veteran status, uniform service member status, race, color, religion, sex, national origin, age, physical or mental disability, genetic information or any other protected class under federal, state, or local law.

You may discuss equal employment opportunity related questions with the E24X7inc supervisor or any other designated member of management.

Americans with Disabilities Act

Our company is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job as made available with the cooperation of the client for those required to work on client site. It is your responsibility to notify the E24X7inc supervisor of the need for accommodation. Upon doing so, the E24X7inc supervisor may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. In addition, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The company will not seek genetic information in connection with requests for accommodation. All medical information received by the company in connection with a request for accommodation will be treated as confidential.

Talk to Us - Open Door Policy

Our Open-Door Policy is an important mainstay in our communication process which ensures that you may seek advice or counsel from any member of management concerning any work-related problem. You can always use this open-door policy to seek advice on how to proceed with a problem or ask questions about any other matter involving the company.

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

A Word about our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open, and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

No Harassment

We prohibit harassment of one employee by another employee, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected under federal, state, or local law.

Violation of this policy will result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your E24X7inc supervisor, the [E24X7inc Human Resource Team](#) or one of the contacts listed in this policy. At a minimum, the term "harassment" as used in this policy includes any of the following activities pertaining to an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including client, contractor or subcontractor employees. Any employee who experiences or observes harassment, discrimination, or retaliation should report it.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination, and retaliation, you must report your concerns. You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other company policy are subject to discipline, up to and including termination. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor, or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to company property in the event someone, for whatever reason, may be unhappy with a company decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your company supervisor and the [E24X7inc Human Resource Team](#) at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated, and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the company's investigation, may result in disciplinary action, up to and including termination of employment.

Substance Abuse

The company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace is against State of Florida policy and presents a danger to everyone.

The company is a Drug-Free Workplace. All employees (and contractors) are notified that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance as defined in Florida Chapter 893 is prohibited in the workplace or in any other places where E24X7inc 's business is conducted for E24X7inc. Business/services/tasks or for any E24X7inc's Client. Please review further information at our website.

For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.

The company reserves the right to perform random drug testing in compliance with local, state and federal laws. Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles, or while engaged in company activities.



Employees are further prohibited from consuming alcohol during working hours, including meal and break periods.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our company is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

Once you have accepted an offer of employment and completed Form I-9, E24X7inc takes the information from your Form I-9 and enters it into E-Verify. E-Verify checks the information against records available to Department of Homeland Security (DHS) and provides the E24X7inc with a case result.

If an employee is authorized to work in this country for a limited period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

Fingerprinting and Background Checks

In compliance with the State of Florida, Department of Management Services Information Technology contract requirements, each new employee contract, as a condition of that contract, may have to submit to a background check at the Level specified by their client contract. The background checks will require local fingerprinting. The cost of the fingerprinting will be paid by the company and are initiated by the client agency.

Dress Code

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. Our clients' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct client contact, you represent the company with your appearance as well as your actions. The properly-attired individual helps to create a favorable image for the company, to the public and fellow employees.

Personal Hygiene

Maintaining a professional, business-like appearance is very important to your success as a consultant and the success of our company. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately, and well groomed. Please adhere to any client restrictions regarding the use of cologne or perfume in common environments, such as a cubicles and shared offices, when published.

Protecting Company Information

Protecting our company's information is the responsibility of every employee. Do not discuss the company's confidential business or proprietary business matters, or share confidential, personal employee information with anyone who does not work for us such as friends, family members, members of the media,



or other business entities. You may be required to sign a nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

While working for E24X7inc you will receive E24X7inc's Proprietary Information including, but not limited to; any discussion related to any E24X7inc engagements, facilities, operations, business and technical data, job descriptions, positions, consultants, rates, applications, software matters, names of other employees, primes, subcontractors, teaming partners, etc. As a recipient of E24X7inc's Proprietary Information, you will protect the disclosed Proprietary Information by using at least the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the disclosed Proprietary Information, as I, the recipient, use to protect my own Page confidential and personal information. You will limit all discussion and disclosure of any E24X7inc Proprietary Information on a need-to-know basis with other E24X7inc personnel which you directly supervise.

