

U.S. Employee Handbook



HANDBOOK

Acknowledgment of Handbook

I acknowledge that I have received and read a copy of the Superior Energy Employee Handbook. I further acknowledge that I understand, accept and agree to its provisions, none of which constitutes a promise of continued employment or benefits. I understand that this Handbook serves as a guideline, is not all-inclusive, is not a contract of employment, supersedes any previous handbook material and provisions herein may be amended at Management's sole discretion at any time without prior notice to me.

I further understand it is my responsibility to be familiar with the contents of this Handbook and agree to abide by the policies within the Handbook. I understand that disregard for the stated policies will be considered grounds for dismissal. By my signature, I also acknowledge that my employment is at-will. Accordingly, my employment may be terminated at any time, by me or by the Company, with or without notice and with or without cause. I understand that the at-will nature of my employment with the Company may not be modified except by a written document signed by the President of the Company and that any agreements or assurances concerning the terms, conditions or duration of my employment are not binding unless they are in writing and signed by the President of the Company.

Employee Signature

Date

Print Name

Division

Please sign this page, detach it from the booklet, and return to your District/Department Manager or your local Human Resources Department. A copy of this acknowledgment will be retained in your personnel file.

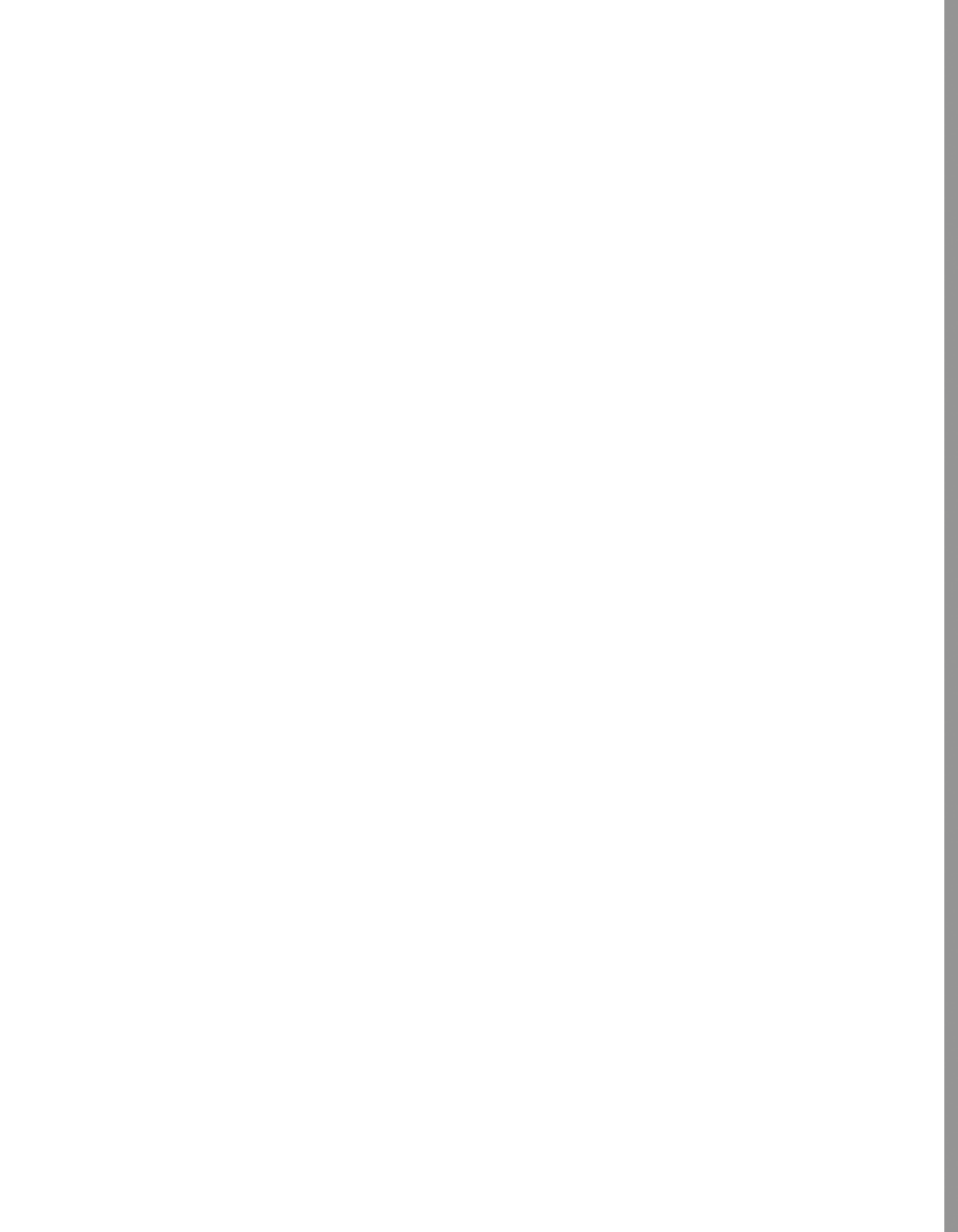


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RIGHT TO CHANGE OR TERMINATE POLICIES AND PLANS

(EFFECTIVE SUMMER 2007, REVISED NOVEMBER 1, 2008)

The organization, its policies, work rules, and plans are presented by the Company with expectation that they will continue. However, the Company reserves the right at any time to terminate, or modify the terms, conditions and provisions of these policies and plans. Changes in Company policy take place immediately upon issuance (e.g., by location posting or by electronic posting) of the revised policy. Regardless of whether this Employee Handbook is updated, employees are responsible to keep themselves informed of current Company policies.

Welcoming Statement from Superior

As you begin your employment with Superior Energy Services, I would like to welcome you to our organization and invite you to read and become familiar with the contents of this Employee Handbook. We hope that you find it full of helpful and valuable information about the policies, procedures, and opportunities available to guide and assist you in performing to the best of your abilities while developing your potential as one of our valued employees.

For many years, Superior has been the leading provider of specialized oilfield services and equipment. With your help, we are looking forward to continuing growth and prosperity as we find new and better ways to serve our customers' needs. The rules set forth in these guidelines are intended to provide employees with fair notice of what is expected of them. However, such rules cannot identify every type of unacceptable conduct or performance. Therefore, employees should be aware that conduct which adversely affects or is otherwise detrimental to the interests of the Company, other employees, or customers may result in disciplinary action, up to and including termination. These policies are not intended to create any kind of contractual relationship and are subject to change at the discretion of Superior's President and Chief Operating Officer, with or without notice. Any exception should not be granted without a written request submitted and approved by the President and Chief Operating Officer.

While the policies and procedures outlined in this Handbook should give you answers to most of the general questions you might have about your job or the company's programs and procedures, it cannot cover every situation that might arise. If you have questions about these guidelines or need further information about any subject, please consult with your Supervisor or the HR Service Center at 866-306-3899. We also welcome your suggestions for improvements either to policies or procedures covered in this handbook or in other job-related areas or subjects. Your ideas on ways to improve our operations and procedures are important to us, and along with your effort and performance, are an ideal way to contribute to Superior's future growth and your own development.

Superior Energy Services is a professional, responsible, and law-abiding business entity. It devotes considerable time and expense to conducting its business and maintaining its reputation in this regard. The behavior of every employee contributes to the Company's image and its reputation. Every employee must agree to take no action or engage in any conduct that would cause the Company or any of its employees embarrassment, which creates the appearance of impropriety or that otherwise, causes or contributes to the Company or its employees being held in disrepute by the general public, its customers, or its employees.

Please read this handbook carefully and retain it for future use. Try to familiarize yourself with its contents as soon as possible, because it should answer many of your initial and ongoing questions about your employment with Superior. We want you to be fully informed and understand our policies and procedures completely.

Once again, we welcome you and wish you success as we turn to face the opportunities, challenges, and rewards ahead.

Sincerely,

A handwritten signature in black ink, appearing to read 'KB', followed by a horizontal line extending to the right.

Kenneth Blanchard
President and Chief Operating Officer

Company QHSE Policy Statement:

Superior Energy Services is a performance-driven Company whose highest priorities are accident prevention, the health of our employees, and protection of the environment. Simply put, we believe:

- No one gets hurt;
- No environmental damage is acceptable; and
- Nothing is more valuable than our employee's health and safety.

These targets are essential to the success and growth of our Company and will not vary, even when others may have different priorities. To ensure our Company is always aligned with these simple, but powerful aspirations, our corporate HSE expectations shall be grounded in the following basic principles:

- All safety and environmental incidents are preventable;
- Delivery of HSE performance is everyone's responsibility;
- Working safely and protecting the environment are conditions of employment;
- HSE performance must be measured and actively managed;
- Leadership and management commitment are essential;
- Compliance with applicable laws and regulations is the starting point; and
- Everyone has "Stop Work Authority" and is expected to use it.

By these actions and with the full cooperation of all employees working as "The Power of One," we will be an industry leader in safety and environmental performance.



Terence Hall
Chairman of the Board and Chief Executive Officer



Kenneth Blanchard
President and Chief Operating Officer

100 COMPANY POLICIES

101 Equal Employment Opportunity

It is the policy of Superior Energy Services, Inc. and its subsidiaries (collectively, the “Company”) to provide equal opportunity in employment to all employees and applicants for employment. No person will be discriminated against in employment because of race, religion, color, sex, age, national origin, disability (including pregnancy), marital status, ancestry, sexual orientation, military status, (including Vietnam Era veteran) or any other characteristics protected by applicable federal and state laws.

- This policy applies to all terms, conditions, and privileges of employment and all policies of the Company.
- All employees of the Company are required to execute their job duties without prejudice for the sake of maintaining a cooperative and achievement-oriented work environment.
- Employees who believe they have suffered from discrimination should report this concern to any Human Resource Representative or Executive Vice President (EVP).
- All complaints of discrimination will be investigated promptly in an impartial and as confidential a manner as possible. A timely resolution of each complaint should be reached and communicated to the parties involved. The Company prohibits any form of retaliation against employees for bringing good faith complaints or providing information about discrimination.

102 Employment At-Will

It is the policy of the Company that all employees are employed at the will of the Company for an indefinite period. Employees are employed at the will of the Company and are subject to termination at any time, for any reason, with or without cause or notice. At the same time, employees may terminate their employment at any time, for any reason.

- No Company representative is authorized to modify this policy for any employee or to enter into an agreement, oral or written, that changes the at-will relationship. Supervisory and Management personnel should not make any representations to employees or applicants concerning the terms or conditions of employment with the Company that are not consistent with Company policies. No statements made in pre-hire interviews or discussions, or recruiting materials of any kind, alter the at-will nature of employment or imply that discharge will occur only “for cause.”
- This policy may not be modified by any statements contained in this guide or any other employee handbooks, employment applications, the Company recruiting materials, the Company memoranda, or other materials provided to applicants and employees in connection with their employment. None of these documents, whether singly or combined, create an expressed or implied contract of employment for a definite period, or an expressed or implied contract concerning any terms or conditions of employment. Similarly, Company policies and practices with respect to any matter should not be considered as creating any contractual obligation on the Company’s part or as stating in any way termination will occur only “for cause.” Statements of specific grounds for termination set forth in this guide or in any other Company documents are examples only, not all-inclusive lists, and are not intended to restrict the Company’s right to terminate at-will.
- At the time of hiring, employees are required to sign a written statement acknowledging that they are employed at the will of the Company and are subject to termination at any time, for any reason, with or without notice, and with or without cause.

103 Code of Employer-Employee Relations

The Company pledges its commitment to employees. Without competent, dedicated, and loyal employees, our business and customers would suffer. We must never lose sight of our employees or the value they bring to our organization. To build and maintain a top-performing and competitive workforce, we will employ an integrated approach designed to attract, develop, and retain the best people.

The Company is a performance-driven Company and can only be successful when the goals and objectives of our employees are aligned with the overall targets of the Company.

The Company is committed to a mutually rewarding and direct relationship with its employees without the intervention of outside groups. We are pro-employee. We greatly value our ability to work with employees individually and we firmly believe that the interests of the Company and of our employees are best served without the involvement of a union. Thus, the Company attempts to:

- Provide equal employment opportunity and treatment regardless of race, religion, color, sex, age, national origin, disability (including pregnancy), marital status, ancestry, sexual orientation, military status, including Vietnam Era veteran, or any other characteristics protected by applicable federal and state law;
- Provide compensation and benefits commensurate with the work performed;
- Establish reasonable hours of work based on the Company's production and service needs;
- Monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety and employment;
- Be receptive to constructive suggestions about job duties, working conditions, and/or personnel policies;
- Establish appropriate means for employees to discuss matters of concern with their immediate Supervisor, Human Resources or Executive Vice President; and
- Achieve a nondiscriminatory employment program by establishing and implementing an Affirmative Action effort, as applicable, which will ensure equal employment opportunity for all.

The Company, as part of its commitment to providing customers with excellent products and services and creating a productive work environment, expects all employees to:

- Deal with customers and suppliers in a professional manner;
- Represent the Company in a positive and ethical manner;
- Perform assigned tasks in an efficient manner;
- Be punctual;
- Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- Follow the policies adopted by the Company.

Employment is on an at-will basis, so that either the Company or the employee may end the relationship at any time and without cause or prior notice. However, it is preferred that staff provides a two (2)-week voluntary resignation notice. There may be circumstances wherein employees are not permitted to work out the notice period. Nothing in this handbook changes the employment at-will relationship or creates an expressed or implied contract or promise concerning the Company's policies or practices, including policies or practices it will implement in the future. Accordingly, the Company retains the right to establish, change, and abolish its policies, practices, benefits, rules, and regulations, in whole or in part, at-will as it sees fit and without notice unless otherwise required by law.

104 Code of Business Conduct

Honesty, fair dealing and ethical business practices are key elements to the success of the Company. In order to continue our traditions and to make clear our commitment to the highest ethical standards, the Company has adopted this Code of Business Ethics and Conduct to serve as a guide to all of its employees, officers and directors.

The Company's reputation, as well as its future success, is in the hands of its employees, officers and directors. This Code is intended to assist all of us to continue to act ethically in all aspects of the Company's business.

The Company will operate in the best interests of its stockholders, customers and employees. All Company personnel are required to act ethically and with honesty and integrity in every aspect of our business.

Due to the high importance placed on this Code by the Company and the serious effects which could result from the violation of its standards, individuals who violate this Code will be subject to immediate discipline, which may include discharge. Accordingly, all Company personnel must be familiar with and abide by the standards set forth in the Code. It is the responsibility of each management-level employee to ensure compliance with the Code by those employees under his or her supervision. To this end, each management-level employee will be required to provide an annual certification of compliance with this Code by his or her business unit.

The Company's Chief Operating Officer has been delegated the responsibility for monitoring compliance by all of our personnel who are not also executive officers or directors. Any employee with questions about the policies contained in this Code or whether certain actions will violate any of these policies should consult with his or her supervisor or the Chief Operating Officer.

All Company personnel must comply with all laws, rules and regulations of any governmental agencies and authorities applicable to the Company or the conduct of its business. It is the personal responsibility of each employee, officer and director to adhere to and comply with those laws, rules and regulations applicable to his or her duties. Any employee who does not adhere to all of these laws, rules and regulations is acting outside the scope of his or her employment.

Beyond compliance with laws, all Company personnel are expected to observe high standards of business and personal ethics in the discharge of their assigned duties and responsibilities. This requires the practice of honesty and integrity in every aspect of dealing with other Company employees, the public, the business community, stockholders, customers, suppliers and governmental and regulatory authorities.

Company personnel must avoid any interest that conflicts with, or even appears to conflict with, an interest of the Company. The Company prohibits all conflicts of interest unless specifically approved by the Company's Chief Operating Officer (unless the conflict involves an executive officer or director of the Company, in which case the Audit Committee of the Board of Directors must approve the conflict.)

A complete definition of what constitutes a conflict of interest is difficult to put into words since it is impossible to predict all types of circumstances that may arise. In most instances, Company personnel will know when a conflict between his or her interest and the interest of the Company exists. A conflict situation can arise when an employee, officer or director takes actions or has interests that may make it more difficult to perform his or her work objectively and effectively. Conflicts of interest also arise when an employee, officer or director or a member of his or her family, receives improper personal benefits as a result of his or her position in the Company. In those situations, Company personnel should put the interests of the Company first. However, there are certain situations that will always constitute a conflict of interest and must be avoided. These situations occur when an employee, officer or director or any person having a personal relationship with them:

- Obtains a financial or other beneficial interest in one of the Company's customers, suppliers or competitors;
- Engages in a personal business transaction involving the Company for profit or gain;
- Accepts money, gifts (excluding gifts of nominal value), excessive hospitality, loans (excluding loans from financial institutions at prevailing market rates) or other special treatment from any customer, supplier or competitor of the Company;
- Participates in any sale, loan or gift of Company property; or
- Learns of a business opportunity through association with the Company and discloses such opportunity to a third party or invests in such opportunity without first offering it to the Company.

When an employee is uncertain whether a situation constitutes a conflict of interest, he or she must reasonably assess whether that situation is in fact a conflict of interest. If the employee is unable to reasonably satisfy himself or herself that a conflict of

interest does not exist, they should immediately check with their supervisor. The Company's executive officers and directors must immediately report any circumstances involving a conflict of interest to the Chairman of the Audit Committee.

Irregular Activities

Consistent with the Company's pursuit of the highest ethical standards, misappropriation, fraud and other similar irregularities by employees are strictly prohibited. Examples of these types of activities include, but are not limited to:

- Any dishonest or fraudulent act;
- Embezzlement;
- Forgery or alteration of checks or other negotiable instruments of the Company;
- Receiving or paying any bribes or kickbacks;
- Misappropriation of Company property, services or employees;
- Personal use of cash, supplies or other property of the Company;
- Disclosure of confidential or proprietary Company information;
- Failing to accurately and completely maintain the Company's books and records; and
- Falsification of Company records.

If an employee is uncertain whether his or her conduct may constitute fraud, or if an employee is directed to take any action that he or she reasonably believes will constitute fraud, they should immediately contact their supervisor (unless their supervisor is the person instructing them to take such action, in which case they may contact the Chief Operating Officer directly.)

Gifts, Gratuities, and Entertainment

Company employees and persons having a personal relationship with them, are prohibited from accepting or offering kickbacks or bribes (which constitute an irregular activity prohibited by "Irregular Activities" above) or gifts of substantial value (which shall be determined in accordance with the recipient's position with the Company and gifts that are customarily given to similarly situated persons in the Company's lines of business) from or to actual or potential customers or suppliers, and any of their employees, agents or consultants. The giving or receiving of cash in any amount to induce the purchase or sale of goods and services is strictly prohibited. Moreover, an employee should not offer anything if he or she knows that the intended recipient is prohibited from accepting it by the intended recipient's own business code of conduct or similar policy. Nothing in this Code is intended to prohibit employees from spending reasonable amounts for meals and other entertainment of customers and suppliers, which are ordinary and customary in the Company's line of business. However, employees must be aware that the purpose of entertainment and gifts must be to create goodwill and good working relationships.

Improper Payments

Company employees, and persons or entities acting on behalf of the Company, are prohibited from making payments for the benefit of any individual (including any government official), company or organization which is designed to secure, or is an award for gaining influence or any improper advantage that is prohibited under U.S. law. To this end, no employee shall make or offer, directly or indirectly, any payment or its equivalent to any government official, agent or employee anywhere in the world in consideration for such official's, agent's or employee's assistance or influence (including the failure by such individual to perform his or her official duty) or to secure an improper advantage in order to help the Company obtain or retain business. Employees of government owned or controlled industries and companies, such as national oil companies, are considered government employees. This policy applies regardless of whether the payment or use is lawful under the laws of a particular country.

It is the Company's policy that no payment, transfer, offer or promise of the Company's funds, assets or anything of value shall be made that is not properly authorized, properly accounted for and clearly identified on the Company's books. Furthermore, no payment or transfer of the Company's funds or assets shall be made or approved with the intention or understanding that

any part of such payment or transfers is to be used except as specified in the supporting documents. Except as approved by authorized management, payments to third parties (other than petty cash) may not be made in cash, nor may they be paid to any account in a country otherwise unrelated to the payee's business, or to any person other than the authorized payee.