Confidential information does not include information pertaining to the terms and conditions of an employee's employment. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

Any of the information described above concerning the business of E24X7inc and our clients is confidential and restricted. You may not reveal any such information except under the direction of E24X7inc. Violation of this policy may result in disciplinary action up to and including termination and may result in legal action against the offending parties.

Conflict of Interest

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and employees. Therefore, employees must never use their positions with the company, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance. Employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

As an employee:

- You agree you owe E24X7inc the highest duty of loyalty. This means that you will never make secret profits at E24X7inc's expense, will not accept kickbacks or special favors from Customers or Teaming Partners, and will protect Company property.
- While acting as an employee for E24X7inc, you will not directly or indirectly, own an interest in, operate, control, or are connected as an employee, agent, independent contractor, partner, shareholder, or principal in any company, which directly or indirectly competes with the business of E24X7inc without the waiver of E24X7inc.



Work Assignments (WA)

E24X7inc will send an email prior to you commencing any work on a client project or a corporate task for E24X7inc. The email will indicate the Client's Name, Not-to Exceed Hours, and the Period of Performance. Unless the assignment has changed, all prior communicated expectations will remain the same.

Due to your skills, you may be utilized in several different positions, such as IT Project Manager, Business Analyst, Tester, etc. This will be communicated in the same method; however, additional information will be included such as, the hourly rate change depending on the position, the skill set required, and the project type.

Time Reporting

It is your responsibility to prepare accurate timesheets that you and your supervisor sign by the end of every reporting period for your contract, and by the end of any month for all the IT services provided. At the end of any month, all the timesheets within the month must be signed by you and provided to your E24X7inc supervisor to allow for monthly billing. Timesheets must reflect time spent to provide IT services to your Client. Your timesheets must be approved by your supervisor or by your client. It is your responsibility to make sure your E24X7inc supervisor and your client are always aware of the IT Services provided by you within any month and the related time spent, so timesheets are approved expeditiously. In case of "Fixed Effort WA" or "Time not to Exceed WA", you cannot bill to the client more than the "hours limit".

Payday

You will be paid on a monthly basis, as close to the fifth workday of the month as possible, for all of your billable and paid time off completed or used in the previous month. Employees should review their paychecks for errors. If a mistake is found, report it to E24X7inc's senior management immediately. We will assist employees in correcting errors should they occur.

All employees are encouraged to have their payroll directly deposited into an account (or accounts) of their choosing. A paper check can be issued, if requested. Employees are granted Paychex online access. This will allow you to view your paycheck online, make changes to your deductions, direct deposit and address changes. Please follow the guidelines in the Employee Portal regarding how to register for Paychex Flex.

Paycheck Deductions

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage, and Tax Statement.

Garnishments/Levies/Support Orders.

Upon receipt of a properly authorized request to release information or initiate deductions from employee pay, the company will release salary or wage information and begin deductions from pay.

Attendance and Punctuality

Regular and prompt daily attendance is an essential function of the job for every employee. Our company's success depends on its efficient operation. Failure to meet these standards of attendance will result in



disciplinary action as provided herein and in the standards of conduct provisions of this Handbook. It is necessary, therefore, that you be at your job location ready to start work at your scheduled time and continue working until your scheduled hours of work are completed.

It is your obligation to notify your client supervisor, as far as possible in advance of your scheduled work time, whenever you will be late or absent, to state the reason for such lateness or absence, and to advise us when you expect to return to work.

If you are, absent for three days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

Holiday and Time Off

Any planned time off must be requested in advance to your E24X7inc supervisor and must be pre-approved by your E24X7inc supervisor and subsequently your client.

Hourly employees are not eligible for paid time off while salaried employees are eligible for paid time off.