Code of Ethics for Senior Financial Officers

The honesty, integrity and sound judgment of the Company's Chief Executive Officer, Chief Financial Officer, Controller and persons performing similar functions is fundamental to the reputation and success of the Company. To the best of their knowledge and ability, the Chief Executive Officer and those officers of the Company performing accounting, financial management or similar functions must:

- Act with honesty and integrity, avoid actual or apparent conflicts of interest in personal and professional relationships, and disclose to the Audit Committee any material transaction or other relationship that reasonably could be expected to give rise to such a conflict;
- Provide colleagues with information that is accurate, complete, objective, relevant, timely and understandable;
- Provide full, fair, accurate, timely, and understandable disclosure in reports and documents that the Company files with, or submits to, the Securities and Exchange Commission and other public communications made by the Company;
- Comply with applicable laws, rules and regulations of federal, state, and local governments (both foreign and domestic) and other appropriate private and public regulatory agencies;
- Act in good faith, with due care, competence and diligence, without misrepresenting material facts;
- Proactively promote ethical and honest behavior within the Company; and
- Assure responsible use of and control of all assets, resources and information of the Company.

Any senior financial officer that the Audit Committee determines has failed to comply fully with the points listed above will be deemed to have willfully failed to perform his or her duties, and shall be subject to termination for cause or other disciplinary action.

Political Contributions and Activities

The Company does not make contributions of any kind (including the use of Company property, equipment or other assets) or lend its name to political candidates or parties, except as may be permitted under applicable law and approved in accordance with procedures approved by the Chief Executive Officer.

The foregoing prohibition applies only to the Company, and is not intended to prevent or discourage employees from making political contributions or engaging in personal political activities on their own time.

Confidentiality

All information about the Company's business and its plans that has not been disclosed to the public is a valuable asset that belongs to the Company. All Company personnel should maintain the confidentiality of information entrusted to them by the Company, its business partners, suppliers, customers or others related to the Company's business. Such information must not be disclosed to anyone, including friends and family members, except when disclosure is authorized by the Company or legally mandated.

Protection and Proper Use of Company's Assets

All Company personnel should protect the Company's property and assets and ensure their efficient and proper use. Theft, carelessness and waste can directly impact the Company's profitability, reputation and success. All Company property and assets should be used for legitimate business purposes, and personal use of such property and assets without permission is strictly prohibited.

Reporting and Investigation of Suspected Violations

If an employee has a good faith reason to believe that any violation of the Code has occurred, he or she is required to report the alleged violation to the Chief Operating Officer of the Company (unless the alleged violator is an executive officer or director of the Company, in which case they may report the violation directly to the Chairman of the Audit Committee.) All matters will be treated as strictly confidential, and may also be reported on an anonymous basis by calling 1-800-639-9198 or emailing compliance@superiorenergy.com. It shall be a violation of the Code to intimidate or punish anyone as a result of any reporting of suspected violations.

The Company's policy is to comply with all applicable financial reporting and accounting regulations applicable to the Company. If any employee has any concerns or complaints regarding any questionable accounting or auditing matters of the Company, then he or she should submit those concerns or complaints (anonymously, confidentially or otherwise) to the Chairman of the Audit Committee.

If the Company receives information regarding an alleged violation of the Code, the Chief Operating Officer (or, if the alleged violator is an executive officer or director of the Company, the Audit Committee will appoint someone else) will:

- Evaluate such information as to gravity and credibility;
- Initiate an informal inquiry or a formal investigation;
- Prepare a report of such inquiry or investigation, including its disposition or recommendations as to its disposition if it involves an executive officer or director;
- Make the results of its inquiry or investigation available to the Board of Directors for any appropriate Board action; and
- Recommend changes in this Code necessary or desirable to prevent further similar violations.

Disciplinary Actions for Violations

The Company shall consistently enforce its values and principles reflected in this Code through appropriate means of discipline. If the Chief Operating Officer determines that a violation of this Code has occurred, he shall determine the disciplinary measures to be taken against the violating employee. If the violator is an executive officer or director of the Company, the matter will be presented to the Audit Committee of the Board of Directors which will determine and recommend to the Board of Directors the appropriate disciplinary measures to be taken.

The disciplinary measures, which may be invoked at the discretion of the Chief Operating Officer or Board of Directors, include, but are not limited to, counseling, oral or written reprimands, warnings, probation or suspension without pay, demotions, reductions in salary, termination of employment and restitution.

Persons subject to disciplinary measures shall include, in addition to the violator, others involved in the wrongdoing such as (i) persons who fail to use reasonable care to detect a violation, (ii) persons who refuse to divulge information which may be material to the investigation of a violation and (iii) supervisors who approve or condone the violations or attempt to retaliate against employees or agents for reporting violations or violators.

Questions about this Code of Business Conduct

Employees who are uncertain whether particular conduct will violate any provision of this Code should immediately consult with their supervisor prior to committing such conduct. Employees who are executive officers of the Company should contact the Chairman of the Audit Committee of the Board of Directors.

105 Anti-Harassment and Non-Discrimination Policy

Statement of Policy

The Company is firmly committed to maintaining a workplace based on our collective values that stress the quality of our products and services, and the need for all employees to treat each other with dignity, fairness, and respect. This Anti-Harassment and Non-Discrimination Policy has been adopted in furtherance of that commitment and supplements the Company's Code of Business Ethics and Conduct. Therefore, it is the responsibility of each and every employee to ensure that the concepts of non-harassment and non-discrimination are understood, abided by, and carried out by everyone.

Prohibition on Discrimination and Harassment

It is Company policy to hire, train, promote, compensate, and administer all employment practices without regard to race, color, sex, sexual orientation, age, veteran status, marital status, religion, medical condition, national origin, disability unrelated to the ability to perform essential job functions, or on account of membership in any protected category under federal, state, or local laws. Harassment of employees or applicants because they are members or affiliated with members of any of the foregoing protected groups is also prohibited and will not be tolerated. The Company will take appropriate measures in response to any such incidents that are reported. Every good faith effort will be taken by the Company to fulfill the objectives of this policy.

The Company believes that every employee has the right to work in an environment free of harassment and discriminatory conduct, joking, or epithets. Such behavior does not advance the purposes of the Company; it is also morally wrong, and may subject the Company to legal exposure in certain circumstances. Toward that end, the Company's policy sets a standard of conduct that is higher than what federal, state, and local laws may require, as it forbids discriminatory or harassing conduct of the kind described in this policy even if the conduct does not rise to the level of a violation of applicable law. Consequently, any employee who engages in these types of prohibited conduct will be subject to disciplinary action, up to and including discharge from employment.

Conduct Constituting Prohibited Sexual or Discriminatory Harassment

Sexual harassment (due to one's gender) is one of the forms of harassment prohibited by this policy. The Company prohibits certain sex-related conduct regardless of whether it amounts to unlawful sexual harassment, as such conduct is deemed to be inconsistent with the Company's policy of promoting tolerance, respect, and dignity in the workplace.

For example, and without compiling an exhaustive list, the following are illustrative of conduct that the Company condemns and prohibits under this policy regardless of whether the conduct is based on gender or results in an adverse employment action and regardless of whether the conduct is severe or pervasive enough to create an unlawful hostile environment:

- It is prohibited for any person to condition a benefit such as a certain salary or promotion on the granting of sexual favors or the establishment or continuance of a personal relationship, or to imply to an employee that an award of such a benefit is conditioned upon the granting of sexual favors or the establishment or continuance of a personal relationship;
- It is also prohibited for any employee to state or imply that another employee's performance is attributable in whole or in part to the employee's sex or membership in any protected-group categories under federal, state, or local laws;
- It is also prohibited for any employee to state or imply that a fellow employee's promotion in the corporate hierarchy is the result of granting a sexual favor or establishing or continuing a personal relationship; and,
- It is also prohibited for any person to engage in any type of conduct which has the effect of unreasonably interfering with another employee's work or creates an intimidating, hostile, or offensive work environment.

As an employee of the Company, you should be aware that the issue of whether behavior constitutes harassment or discriminatory conduct might depend on how that behavior is viewed by the employee who is subjected to the behavior. Any employee who initiates or persists in such prohibited behavior assumes the risk of violating this policy in the event that the person who is the object of the behavior views it as offensive; accordingly, such an employee may be subject to discipline even if his or her conduct might not have been intended as offensive.

Conduct Constituting Sexual or Discriminatory Conduct, Joking, or Epithets

For example, and without compiling an exhaustive list, the following are illustrative of conduct that the Company condemns and prohibits under this policy:

- It is prohibited for any employee to bring any item to the work premises for purposes of an offensive sexual or discriminatory joke or epithet;
- It is also prohibited for any employee to use Company property, computers, bulletin boards, documents, or e-mail or voice mail systems for purposes of an offensive sexual or discriminatory joke or epithet;
- It is also prohibited for any employee to deface Company property or the personal property of anyone else for purposes of an offensive sexual or discriminatory joke or epithet;
- It is also prohibited for any employee to utter or utilize any offensive sexual or discriminatory jokes or epithets at work, or when referring to or about any other person, be they an employee or a non-employee;
- It is also prohibited for any employee to harass anyone else due to their sex, sexual orientation, race, color, ethnic background, age, national origin, religion, marital status, disability, or other protected-group status; and,
- It is also prohibited for any employee to view, bring to or display in the workplace any materials having an offensive content (such as pornography or due to a demeaning reference to another's protected-group status), or to circulate or disseminate any such materials through the Company's internal mail or e-mail systems.

Application of the Policy to Non-Company Employees

The Company's policy also applies to an employee's dealings with non-employees such as customers, vendors, and members of the public. Furthermore, the policy also applies to individuals who do business with the Company, who are present on Company premises, or who interact with any employee of the Company while the employee is on-duty.

Procedure upon Occurrence of Prohibited Conduct

Employees who believe they have been subjected or exposed to discrimination or harassment prohibited by this policy have the right to have any such activity terminated immediately. Every employee has a role in preventing discrimination and harassment. Every employee must avoid any conduct that reasonably could be interpreted as discrimination or harassment under this policy, and every employee should indicate when another person's conduct in the workplace is unwelcome. In addition, every employee should endeavor to protect other employees from discrimination and harassment. Employees are expected and encouraged to inform others in the workplace whenever their conduct is unwelcome, offensive, inappropriate, or in poor taste. Therefore, employees are required to come forward promptly and report any problems pursuant to this policy before the alleged offending behavior becomes severe or pervasive. In addition, employees should come forward with complaints about alleged problems or violations of the Company's policy at any time. Complaints need not be limited to someone who was the target of the alleged offending conduct. Anyone who has observed an alleged violation of the policy is also encouraged to report it to the Company.

Reporting Procedures

If an employee experiences or witnesses any conduct that he or she believes is inconsistent with this policy, the Company expects the employee to notify immediately one or more of the persons designated below. The Company has convenient and reliable mechanisms in place for reporting alleged violations of the policy. Complaints will be accepted in writing or orally.

Complaints can be directed to any member of Human Resources or an Executive Vice President, in addition to the Employee Confidential Hotline at 888-801-5260.

An HR Service Center representative can be reached by calling (866) 306-3899. All complaints shall be treated in a confidential manner to the extent possible. Upon receipt of a complaint or in circumstances where the Company becomes aware of alleged offending conduct, a prompt, thorough, and impartial investigation shall be made concerning any alleged offending conduct. If the investigation leads to a determination that an individual engaged in conduct in violation of the

Company's policy, appropriate corrective action will be taken immediately, including the possible termination of the offending party. In investigating complaints under this policy, the Company may impose discipline for inappropriate conduct that comes to the Company's attention, without regard to whether the conduct constitutes a violation of law.

Prohibition on Retaliation

The Company will not tolerate adverse treatment of any employee because he or she reports harassment or discrimination, or provides information related to such complaints. As this policy strictly prohibits retaliation of any form against anyone who complains of alleged violations of this policy, the prohibition against retaliation also applies to any employee involved in or cooperating with any investigation of alleged offending conduct under this policy. Thus, a Supervisor is prohibited from making any personnel decision or taking any other adverse action against any employee because the employee complained or cooperated in good faith with an investigation of alleged conduct prohibited by this policy. Any acts of retaliation will be considered a violation of this policy, and corrective action will be taken immediately, including the possible termination of any individual who engages in retaliation of any form.

106 Drug and Alcohol – Substance Abuse Policy

The Company has a vital interest in maintaining a safe, healthful, and productive drug-free workplace environment for our employees and others on our property. Being under the influence of an illegal drug or alcohol on or off the job poses serious safety and health risks to the user and to all those who work with the user. The use, sale, manufacture, purchase, transfer, concealment, or possession of an illegal drug in the workplace, and the use, possession, or being under the influence of alcohol pose unacceptable risks for safe, healthful, and efficient operations.

The Company recognizes that its own health is dependent upon the physical and psychological health of its employees. Accordingly, it is the right, obligation, and intent of the Company to maintain a safe, healthful, and efficient workplace for all of its employees and to protect their property, equipment, operations, and reputation.

The Company further recognizes contractual obligations to its clients for the provision of services that are free of the influence of illegal drugs and alcohol, and will endeavor through this policy to provide such drug-free services. Employees' cooperation with and consent to Company and client testing, searches and inspections are a condition of employment. Violation of Company and/or client policy, including refusal to test, search and inspection may result in removal from Company/client property and disciplinary action, up to and including discharge.

The Company further expresses its intent through this policy to comply with all applicable drug and alcohol related rules, laws, and regulations that relate to the maintenance of a workplace free from illegal drugs and alcohol. The Company further requires that all employees report any known violations of this policy or drug convictions by co-workers. This policy applies to all employees of the Company.

Definitions

For the purpose of this policy, the term:

- "Contractor personnel" means any contractor's employees, agents, subcontractors, or subcontractors' employees working on company or customer's property;
- "Company property" means all real or tangible personal property, including facilities and surrounding areas, parking lots, storage area, buildings, owned or leased vehicles, products and equipment wherever located either owned, leased, or controlled by the Company. It also includes the premises where the Company performs contract services;
- "Prohibited substances" means illicit or un-prescribed drugs and controlled substances; mood or mind altering substances; prescribed drugs used in a manner inconsistent with the prescription or alcoholic beverages;
- "Under the influence" means the presence of a prohibited substance, or metabolites in body fluids, which is above commonly, accepted cut-off levels established, or other commonly accepted cut-off levels and/or the presence of a prohibited substance that affects an individual in any detectable manner;

- “Legal drug” means any prescribed drug or over-the-counter drug, which has been legally obtained and is being used for the purpose for which it was prescribed or manufactured;
- “Illegal drug” means any drug which is not legally obtainable; any drug which is legally obtainable but has not been legally obtained; any prescribed drug not legally obtained; any prescribed drug not being used for the prescribed purpose; any over-the-counter drug being used at a dosage level different than recommended by the manufacturer or being used for a purpose other than intended by the manufacturer; and any drug being used for a purpose not in accordance with bona fide medical therapy. Examples of illegal drugs are cannabis substances (i.e., marijuana and hashish), cocaine, heroin, phencyclidine (PCP), and so-called designer drugs and look-alike drugs;
- “Alcohol” means any beverage that contains ethyl alcohol (ethanol), including but not limited to beer, wine, and distilled spirits;
- “Possession” is meant to also include the presence in the body system of any detectable amount of an illegal drug;
- “Biological testing” means the scientific analysis of urine, blood, breath, saliva, hair, tissue, and other specimens of the human body for the purpose of detecting an illegal drug or alcohol;
- “For cause situation” is any situation in which an employee’s job performance is in conflict with established job standards relating to safety and efficiency. The term includes accidents, near accidents, erratic conduct suggestive of illegal drug or alcohol use, any unsafe performance behaviors, and unexplained deviations from productivity;
- “Reasonable suspicion” means a belief based on objective facts sufficient to lead a prudent person to conclude that a particular person performed a particular act;
- “Random testing” means a testing process in which selection for testing is made by a method employing objective, neutral criteria, which ensures that every person subject to testing has a substantially equal statistical chance of being selected. The method does not permit subjective factors to play a role in selection;
- “Safety sensitive” means high exposure to catastrophic operational incident and has access to operations where failure could result in serious harm to public or employee well being, company assets, or the environment; and
- “Tests positive on an alcohol screen” means at a level of .02% or greater and confirming at a level of .02% or greater for DOT (USCG, FHWA/FMCSA, FAA and RSPA/PHMSA) regulated individuals and at or above the level set forth by applicable law for Non-DOT regulated individuals. Any confirmed trace of alcohol during a pre-employment alcohol test will disqualify an applicant from employment eligibility.

Applicants

All applicants for employment will be subject to biological testing. If evidence of the use of illegal drugs or alcohol by an applicant is discovered, either through biological testing or other means, the employment process will be terminated. This includes refusal.

Supervisor’s Responsibility

Being under the influence of prohibited substances while performing any work is not permitted. Supervisors and Managers are required to observe and monitor the performance and behavior of all employees. If an employee’s actions are suspicious, the Supervisor or Manager must address these concerns and if necessary use their own judgment in determining if the employee can continue to perform his/her job duties. If an employee is requested to perform any job duties and is under the influences of any prohibited substance, legal or illegal, it is the employee’s responsibility to communicate this to their Supervisor, Manager, or person(s) requesting them to perform job duties while under the influence

Legal Drugs

It is the responsibility of every employee at work to be free of the influence of any impairing substances, including legal drugs. Employees must notify their Supervisor that they will be in possession of or using, impairment-causing prescription drugs or over-the-counter medication. Appropriate steps will be taken to accommodate the possibility of impairment, including but not limited to, removal from work for the period of possible impairment. Employees who must take prescription drugs at work must

keep all prescribed medicines in their original containers that identify the drug, the date of the prescription, and the prescribing physician. Similarly, employees who must take over-the-counter medication while on duty must keep the medication in its original packaging which sets forth dosage information and side effects. The Company, at all times, reserves the right to judge the effect that a legal drug may have upon work performance and to restrict the using employee's work activity or presence at the workplace accordingly.

Illegal Drugs and Prohibited Activities

The use, sale, purchase, transfer, manufacture, or possession in any detectable manner of an illegal drug, alcohol or drug paraphernalia by any employee while on or off Company premises, while performing Company business or during the performance of third-party services is prohibited.

Alcohol

The company also prohibits the consumption, possession, sale, or purchase of alcohol on Company property or customer property and in Company motor vehicles. The use of alcohol immediately before and during working time, including lunchtime and breaks, whether in connection with business or on personal time is prohibited. DOT regulations specifically prohibit alcohol consumption within four (4) hours prior to performance of safety sensitive work.

Use of alcohol at company-sponsored, on or off-site activities:

The consumption, possession, sale, or purchase of alcohol at company-sponsored business or social functions held on or off Company premises must have the prior approval of Senior Management. With the prior approval of Senior Management, the employee's use of alcohol while conducting business, attending a company-sponsored business or social function, or otherwise representing the Company at an outside function is permitted only to the extent that it does not lead to impaired performance, inappropriate behavior, endanger the safety of any individual, or violate applicable law.

Biological Testing

The Company may perform biological testing on a current employee for the following reasons:

- Reasonable Suspicion Testing: Testing is conducted on a belief based on objective and particular facts sufficient to lead a Supervisor to suspect that someone is under the influence. Strong evidence must accompany the suspicion and must be documented;
- Post-Accident Testing: A test is administered after an accident, incident, illness, or unsafe practice;
- Follow-Up Testing: Tests are administered periodically as a follow-up to employees who have previously tested positive for drugs or alcohol under this policy to ensure that they are remaining drug free;
- Random Testing: Employees are selected randomly for testing and all employees are eligible;
- Voluntary Testing: The Company recognizes that circumstances may develop where an employee may request to be tested on a voluntary basis. Prior to performing this voluntary test, Management along with the Human Resources Manager will review the situation, on a case-by-case basis, in order to determine if the test will be authorized;
- Return to Duty Testing: Following a self-referral for rehab treatment, the employee will need to have a negative return-to-work test for drugs and/or alcohol. A qualified Substance Abuse Professional will determine the timing of this test;
- Return to Work Testing: Upon return from a leave due to a personal or work related accident or injury, the employee will need to have a negative return-to-duty test for drugs and/or alcohol; and
- Other Testing: The Company may test employees: of a team, unit, department, an entire location (office), or division (known as a "unit sweep"); for pre-access; license renewal; to obtain a license; and any other reason which may apply.

An employee's consent to submit to biological testing is required as a condition of employment. If the employee refuses to take a biological test or tests positive, employment will be terminated. The employee will not be eligible to reapply until a qualified

Substance Abuse Professional has determined that the individual has successfully complied with the prescribed education and/or treatment; and no sooner than ninety (90) days from the date of refusal or confirmed positive test, at which time the individual may be considered for re-employment.

An employee who is in a “safety sensitive” position and tested as the result of involvement in a “For-Cause” situation may be suspended with pay pending completion of ALL inquiries. If the inquiry shows the employee was not drug or alcohol impaired, the employee will resume his/her safety-sensitive job duties. Your local QHSE department can help you define safety-sensitive positions.