As a salaried employee:

- Your vacation leave can be taken at any time after your first 30 days, however your paid time off is accrued at the rate of two days per month until your maximum vacation/sick leave as defined in your offer letter. Leave not used by the end of the contracted fiscal year will be considered forfeit, unless there were client restrictions that prevented the use of the leave.
- Should you leave the company, any accrued, but unused vacation time will be added to your final paycheck; likewise, any leave taken prior to accrual will be deducted from your final paycheck.

In addition to paid time off you will receive time off with pay for the following holidays:

New Year's Day
Martin Luther King, Jr. Birthday
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving (Thursday and the Friday after)
Christmas Day

For any additional holidays, salaried employees must use their paid time off.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Accrued paid time off may be used for this leave if the employee chooses. Military orders should be presented to the E24X7inc supervisor and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the company unless military necessity makes this impossible.

You must notify the E24X7inc supervisor of your intent to return to employment based on requirements of the law.

Jury Duty Leave

Time off for jury duty is granted to all employees, in accordance with applicable law. Witness duty will be permitted when an employee is legally required to testify before a court of law because of personal knowledge. If you are absent for jury or witness duty, you must provide the company with a copy of the subpoena, jury certificate, or court order before leave is granted. Accrued paid time off may be used for this leave if the employee chooses. If the employee does not have, paid time off the time spent for Jury or Witness duty is not payable by the company.

When you receive a notice to report for jury duty, notify the E24X7inc management team immediately. If you are not required to serve as a juror on a particular day, contact the company as soon as possible to determine if you are eligible to work that day.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to the E24X7inc supervisor and the [E24X7inc Human Resource Team](#). Consistent with applicable state law, failure to report an injury within a reasonable period could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

Professional Improvement Bonus (PIB)

Professional Improvement Bonus (PIB): Each WA may define a specific amount for a Professional Improvement Bonus, if a PIB applies. At the end of the twelve (12) month contract period, if you elected, on your own time and at your own expense, to purchase any type of materials or to attend any type of classes or to complete an IT related professional certification, the Corporation will provide to you a PIB amount equal to the cost of training &/or materials up to the maximum amount specified in the WA.

To be eligible for this reimbursement you must:

- Have received a prior written approval from one of your E24X7inc supervisors confirming that the course/material/class etc. you would like to purchase/attend meets the qualifications for the PIB.
- Provide proof or purchase of approved course/material/class etc.
- Demonstrate that you have “successfully completed &/or passed” the course &/or professional certification by providing written evidence of such completion (E.g. training certification, etc.)
- Renew with the E24X7inc for the next annual contract period.

Client Requested Travel & Professional Conferences

Some clients may request that you attend a meeting or conference that requires travel and/or a hotel stay. It is your responsibility to proactively work with your E24x7inc supervisor to secure company permission and to assemble the projected costs that would be incurred as a result of the travel.

To be eligible for this type of travel reimbursement and billable hour compensation you must:

- Demonstrate that your attendance will be beneficial to you, the client and E24x7inc.

- Complete the full travel reimbursement paperwork, including all receipts, when you file for reimbursement.

AND EITHER:

- Have received a prior written approval from one of your E24X7inc supervisors confirming that the client has agreed to allow your time to be billable during the travel/meeting/conference and to reimburse your full travel expenses (conference registration, hotel, gas/mileage, rental car, flight, meals etc.)

OR

- You have written permission from your E24x7inc supervisor to attend the conference and you have completed the pre-travel expense form, but the client did not agree to pay travel/conference related expenses.
 - NOTE: Your time travelling to and attending non-client approved events will not be billable, but your travel fees and conference costs may be based on final written supervisor approval and authorization.

Employee Referral Bonus (ERB)

Employee Referral Bonus (ERB): A referred candidate is considered “Active” for six calendar months following the referral date. If the referred candidate is hired or retained by E24X7inc within six months of when the referral was initially made; the referrer will be credited with a successful referral and subsequently be paid regardless of the date that the referral starts.