Searches and Inspections

The Company reserves the right, at all times, to have authorized personnel to conduct unannounced general inspections and searches of personal affects, belongings, vehicles, quarters, rooms, lockers, baggage, offices and desks of employees and other personnel for the purpose of determining if they are in possession of any illegal drugs, paraphernalia, alcohol or other items prohibited under this policy. Employees are expected to cooperate. Searches will be conducted consistent with state law requirements and only if the Company has a reasonable suspicion that an employee has committed theft or is concealing a weapon or other improper materials such as drugs or alcohol.

An employee’s consent to a search is required as a condition of employment and the employee’s refusal to consent may result in disciplinary action, up to and including discharge, even for a first refusal. Any employee found in violation of the Company policy or who refuses to cooperate with the searches and test shall be permanently removed by the Company and/or from the customer’s property and from performing work for that customer.

Illegal drugs, drugs believed to be illegal, and drug paraphernalia found on our Company property may be turned over to the appropriate law enforcement agency and full cooperation given to any subsequent investigation. Substances, which cannot be identified as an illegal drug by a layman’s examination, will be turned over to a biological testing vendor for scientific analysis.

If an employee is the subject of a drug-related investigation by the Company, or by a law enforcement agency, the employee may be suspended pending completion of the investigation. If the investigation turns up no evidence of wrongdoing the employee will be reinstated.

On customer property, the customer may, at any time, have their Supervisors, the Company Supervisors and/or authorized search and inspection specialists, including scent-trained animals, conduct unannounced searches and inspections of our Company property and/or our personnel and their property; that property may include, but is not limited to, the following: wallets, purses, lockers, baggage, offices, desks, toolboxes, clothing, and vehicles.

Discipline

Any employee who uses, possesses, manufactures, distributes, sells, attempts to sell, or transfers illegal drugs on Company premises or on Company business will have his/her employment terminated.

Any employee who tests positive for an illegal drug or alcohol in a biological test conducted under the provisions of this policy will have his/her employment terminated.

Any employee who refuses to test, refuses to sign a release and consent form, fails to properly cooperate with collection site personnel and/or Breath Alcohol Technician, or creates reason to believe a sample has been altered, substituted or adulterated, will have his/her employment terminated.

Self Identification

Any employee who comes forward and voluntarily requests assistance for chemical dependency, prior to any request for a drug test under this policy, will not be subject to discipline according to this policy. These employees, if eligible for leave, will be allowed to participate in a treatment program as recommended by a Substance Abuse Professional. Accordingly, proof of admission into the program, regular attendance, and “drug/alcohol free” participation will be required. For requesting a leave of absence to enroll in a treatment program, employee should contact the HR Service Center.

An employee may return to work after the qualified Substance Abuse Professional has determined that the employee has successfully complied with the prescribed education and/or treatment and a negative result on the drug and/or alcohol test is received. Upon return to work, employees may be subject to unannounced follow-up testing for up to five (5) years.

Confidentiality

All information relating to biological testing or the identification of persons as users of illegal drugs and alcohol will be protected by the Company, as confidential, unless otherwise required by law, for judicial or administrative purposes, and/or authorized in writing by the person in question.

Employee Assistance Program (EAP)

The Company has a referral based Employee Assistance Program that is free of charge. Employees referred to an outside provider however, will be responsible for all costs associated with those outside services; although the employee's medical insurance may cover part of the cost of those services.

All DOT regulated employees (USCG, RSPA/PHMSA, FAA, and FWHA/FMCSA) will be responsible for disclosing to the EAP provider and/or Substance Abuse Professional that they perform safety sensitive job functions.

Reservation of Rights

The Company, may modify, rescind, or change this policy without notice. In addition, this policy shall not constitute nor be deemed a contract or promise of employment. This policy is a summary of the Company's drug and alcohol plan, which is located in the HR Service Center. If any part of this policy is held invalid by a competent authority, or by changes in local, state, or federal legislation, such part shall be deemed invalid and the remainder of the policy shall continue in full force and effect.

107 Workplace Violence Prevention

The Company is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in general, the Company has adopted the following guidelines to deal with intimidation, harassment or other threats of (or actual) violence that occur during business hours or on its premises:

- All employees, including Supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay" including rough or boisterous play or pranks, or any other conduct that may be dangerous to others.
- Conduct that threatens intimidates or coerces another employee, a customer or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to a Supervisor and/or Human Resource Representative. If the complaint involves the employee's Supervisor or Manager it should be reported to the executive Vice President (EVP) or the HR Service Center. Every reasonable attempt will be made to protect confidentiality.
- This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported to a Supervisor as soon as possible. Do not place yourself in danger. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.
- The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

- The Company encourages employees to bring their disputes or differences with other employees to the attention of their Supervisors before the situation escalates into potential violence. The Company is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

108 Firearms/Weapons Policy

The Company believes it is important to establish a clear policy that addresses weapons in the workplace. All persons who enter Company or Customer property are prohibited from carrying a handgun, firearms, illegal knives, explosives, or any other instrument that can be utilized to inflict or threaten bodily injury. The possession of such articles on Company or Customer property (including parking lots) is proper cause for disciplinary action, up to and including termination of employment. The possession of firearms at any Company, vendor, or customer sponsored event must have the prior approval of senior management. The only exceptions to this policy will be police officers, security guards or other persons who have been given written consent by the Company to carry a weapon on the property in accordance with any applicable state law.

109 Smoking Policy

It is the policy of the Company to comply with all applicable federal, state, and local regulations regarding smoking in the workplace and to provide a work environment that promotes productivity and the well being of its employees. The Company recognizes that smoking in the workplace can adversely affect employees. Accordingly, smoking is restricted at all Company facilities.

Each Company facility will identify designated smoking areas.

- Smoking is prohibited inside all Company facilities. Managers are responsible for implementing and monitoring smoking regulations and are expected to enforce the regulations. The smoking policy applies to employees during working time and to customers and visitors while on Company's premises.
- Employees are expected to exercise common courtesy and to respect the needs and sensitivities of co-workers with regard to the smoking policy. Smokers have a special obligation to keep designated smoking areas litter-free and not to abuse break and work rules. Complaints about smoking issues should be resolved with the HR Service Center. Employees smoking in any non-smoking area may be subject to disciplinary action.

110 Accommodations for Disabilities

The Company stands committed to fulfilling its obligations under the Americans With Disabilities Act and all other applicable federal, state, and local statutes and regulations governing the work place. It is the policy of the Company to hire, train, promote, compensate, and administer all employment practices without regard to race, color, sex, age, marital status, religion, veteran status, medical condition, national origin, or disability unrelated to the ability to perform a job with or without reasonable accommodation. Discrimination against job applicants or employees because they are disabled is prohibited and will not be tolerated. Every good faith effort will be taken by the Company to fulfill the objectives of this policy.

Guidelines

When dealing with situations involving job applicants or employees with a disability, the Company will endeavor to follow these guidelines:

- It is against the policy of the Company to discriminate against qualified individuals with disabilities who, with or without reasonable accommodation, can perform the essential functions of a job.
- The Company is committed to ensuring that qualified individuals with a disability are not discriminated against in applying for employment and once such individuals have been employed in the work place. It is the policy of the Company, where possible, safe and readily achievable, to make existing facilities used by employees readily accessible to and usable by individuals with disabilities. However, there may be instances where the Company is not aware that an employee has a disability that might impact on an aspect of his or her employment or whether an existing facility is

accessible to and usable by individuals with disabilities. It is incumbent upon any job applicant or employee to alert the Company or his or her Supervisor as to the existence of a disability which the job applicant or employee believes needs to be accommodated so that he or she will enjoy and be afforded equal employment opportunity in the workplace.

- As specified by law, an individual may be considered disabled if he or she has a physical or mental impairment and the impairment substantially limits one or more of the individual's major activities in life, has a record or history of such an impairment, or is perceived as having such an impairment. The Company is committed to making reasonable accommodations in job duties, the work environment, and the application process to enable a qualified person with a disability to enjoy equal employment opportunities, so long as such accommodations do not constitute an undue hardship.
- At the same time, the Company also has an obligation to provide a safe work environment for all employees and customers. Reasonable precautions will be taken to ensure that an employee's disability, or any attempted reasonable accommodations thereto, do not present a direct threat to the health and/or safety of the individual employee with a disability.

Procedural Channels

Any employee who believes they need a reasonable accommodation should advise his or her Supervisor of the existence of a disability that the employee believes needs to be accommodated so that he or she will have equal employment opportunities in the work place. Employees also should advise their Supervisors of any facilities which they believe need to be made accessible and usable by individuals with disabilities; the employee also may contact any member of Management, any member of the HR Service Center, or the President of the Company. The Company will attempt to work with the employee to determine if the employee's disability can be reasonably accommodated. Requests shall be treated in a confidential manner to the extent possible.

This policy governs all aspects of employment, including, but not limited to, activities affecting compensation, transfers, promotions, layoffs, return from layoffs, working conditions, employee selection, job assignments, compensation, access to benefits, training, discipline, and termination.

111 Employment Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Company uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Company may end the at-will employment relationship at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first ninety (90) calendar days after their date of hire. Employees who are promoted or transferred within the Company must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If the Company determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers with the Company, an employee who, in the sole judgment of Management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. Upon satisfactory completion of the initial introductory period, employees enter at-will "regular full-time" employment classification.

112 Employment Applications

The Company relies upon the accuracy of information you provide on your employment application and throughout the hiring process and employment. The Company does verify information provided on the employment application. For certain jobs, your driving record and/or previous drug/alcohol history will be verified.

Any misrepresentations, falsifications, or material omissions in any of this information or data may result in grounds for disciplinary action, up to and including termination of employment.

113 Medical Evaluations

Once the Company extends a conditional job offer, a medical evaluation, functional capacity testing, drug screen, and background investigation may be required to ensure that a prospective employee is capable of performing his or her essential job-related tasks. The offer of employment and assignment to duties is contingent upon satisfactory completion of the examinations. A physician chosen by the Company at the company's expense will perform the medical evaluations. A laboratory chosen by the Company at the Company's expense will perform the drug screen.

The prospective employee must sign a written consent for these examinations and drug-screen to be performed and reported to the Company. The medical information that the examining physician reports, is confidential. All medical records retained by the Company are kept separately from an employee's personnel file. Access to this information will be limited to those who have a legitimate need to know.

In addition, existing employees may be required to take medical examinations, including functional capacity testing, to determine continued fitness for duty upon return from a leave of absence. Such examinations will be scheduled at reasonable times and intervals and performed at the Company's expense.

Providing the Company with false information, either directly or through a healthcare provider, may result in disciplinary action, up to and including termination of employment.