The following Employee Referral Bonuses will be paid to you based on the following conditions:

Eligible Candidate for Referral

- Can be directly employed by E24X7inc on a salaried or hourly (W2) basis – or –
- Can be directly retained by E24X7inc as a self-employed individual (1099) or C2C – and –
- Has not been contacted by E24X7inc within the past 12 months.
- Candidates has at least 3 years of IT professional experience.
- Candidate is not represented by a third-party recruiter.

Individuals not eligible for a referral payment

- Current members of E24X7inc Recruiting, Sales, Administration, and Management teams.
- Staffing/recruiting agencies or any of their employees.
- State of Florida employees.

Payment Terms

- Referrer has fully completed “E24X7inc Referral Program” form.
- The referrer will be paid in the following manner:
 - A maximum payout of up to \$2,000 for a full-time position will occur in two payments for the first twelve (12) months of 1600 billable hours of employment.
 - The candidate must complete 800 billable hours before the referral payment begins.
 - The referrer will be paid \$1,000 after the consultant completes 800 and 1,600 billable hours.
 - Payments will occur within 60 days of the consultant reaching 800 and 1,600 billable hours.

- The referrer will continue to receive referral payments, as outlined above, regardless of the referrer's employment status with E24X7inc.
- Non-employee is required to complete forms W-9 and will receive an IRS form 1099 for the year(s) in which a referral bonus payment is received.

Additional Information, rules and guidelines

- In the event that more than one person refers the same candidate and E24X7inc hires the candidate, the referral bonus will be awarded to the first referrer.
- Referrer must reside in the United States and have a valid social security number to participate.
- Referrer must be at least eighteen (18) years old at the time you make a referral to participate.
- Referrer will be recognized through email, newsletter, and/or company gathering.
- The terms and conditions of this referral bonus program are subject to change or termination at any time at E24X7inc's discretion.
- Temporary referral promotions may be announced throughout the year. The terms and amounts in those will supersede this agreement, provided the referral meets the terms of that one-time referral promotion.
- Send your referrals to Salesforce@e24x7inc.com

Productivity Quality Commitment Bonus (PQCB)

Each WA defines a specific amount for the Productivity-Quality-Commitment Bonus (PQCB), and each WA also specifies if the PQCB applies or not (i.e. N/A = Not Applicable) to the specific WA.

The PQCB is established by the Company as a way to "Thank You" for any extra efforts you provide beyond your normal work while being an active member of E24X7inc that contributes to the success of our IT Projects. For this reason, the PQCB value varies by WA depending on several factors including, but not limited to, the following: your WA position, the skill set required by you, your annual productivity, and the demonstrated quality of your work, your loyalty to E24X7inc, your marketing efforts, and other considerations. The effort, the nature, the complexity, the criticality, and the duration of the project or the engagement you have been assigned to through the WA.

The PQCB is payable to you by the Company when the following requirements are verified at the anniversary of the PQCB Completion Date (not all PQCB are annual, which is why each WA specifies a PQCB Completion Date):

1. You are an active employee of the Company (i.e. you did not receive a termination notice, or you did not resign from the Company).
2. You have signed the renewal offer sent to you with the PQCB (if it is after the renewal date) or you are still employed by the Company in on-going WAs.
3. You did not receive a suspension requesting you to halt work for the specific WA to which the PQCB applies due to any possible WA/Project performance related reason, such as: low productivity, poor client relationship, lower than expected quality of work, higher level of rework necessary to adhere to specifications, higher level of rework necessary to define client's requirement, breaking of corporate's or client's rules and standards, lower than expected availability to fulfill your assigned project task, repeated Client's complaints, request of suspension from Client, etc.
4. You have "successfully completed the contract period" for the WA to which the PQCB applies.

5. You have attended all required Corporate Training during the year as requested.
6. For Staff Augmentation Engagements, if the WA specifies a “Staff Augmentation Productivity” eligibility component, then at the end of the twelve (12) month contract period you are eligible to receive an additional bonus component equal to the maximum amount shown below, if your cumulated (defined as total among all the WA specifying “Staff Augmentation Productivity”) Time Sheets of hours billed to, and approved by, your Client(s) during the contract period indicate you have exceeded one of the following thresholds:
 - a) If the total annual hours billed to and approved by your Client(s) within all the assigned WA(s) qualifying for this Bonus is between **1759 and 1840** then the bonus is equal to \$ **500.00**.
 - b) If the total annual hours billed to and approved by your Client(s) within all the assigned WA(s) qualifying for this Bonus is between **1841 and 1870** then the bonus is equal to \$ **1,000.00**.
 - c) If total annual hours billed to and approved by, all your Client(s) within all the assigned WA(s) qualifying for this Bonus is between **1871 and 2000** then the bonus is equal to \$ **1,500.00**.
 - d) If total annual hours billed to, and approved by, all your Client(s) within all the assigned WA(s) qualifying for this Bonus is **2001** or greater, then the bonus is equal to \$ **2,000.00**.
7. If the WA specifies a “Warranty Period” component for the IT deliverables you were responsible, then the PQCB value will be higher but it will be payable by the Company only after the Warranty Period is completed successfully with no Verified Defect Claims requiring rework. Client claims will be reviewed, verified and approved by the Company before being considered “Verified”.
 - Any approved Verified Claim notified to you for a specific WA may have two outcomes:
 1. If the defect is resolved with your participation in the allotted timeframe and work schedule defined by the Company, then the PQCB is payable to you.
 2. If the defect is not corrected by you in the allotted timeframe and work schedule defined by the Company, then the PQCB is nullified.
8. If the WA specifies an “On-Time & On-Budget Delivery” component requested by the Client or the Company for Deliverable-Base WA Type, then the PQCB value will be higher but it will be payable by the Company only after the related Project, or Project Phase, defined in the WA is completed successfully on time and on budget. The related PQCB is nullified if the WA/Project deliverables you were responsible are delivered after the approved “Project Deliverable Deadlines and Milestones” as defined in the approved Project Plan related to the WA. In case of nullification, a partial PQCB may still be paid by the Company, but this partial amount will be fully discretionary upon the Company. The related PQCB is also nullified in the rare case the Company is notified with a request of Liquidated Damages or a decision of Not-Release-of-Retainage initiated by the Client because the Project Deliverables you were responsible (either directly by yourself or within your Team) were not completed on time in the final approved Project Tasks Schedule.
9. Each WA may define a “WA Evaluation Report” that will be completed by either your Supervisor at E24X7inc or your Client.
 - The WA Evaluation Report period is one year (12 months).
 - WA Evaluation Report Bonus: \$ 500.00.



- The Final “WA Average Score” is calculated on an annual base. If in one-year, multiple WA Evaluation Reports are provided by either your supervisor or your Client then the “WA Average Score” is calculated as average from the Periodic WA Evaluation Reports.
 - a) If the “WA Average Score” is greater than “3” (where 0 = Below Expectation and 4 = Exceeds Expectation) then you will be eligible to receive the “WA Evaluation Report Bonus”.

Payment Terms

The PQCB Bonus will be paid upon acceptance of your renewal with the following options:

- A deposit into the E24X7inc 401K - contribution limit applies
- A one-time bonus added to next paycheck

At the time of employment agreement and any renewals, any employee who accepts any Bonus based on an evaluation of the work performance completed by the Company supervisor is renewed per the terms of that renewal and bonus letter is accepted by the employee as final and cannot be appealed.

Each WA may specify a different amount for the Productivity-Quality-Commitment Bonus (PQCB) which overwrite this section, and each WA also specifies if the PQCB applies or not (i.e. N/A = Not Applicable) to the specific WA.

Standards of Conduct

Each employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department or client project, corrective disciplinary measures will be taken.

Beyond the Company Policies, as a Consultant you are required to adhere to all the Client Policies, Client Safety Rules and Regulations, Client Directives, etc. Please refer to your WA Supervisor for any question regarding the latest updated Client Policies for your specific assignment.