Disclaimer of Liability

The Company and employee have mutually agreed that a medical interview, evaluation, or examination is required to determine the employee's ability to perform his or her essential job-related tasks. Employee acknowledges that the Company will rely on the examining physician's report in determining employee's ability to perform. Employee releases and agrees to hold harmless the Company, its officers, directors, shareholders, employees, successors, and assigns from any and all liability, of any kind or nature whatsoever, which might arise out of or result from any statement or omission made or contained in said medical report.

The Company is not required to conduct any independent investigation of the truthfulness or accuracy of statements made or contained in said medical report.

114 Background Checks

The Company may conduct a background check on job applicants. Certain positions within the Company may require periodic background checks be conducted by law and or due to customer requirements.

115 Employment of Relatives

The Company believes the hiring of relatives may cause conflict of interest, or give rise to problems with respect to supervision, safety, morale, and/or security. Relatives of employees may be considered for employment only if the Company deems:

- It will not affect the employment conditions of a relative;
- One relative will not be under the direct or indirect supervision of another;
- It is not the responsibility of the relative/employee to audit the work of another; and
- There is no conflict of interest.

If employees become related after employment and a conflict of interest or management problems of supervision, safety, security or morale result, or, if a reorganization creates such a conflict, reasonable time may be provided to resolve the matter.

If resolution is not possible, the Company may require one or both of those employees to either transfer if a comparable position is available, or resign.

By definition, relatives include, but not limited to spouses, children, stepchildren, parents, and siblings. This policy does not apply and will not be administered with respect to employees in states that prohibit anti-nepotism policies and/or have laws which prohibit employment decisions based on personal relationships involving relatives.

116 Outside Employment

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with the Company. All employees are required to disclose outside employment so the Company can determine if a conflict exists and/or if the outside employment is interfering with the employee's duties at the Company. All employees will be judged by the same performance standards and will be subject to scheduling demands of the Company regardless of any existing outside work requirements.

If the Company determines that an employee's outside work interferes with performance or the ability to meet the requirements of the Company as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the Company. Outside employment will present a conflict of interest if it has an adverse impact on the Company.

117 Personnel Records

Personnel records are kept on every employee of the Company and are maintained in the Human Resource, Payroll and Benefits Department. All records are the property of the Company and are kept confidential. Unauthorized use or disclosure of personal information is prohibited. Exceptions may be made only with the written consent of the employee, for valid business reasons, or in response to subpoena or government agency requests.

Personnel records belong to the Company and will be maintained by the Company. Employees may be given reasonable opportunity, in the presence of their Manager/Supervisor or a Human Resources Representative, to examine their personnel file. However, no duplicates or copies will be made.

Employee references for compensation will be given only at the written consent of the employee. If a job reference is requested, the only information that will be given is employee name, position held, and dates of employment. All requests will be directed to the HR Service Department. Managers/Supervisors and other employees are prohibited from providing personal or employment references on former or current employees.

118 Personal Data Changes

You have the responsibility to promptly notify the Human Resources Department of any changes in personal data. Personal mailing addresses, telephone numbers, names of dependents, individuals to notify in an emergency, educational accomplishments and other such changes should be accurate and current at all times. If any employee's personal data has changed, the employee should notify the Human Resources Department.

119 Protection of Confidential Information

It is the responsibility of all Company employees to safeguard sensitive Company information. The nature of our business and the economic well-being of our Company is dependent upon protecting and maintaining proprietary company information. Continued employment with the Company is contingent upon compliance with this policy. Each departmental Supervisor/Manager bears the responsibility for the orientation and training of his or her employees to ensure enforcement of Company confidentiality. Sensitive Company information is defined as trade secrets or confidential information relating to products, processes, know-how, customers, designs, drawings, formulas, test data, marketing data, accounting, pricing information, business plans and strategies, negotiations and contracts, inventions, and discoveries. All such information shall be appropriately marked or verbally identified to each employee. When such information is transferred from one employee to another, the employee must do all of the following:

- Determine that the transfer is necessary and in the interest of regular company business;

- Determine that the employee receiving the information has a need to know the information and has the necessary authority to receive the information;
- Ensure that all cover sheets or markings that identify the information as proprietary, or classified, are conspicuous; and
- Give the information directly to the employee receiving the information and verbally identify the proprietary or classified information as such. Do not leave the information unattended with the receiving employee.

Employees who improperly use or disclose trade secrets or confidential business information may be subject to disciplinary action, up to and including termination and legal action. An employee does not actually have to benefit from disclosing the information to be subject to discipline or legal action.

120 Immigration Law Compliance

It is the policy of the Company to comply with the Immigration Reform and Control Act of 1986. The Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. 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. Former employees who are rehired must also complete the form if their previous I-9 is no longer valid. Employees with questions or seeking more information on immigration law issues are encouraged to contact the HR Service Center.

121 Open Door/Communications

It is the intent of the Company to promote and maintain excellent employee relations. The Company believes that a key factor in doing so is open communications with all employees. The Company encourages two-way communications to discuss work-related problems or issues and will strive to maintain good working conditions, competitive wages, benefits and employee involvement. As an employee, we encourage you to discuss any issues or concerns with your Supervisor/Manager. All employees are welcomed to confer with any other Manager or a representative from the Human Resources Department.

Communication may be in the form of letters sent to the home, posted notices on bulletin boards, Company newsletter, emails, group meetings, or face-to-face discussions. It is important to always maintain an open mind and to strive to better understand one another. Bulletin boards are provided so Company Management can communicate what it believes is information of interest and concern to employees.

On a periodic basis, meetings may be held between Supervisors and their departments. These meetings are designed to provide information and feedback between you and your Supervisor. You are encouraged to actively participate in these meetings and to use them to ask questions, make suggestions or point out possible problems.

It is our goal to keep you informed of actions that affect you. You are encouraged to feel free to keep us informed of matters you think we need to know.

122 Employment of Minors

As a general rule, employees or third party contractors of the Company must be eighteen (18) years of age or older. Due to the nature of work and both physical and environmental factors involved in our manufacturing and field operations the Company will not employ anyone under the age of eighteen (18) years of age. For further explanation please contact the HR Service Center.

200 WHAT IS EXPECTED OF YOU

201 Employee Conduct

Employees are expected to know and observe certain standards of job performance and conduct. When performance or conduct does not meet the Company's standards, the Company may, at its discretion, give the employee an opportunity to correct the deficiency. Employees should understand that conduct which adversely affects or is otherwise detrimental to the interests of the Company, other employees, or customers, may result in disciplinary action, up to and including termination of employment.

The Company is a professional, responsible, and law-abiding business entity. It devotes considerable time and expense to conducting its business and maintaining its reputation in this regard. The behavior of every employee contributes to the Company's image and its reputation. Every employee must agree to take no action or engage in any conduct that cause the Company or any of its employee embarrassment, that creates the appearance of impropriety, or that otherwise causes or contributes to the Company or its employees being held in disrepute by the general public, its customers, or its employees. Breach of this policy will result in disciplinary action, including possible termination.

The following rules are intended to provide employees fair notice of what is expected. However, these rules cannot cover every possible situation that may arise. The Company reserves the right to take appropriate disciplinary action whenever poor job performance or misconduct occurs.

Job Performance

Employees may be disciplined, up to and including termination of employment, for poor job performance; including, but not limited to:

- Failure to meet objectives and/or work performance requirements;
- Below-average work quality or quantity;
- Poor attitude or lack of cooperation;
- Excessive absenteeism, tardiness, or abuse of lunch periods;
- Failure to follow instructions or the Company's procedures; or
- Failure to follow established safety regulations.

Misconduct

Depending upon the severity of the misconduct, employees may be disciplined, up to and including termination of employment, for any of the following; including, but not limited to:

- Insubordination;
- Dishonesty;
- Theft;
- Discourtesy towards customers;
- Discrimination and harassment (including harassment based upon gender);
- Violation of any client policy in the course of providing services for that customer;
- Misuse or destruction of Company property or the property of another employee on Company property;
- Disregard for Company's interests;
- Violation of conflict of interest rules;
- Unauthorized disclosure of confidential/proprietary information, or confidential customer information;
- Falsifying or altering Company records;
- Interference with the work performance of others;
- Fighting with or harassment (including sexual harassment) of another employee;
- Gambling on Company property;

- Sleeping on the job or leaving the job without authorization;
- Possession of a firearm or other dangerous weapon while on Company business or Company property;
- Conviction of a crime that indicates unfitness for the job, or that raises a threat to the safety or well being of the Company, its employees, customers, or property; or
- Violation of any Company policy; or
- Horseplay.

202 Disciplinary Process

The purpose of this policy is to state the Company's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

The Company's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Misconduct, violations of company policy, poor performance, engaging in unsafe behavior, or similar conduct or actions will result in appropriate disciplinary action. What is appropriate will depend upon the circumstances, and may include such things as verbal warning, written warning, suspension, demotion, or discharge.

203 Hours of Work

Work schedules for employees can vary throughout the organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. All personnel are expected to be at work on time and to observe the designated lunch hour unless otherwise directed by their Supervisor.

204 Attendance and Punctuality

The Company expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the Company. If an employee cannot avoid being late for work or is unable to work as scheduled, he/she should notify their Supervisor as soon as possible. Failure to report to work for three consecutive days without contacting your Supervisor (or without prior arrangement) will be considered a voluntary resignation.

Employees are expected to report to work on time, observe the time limits for lunch periods, not leave work early without approval, and keep your Supervisor informed if you are unable to report to work. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

205 Timekeeping

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state laws require the Company to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Non-exempt employees must accurately record the hours worked each day by either using a time sheet or time clock if available. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination.

Non-exempt employees should not report to work earlier than fifteen (15) minutes before the scheduled starting time or stay later than fifteen (15) minutes after scheduled quitting time without expressed, prior authorization from their Supervisor.

It is the employee's responsibility to sign their own time records to certify the accuracy of all time recorded. The Supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, the Supervisor must notify employee of changes and verify the accuracy of the changes by initialing the time record.

206 Job Assignments

At any time an employee of the Company may be asked to perform any duty or task that is needed. Reassignment of regular duties may also be required as business needs change. Employees will be expected to comply with any changes in duty assignments.

207 Personal Appearance

The Company expects employees to dress and act in keeping with the requirements of their job and in a manner that will reflect favorably upon themselves and the Company. Employees must always maintain a professional image with peers, customers and the general public. Because the impression of our employees is important, we have specific guidelines to follow. Employees are expected to maintain good personal hygiene and report to work in clothing that is clean, neat, appropriate for the specific job duty and/or location, and in good condition. The Company retains the sole right to determine what "appropriate" dress and grooming involves.

Consult your Supervisor, QHSE Representative, or the HR Service Center with any questions as to what constitutes appropriate attire for your specific job duties and/or location. Appropriate clothing includes, but is not limited to:

Office Personnel

- All office employees are expected to report for work in appropriate casual business attire, which is acceptable for both male and female employees. While the Company observes a casual dress environment, there may be situations requiring more formal attire. If you are conducting or attending meetings, seminars, roundtables, etc. where you come in contact with other business professionals or customers, you are expected to represent the Company in a professional manner and dress appropriately for conducting such business. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable.

Field and Service Personnel

- Uniforms
An approved Company uniform must be worn while on Company business and at all times while on the job location. Ripped, loose or tattered clothing will not be allowed. All sleeves and pants must be hemmed. Steel toe footwear must be worn in designated areas while on Company business.
- Hair
Beards will be kept neatly trimmed. To be in compliance with safety regulations, some field employees may be required to be clean-shaven.
- Jewelry
Exercise caution when wearing rings, earrings, chains, and watches while on the jobsite; including, but not limited to shop areas, on land, or offshore. You may be asked to remove visible jewelry for safety reasons.

The requirements of this policy also extend to employees attending Company required training. When reporting for training, employees are expected to be prepared for practical exercises with relevant Personal Protective Equipment, as when reporting for work.

Employees traveling internationally (outside the US) should consult with their respective QHSE and/or Security Representative to determine appropriate work attire prior to departure.

Acceptance of employment with this Company implies your agreement with this policy and your intent to cooperate with suggestions and requirements when they are made known to you.

208 Workplace Monitoring

The Company may monitor the workplace, using video equipment, to ensure quality control, employee safety, security, and customer satisfaction. Because the Company is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Employees should have no expectation of privacy when using Company or any customer's computer equipment. Computers, computer files, the e-mail system, and software furnished to employees by the Company are the Company property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

209 Use of Company Property and Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using Company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Employees are responsible for the safe operation of all property (equipment, tools, machinery, vehicles, etc.) at any time that they are on Company facilities and worksites, whether or not the Company controls these operations.

Please notify your Supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent possible injury to employees or others, deterioration of equipment and/or damage to the environment.

Employees assigned Company vehicles are responsible for the timely maintenance and upkeep of the vehicle, i.e., oil and filter changes, wash, tire rotation, etc.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Employees who receive a traffic citation or who are involved in an incident involving Company vehicles or property must notify the Company immediately by either contacting their Supervisor or QHSE representative. Employees must submit a police report for any and all incidents involving Company vehicles or which occur while conducting company business. Failure to comply may result in disciplinary action, up to and including termination of employment.

All employees of the Company may have their driving records checked prior to employment and annually thereafter. Any traffic violations, incidents, or a DWI may result in disciplinary action up to and including termination of employment, and employees may not be allowed to drive a Company vehicle, or their personal vehicle for any Company business. Therefore employees should report these types of violations to Management or QHSE who must then notify Human Resources. Offending employees may also be required to attend an approved driver's education school at their own expense and on their own time.

Assigned Company vehicles may only be operated by approved Company personnel. Use of unassigned Company-owned equipment and vehicles for personal use, without prior authorization, is strictly prohibited and can result in termination of employment. All Company vehicles shall be operated in accordance with federal, state and local laws, ordinances and regulations, including state required seatbelt and speed laws.

210 Use of Cellular Phone

The Company strongly discourages usage of cell phones or any other hand held device, pagers, digital assistants, laptops, or any other electronic communicative devices while operating a vehicle. Text messaging while driving is prohibited by all drivers. Electronic devices should not be used in areas where they may interfere with the operation of any Company equipment.

While using cell phones or other hand held devices, safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short, use hands-free options if available, refrain from discussion of complicated or emotional discussions and

keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

Employees, while on the premises of any customer location or property, must adhere to the customers' policy concerning the usage of cell phones or any other hand held device, pagers, digital assistants, laptops, or any other electronic communicative devices.

Failure to comply with this policy may lead to disciplinary action, up to and including termination of employment.

211 Use of Telephone and Mail System

The Company respects and relies on your professionalism. The telephone is a critical part of the Company's customer communication system. Personal use of telephones should be kept to a minimum. Long distance calls charged to the Company should be business related.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner.

The Company's mail system is reserved for business purposes only.

212 Computer and E-mail Usage

It is the policy of the Company to ensure that all employees comply with the requirements listed below with respect to using any Company property to electronically communicate with others through e-mail or access the Internet:

- The e-mail and Internet system is to be used for Company purposes only. The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-Company benefits, or any use of the Internet for personal profit is strictly prohibited;
- Employees of the Company are strictly prohibited from communicating through e-mail any language that is, or could be, construed as offensive to a reasonable person on the basis of race, age, national origin, sex, religion, ancestry, disability, or any other basis prohibited by applicable laws. This includes, but is not limited to, any message that contains sexual implications, racial slurs, gender-specific comments, vulgarities, or obscenities. The Company may use independently supplied software and data to identify inappropriate or sexually explicit Internet sites. The Company may block access from within our networks to all such sites we know of. If an employee finds himself or herself connected incidentally to a site that contains sexually explicit or offensive material, the employee must disconnect from that site immediately;
- E-mail messages should be transmitted only to those individuals who have a business need to receive them. Distribution lists should be constructed and used carefully. E-mail distribution lists should be kept current and updated regularly to reflect changes in responsibility or employment status. All employees are required to disclose any password protection to the Information Technology Department;
- Use of the e-mail and Internet system constitutes consent to the disclosure of transmission to authorized Company personnel. The Company reserves the right to access and disclose the contents of e-mail messages for any reason;
- Employees who utilize the Company's e-mail and Internet resources waive any right to privacy in anything they access, create, store, send, or receive on the computer;
- Deletion of an e-mail from the Company system may not fully eliminate the e-mail from the system;
- E-mail messages may be discoverable and thus revealed to parties involved in a legal conflict with the Company. Thus, the same care and standards should be utilized for the creation of e-mail messages as would be utilized for other Company correspondence or memorandums;
- Utilization of e-mail for purposes of solicitation and/or promotion of events or causes not related to or sponsored by the Company is prohibited;

- To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads require prior approval from the Information Technology Department;
- Employees must comply with all software licenses, copyrights and all other state and federal laws governing intellectual property. No employee may use Company property to knowingly download or distribute pirated software or data. Any employee who violates this policy or uses the electronic mail system for improper purposes shall be subject to discipline, up to and including discharge;
- The Company's Internet facilities and computing facilities must not be used to violate the laws and regulations of the United States or any other nation, or the laws and regulations of any state, city, province, or other local jurisdiction in any material way. Use of Company resources for illegal activity is grounds for immediate dismissal and we will cooperate with any legitimate law enforcement activity;
- Any software or files downloaded via the Internet into the Company network become the property of the Company. Any such files or software may be used only in ways consistent with their licenses or copyrights;
- Any information developed with the use of the Company's network, computers, and systems becomes the intellectual property of the Company;
- All e-mail correspondence is the property of the Company. Employee e-mail communications are not considered private despite any such designation either by the sender or the recipient. The Company reserves the right to monitor its e-mail system, including an employee's mailbox, at its discretion in the ordinary course of business. Please note that in certain situations, the Company may be compelled to access and disclose messages sent over its e-mail system. The existence of passwords and message delete functions does not restrict or eliminate the Company's ability access electronic communications. Employees shall not share an e-mail password, provide e-mail access to an unauthorized user, or access another user's e-mail box without authorization;
- Employees shall not post, display, or make easily available any access information, including, but not limited to, passwords;
- Messages sent to all corporate wide e-mail users require prior approval by an appropriate member of the Company. Any employee who violates this policy shall be subject to disciplinary action, up to and including termination of employment.

The primary responsibility for ensuring confidentiality of information remains with the employees who are entrusted with the information. Employees who are unsure as to how to best protect confidential information on the Company's computer system should seek assistance from their Supervisor and/or Information Technology Department personnel. Any employee who discovers a violation should contact their Supervisor and/or the HR Service Center. The Company's personnel policies on equal employment opportunity, anti-harassment, and non-discrimination apply to any employee's uses of the company's electronic systems.

213 Solicitations

Posting notices or other written material on Company property without prior written approval of the Company, circulation or distribution of written material of any type in working areas or on working time, and solicitation or any other form of disturbing employees during working time, is strictly prohibited. Non-working time includes before or after work, break periods, and lunch periods, or other specified periods, if any, during the work day when employees are not properly engaged in performing their work tasks. Working areas include any location within the company or on Company premises in which any employees regularly perform their job.

214 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at the Company only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are prohibited from visiting in their work area. If an unauthorized individual is observed on the Company premises, employees should immediately notify their Supervisor.

215 Customer Service

It is the policy and practice of the Company to provide for and promote both equal employment opportunities for all applicants and employees, as well as adherence to all laws which govern our Company, our workplace, and our interactions with customers, vendors, and third-parties. In particular, customers are the life-blood of our business, and all customers are to be treated with respect, dignity, and professionalism. In many respects, we are in the “people business” and our transactions and interactions with customers represent an opportunity to embrace and manage the principles of equal opportunity, non-discrimination, and anti-harassment policies which are at the heart of the mission and principles of our company. To that end, all employees are to abide by this policy and these principles in their interactions with customers, vendors, and third-parties. As far as the Americans With Disabilities Act is concerned, the Company is committed to complying with all aspects of federal, state and local laws providing equal access and opportunities to all customers and/or persons who come upon the Company’s facilities and/or access the Company’s services. It is the policy and practice of the Company to comply with all aspects of the American With Disabilities Act and any other federal, state, or local laws prohibiting discrimination for access to and provision of services for customers and/or any other persons interacting with the Company’s properties and/or services.

300 SAFETY AND ENVIRONMENTAL PROTECTION

301 Quality, Health, Safety, and Environment (QHSE)

The Company is committed to providing a safe and healthy work environment for our employees, customers, and visitors. It is the objective of the Company to be an industry leader in incident prevention and to take a proactive, progressive role in the protection of our environment. We believe achieving this objective is integral to maximizing the long-term profitability of the Company. Therefore, we have established various workplace safety programs and policies that can be found in our Health, Safety and Environmental Management System. As a condition of employment, ALL employees are responsible for safety and the preservation of the environment.