As E24X7inc employee, you will also be part of E24X7inc’s responses to different State of Florida Request for Quote (RFQ).

When you sign the employment agreement you agree:

- To not be part of other Teams assembled by other companies for any response to Florida RFQs while employed by E24X7inc, without a waiver from E24X7inc.
- That for a period of one year following the termination or resignation of your employment, you shall not work for any E24X7inc’s Clients, Primes, Subcontractors or Teaming Partners which have been introduced to you by E24X7inc during your engagements, unless expressly allowed in writing by E24X7inc.
- That for a period of one year following the termination or resignation of your employment, you shall not work for any other Companies which presents you at one of your previous E24X7inc’s Clients (as defined in each of your WA during your engagement with E24X7inc), unless expressly allowed in writing by E24X7inc.
- That, for a period of one year after leaving E24X7inc, you will not recruit other E24X7inc employees to your new employer.



- That your salary, and any other information contained in this agreement including this agreement itself, is confidential and will not be shared with other companies, other employees or prospective employees and other IT consultants.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or termination. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including termination: Violation of the company's policies or safety rules; insubordination; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work or client premises or during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work or client premises; theft or dishonesty; inappropriate physical contact; harassment; discrimination or retaliation; disrespect toward fellow employees, clients, visitors or other members of the public; performing outside work or use of company property, equipment or facilities in connection with outside work while on company time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that termination decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to modify our employment-at-will policy.

Non-Solicitation

The company believes employees should have a work environment free from interruptions of a non-work-related nature: Work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others. For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service. Such interruptions can be both detrimental to the quality of work and efficiency and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Nothing in this policy is intended to restrict an employee's statutory rights.

Personal Cell Phone Use

Employees should restrict the use of their personal cellphones (including tablets) to emergencies during work hours. It is not acceptable for an employee to spend work time responding to personal calls or texts, checking personal emails, making online purchases, or using social media. Please schedule your calls and attend to your personal communications during your lunch break or after work hours.

Employee Benefits

Our company has developed a comprehensive employee benefit program to supplement our employees' regular wages. Our benefits represent a hidden value of additional income to our employees. More information can be found regarding these benefits in our Employee Portal on our [E24x7inc website](#). The login username is Employee@e24x7inc.com and the password will be updated periodically, so if you do not



know the password to access the Employee Portal, please contact HR@e24x7inc.com and request the current login information.

This Employee Handbook describes the current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions in your Employee Portal on our [E24x7inc website](#) if you have specific questions regarding a specific benefit plan. Those documents are controlling and are subject to change annually by the providers.

The company reserves the right to modify and/or terminate its benefits at any time. We will keep you informed of any changes.

Medical Insurance

Eligible full-time employees may enroll in single or family medical coverage on the first of the month following hire. Eligibility may be defined by state law and/or by the insurance contract provider.

E24X7inc supplements the cost of coverage to all full-time eligible employees. E24X7inc offers multiple plans to better suit the needs of our employees. Employees are eligible to change the coverage during open enrollment or as the result of a qualifying change in status event (please refer to the specific controlling documents for details).

A document containing the details of the plans offered by E24X7inc may be obtained from the [E24X7inc Human Resource Team](#) or in your Employee Portal on our [E24x7inc website](#). Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

Dental Insurance

Eligible full-time employees may enroll in a single or a family coverage on the first of the month following one full month of employment. Eligibility may be defined by state law and/or by the insurance contract. Additional details can be obtained from the [E24X7inc Human Resource Team](#).

Life and AD&D Insurance

Eligible full-time exempt employees may enroll in E24x7inc's life insurance plan by completing the required insurance forms and designating their beneficiaries. This plan becomes effective on the first of the month following one full month of employment. The cost of this insurance is fully paid by the company.

Employees also have the option of purchasing additional insurance through our group plan. For more information on this plan, contact your Human Resources Department.

Short-Term Disability (STD)

Eligible full-time employees may enroll in the company's short-term disability insurance program. The insurance provides eligible employees with a continuing source of income after seven consecutive days of total disability. The benefit is calculated as a percentage of the employee's salary. Employees should refer to the STD controlling document.

Long-Term Disability (LTD)

Eligible full-time exempt employees may enroll in long-term disability insurance program, which also becomes effective on the first of the month following one full month of employment.



Long-term disability insurance provides eligible employees with a continuing source of income after 180 consecutive days of total disability. The benefits are calculated as a percentage of the employee's salary. More information can be found in [Voluntary Benefits Plan Booklet](#) in your [Employee Portal](#).

401(k) Qualified Retirement Plan

The company provides eligible full-time employees with a 401(k) Safe-Harbor Qualified Retirement plan, based on a series of Fidelity mutual funds from moderate through aggressive after one year of employment. E24X7inc will provide a Non-Elective and Not-Matched contribution of 3% of your calendar year compensation at the end of each calendar year. This retirement plan requires no vesting period - all monies are 100% vested immediately.

Employee can obtain a copy of the Summary Plan Description and other controlling documents, which contain the details of the plan including eligibility, on-line management of your contributions and benefit provisions in the 401K DOCS section within the Employee Portal once the employee enrolls in the plan.

Information Security Acceptable Use Policy

Intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to E24X7inc's established culture of openness, trust, and integrity. E24X7inc is committed to protecting our employees, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of your client or E24X7inc, depending on your assignment. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations.

Effective security is a team effort involving the participation and support of every E24X7inc employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

All employees are expected to adhere to the Security and Internet Policies of their clients, as well as the above stated policy for acceptable use.

All employees are required to use the specified Client Repository Server (as identified by your Client) to store your IT work daily. Employees are encouraged to store a copy of the daily or weekly work on a secondary storage device (i.e. external hard drive and/or zip drive which can be provided to you) through your local machine (i.e. PC, Laptop). It is employees' responsibility to secure your work such that if a virus or a hardware failure destroys your work, even if stored at Client Server, you will be able to deliver the same deliverables, in the same deadline, in the same defined amount, unless a change order is approved by the Client for the specific catastrophic event.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide your E24X7inc supervisor with at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.



Our company does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment and job title.

All company and client property must be returned at the end of employment. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which termination occurs so that your tax information will be sent to the proper address.



RECEIPT OF EMPLOYEE HANDBOOK AND EMPLOYMENT-AT-WILL STATEMENT

This statement acknowledges that I have received a copy of the E24X7inc Employee Handbook. I understand and agree that it is my responsibility to read the Employee Handbook and to abide by the rules, policies, and standards set forth in the handbook.

I also understand that:

- The policies and practices outlined in this handbook may change over time. E24X7inc reserves the right to revise, delete, or add to the provisions of the handbook. All such revisions, deletions, or additions will be in writing and signed by an officer of E24X7inc. No oral statements or representations can change the provisions of this handbook.
- The provisions of this handbook are not intended to create contractual obligations or guarantee employment for any specific time period.
- E24X7inc is an at-will employer. Regardless of any provision in this employee handbook, the employment relationship may be terminated for any reason, at any time, with or without cause or notice.
- If I elect healthcare benefits for my family, I acknowledge that I am responsible for all additional costs for covered dependents.
- If I elect to be salaried, my leave (personal & holidays) will be prorated based on start date for my first year of employment until your client contract end date.
- In the unlikely event, an accounting error occurs on my paycheck, I will be responsible for reimbursing E24X7inc for any overpayments or missed deductions.
- If any provision of this handbook is held by a court of competent jurisdiction to be invalid or unenforceable, the remainder of the handbook shall remain in full force and shall in no way be impaired
- Upon receipt of subsequent Work Assignments, I agree to review and be bound by updates to the Employee Handbook without signing this receipt again.

If I have questions regarding the content or interpretation of this Employee Handbook, I will bring them to the attention of an E24X7inc representative.

EMPLOYEE SIGNATURE _____

PRINTED NAME _____

DATE _____