General QHSE Rules

The prevention of incidents and the creation of a healthy, safe and environmentally sound workplace can only be accomplished if ALL EMPLOYEES assume responsibility for:

- The condition of the workplace;
- The actions of their fellow employees; and
- Their own actions

All employees are expected to adhere to the following QHSE rules at all times:

- Every incident (injury, illness, vehicle, fire, near miss, pollution, property damage, etc.), however minor, must be reported to your Supervisor immediately;
- If you notice an unsafe condition or someone performing an unsafe act, you must report it to your Supervisor immediately;
- You must know the location of the evacuation route and emergency equipment in your work area. Such as: the nearest fire alarm box, fire extinguisher, safety shower, eyewash station, first aid kit, etc.;
- You must use all necessary Personal Protective Equipment (PPE) needed for your work environment;
- You must do your part in promoting good housekeeping. Cleanliness and orderliness are essential when maintaining safe work conditions; and
- You must become familiar with “Stop Work Authority” and initiate when necessary.

It is your responsibility to understand the emergency procedures for your facility in case of fire or other emergencies. The Company believes that attention to safety and the environment are essential aspects of a healthy and ethical company.

Emergency drills must be conducted periodically and evaluated by site personnel. These drills shall be taken seriously and every employee must participate.

Stop Work Authority

All employees are authorized and have an obligation to initiate “Stop Work Authority”, the power to initiate a suspension of work activities, when they believe that an unsafe condition exists or when they are asked to perform a task that may be unsafe. Exercising this authority will allow an opportunity for everyone to re-evaluate the situation or task to ensure everyone’s safety before proceeding.

QHSE Disciplinary Plan

Employees who fail to follow safe work practices, participate in unsafe acts, or perform undesirable behaviors, may be subject to disciplinary action, up to and including termination of employment.

302 Environmental Protection

Consideration of our Company’s impact on the environment as we conduct our business has, and always will be, of prime importance to the Company.

The Company recognizes the importance of safeguarding the environment wherever it conducts its business. Successful policy and programs in this area will continue to provide mutual benefit to both the Company and the environment. The Company’s environmental policy is:

- To comply with environmental laws and regulations;
- To conduct our operations in a manner that demonstrates respect for the environment;
- To provide effective environmental management at all levels of the Company;
- To maintain effective environmental procedures and programs, consistent with available technology, which promote enhancement and protection of our environment;
- To provide environmental training programs for Company employees, emphasizing individual responsibility for sound environmental management;
- To actively participate with the government and the public in creating responsible laws, regulations, and standards to safeguard the environment;
- To commit to reduce overall emissions and waste generation and to promote recycling and reuse of resources;
- To make environmental considerations a priority in our planning and growth;
- To operate our facilities and to handle materials and products in a manner that protects the environment, our employees, and the public;
- To recognize and respond to community concerns about our operations and the effect on the environment through appropriate public awareness and educational programs; and
- To extend knowledge by participating in, and conducting research on, environmental issues.

303 Housekeeping

A clean work environment and an efficient work environment go hand-in-hand. Everyone enjoys working in a clean environment, and we must all do our part to maintain an orderly work environment. Employees can help by depositing trash in trash containers, keeping your work area clean and picking up after yourself. Tools and equipment should be returned to their proper storage location and spills should be cleaned up immediately. Spills of hazardous industrial materials or that occur on non-paved surfaces should be reported to your Supervisor immediately or QHSE contact.

Let's make sure our workplace is one of which we are proud. We can only achieve this goal with everyone's participation and cooperation.

304 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is a barrier used to protect employees from potential hazards. Different parts of the body and different types of hazards require different forms of PPE. Common forms of PPE include eye and face protection, hearing protection, head protection, and hand and foot protection. Hard hats, safety shoes and safety glasses are minimum requirements to be worn by employees in work areas (shop, warehouse, field, etc.). Based on the hazard presented by the work to be performed, additional personal protective equipment may be required. The wearing of PPE appropriate to the type of work being conducted is required of all personnel as a condition of employment and as a condition of entry onto all Company facilities.

Always use the appropriate equipment for the job hazards and use it correctly. Employees should inspect PPE for damages before and after use. Equipment should be discarded and replaced when the integrity is in question. Employees should contact the QHSE Department for PPE requirements and/or questions about its use.

305 Training

Employees will be properly trained according to assigned job duties in:

- Identifying hazards present in the workplace;
- The procedures, processes and Personal Protective Equipment (PPE) developed to prevent these hazards from causing injuries, property damage and/or environmental incidents;
- The skills necessary to conduct their assigned jobs safely and efficiently while providing product quality and economy; and
- Any regulatory, customer required and Product Service Line (PSL) required compliance training.

Training will be conducted initially upon hire and periodically as appropriate. Cards and/or certificates will be issued to employees upon completion and will be maintained by the Training Department or respective business unit.

306 Emergency Hotline

The Company has established a toll-free Emergency Hotline that is designed to increase employees' ability to maintain contact with their divisions during emergency situations such as tropical storms, hurricanes or any emergency situation that causes normal means of communication to stop working. The number is serviced outside of our immediate area and will be operational before, during and after emergency situations. In the event of an evacuation or other emergency where communications break down, please following these instructions:

Within twenty-four (24) hours after an evacuation or emergency situation is called, you must contact your Supervisor. If you are not able to get through to your Supervisor, please follow these instructions:

1. Call 1-877-62 STORM (78676) & listen to the menu for the number to dial for your division.

2. Dial your division's number & listen to the voice message from your manager. The message will contain instructions on how to contact your division, where to report, the status of individual operations, or any other necessary information that needs to be communicated.
3. Continue to call the number at least every twenty-four (24) hours for updates.

400 FOR YOUR INFORMATION

401 Leave of Absence

There may be times when an employee wishes to request a leave of absence. There are several types of leave available to employees; FMLA, Personal Leave, Military Leave etc. Please refer to the applicable policies for further detailed information.

402 Family Medical Leave Act

It is the policy of the Company to provide eligible employees with up to twelve (12) weeks unpaid leave during a backwards rolling twelve (12) month period and be restored to the same or an equivalent position upon your return from leave provided you: (1) have worked for the Company for at least twelve (12) months, (2) have worked at least 1,250 hours in the last twelve (12) months; and (3) are employed at a worksite that has fifty (50) or more employees within a seventy-five (75)-mile radius. Up to twelve (12) weeks of leave will be granted to employees for qualifying reasons during a backwards rolling twelve (12) month period measured backward from the date the employee uses any leave under this policy. In certain circumstances, State law may extend the leave period.

Reasons for Leave

If you are eligible, you may take family/medical leave for any of the following reasons: (1) the birth of a son or daughter and in order to care for such son or daughter; (2) the placement of a son or daughter with you for adoption or foster care; (3) to care for a spouse, son, daughter, or parent ("covered family member") with a serious health condition; or (4) because of your own serious health condition which renders you unable to perform the functions of your position. (5) A covered family member's active duty or call to active duty in the Armed Forces; (6) To care for an injured or ill service member (leave may extend up to 26 weeks in a 12-month period.) Leave because of reasons "1" or "2" must be completed within the twelve (12) month period beginning on the date of birth or placement. In addition, spouses employed by the Company who request leave because of reasons "1" or "2" or to care for an ill parent, may only take a combined aggregate total of twelve (12) weeks leave for such purposes during any twelve (12) month period.

You may not be granted an FMLA leave to gain employment or work elsewhere, including self-employment. If you misrepresent facts in order to be granted an FMLA leave, you will be subject to immediate termination.

Notice of Leave

If your need for family/medical leave is foreseeable, you must give the Company at least thirty (30) days prior written notice. Failure to provide such notice may be grounds for delay of leave. Where the need for leave is not foreseeable, you are expected to notify the Company as soon as practicable, generally within at least one (1) to two (2) business days of learning of your need for leave. The Company has a Request for Family/Medical Leave form available from the HR Service Center. You should use these forms when requesting leave.

Medical Certification

If you are requesting leave because of your own or a covered family member's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain a Certification of Health Care Provider form from the HR Service Center. The medical certification must be given within fifteen (15) days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial or delay of leave. It is the employee's responsibility, not the health care provider's responsibility, to ensure that the

Company receives the fully completed medical certification by the deadline. If the Company does not receive a fully completed certification by the deadline (unless there is a legitimate reason for the delay), or if the certification does not confirm a FMLA-qualifying condition the employee's absences will be treated according to the Company's attendance standards.

The Company, at its expense, may require an examination by a second health care provider designated by the Company. If the second health care provider's opinion conflicts with the original medical certification, the Company, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. The Company may also require medical recertification periodically during the leave, and employees may be required to present a fitness-for-duty verification upon their return to work following a leave for the employee's own illness.

Reporting While on Leave

If you take leave because of your own serious health condition or to care for a covered family member, you may be required to contact your Supervisor on a regular basis regarding the status of the condition and your intention to return to work. For leaves for other purposes, you may be periodically required to report on your status and intent to return to work.

Leave is Unpaid

Family/medical leave is unpaid leave. If you request leave because of a birth, adoption or foster care placement of a child, or to care for a covered family member with a serious health condition, any accrued paid vacation you have must first be substituted and used for unpaid family/medical leave. If you request leave because of your own serious health condition, any accrued paid vacation and sick time you have must first be substituted and used for any unpaid family/medical leave. In addition, the Company's short-term and/or long-term disability may apply as part of the twelve (12) week leave period when the leave is requested due to your serious health condition or the birth of a child. The substitution of paid leave time for unpaid leave time does not extend the twelve (12) week leave period.

Medical And Other Benefits

During an approved family/medical leave, the Company will maintain your health benefits, as if you continued to be actively employed. If paid leave is substituted for unpaid family/medical leave, the Company will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium during the leave. Your group health care coverage may cease if your premium payment is more than thirty (30) days late. If you do not return to work at the end of the leave period, you may be required to reimburse the Company for the cost of the premiums paid by the Company for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or other circumstances beyond your control.

Exemption for Key Employees

Certain "key" employees (i.e., a salaried employee who is in the highest-paid ten percent (10%) of employees at a worksite or within a seventy-five (75) mile radius of that worksite) may not be returned to their former or equivalent position following a leave, if restoration of employment will cause substantial economic injury to the Company. The Company will notify you if you qualify as a "key" employee and of your rights in such instances if the Company intends to deny reinstatement.

Intermittent and Reduced Schedule Leave

Leave because of a serious health condition may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary. If leave is unpaid, the Company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave for foreseeable, planned medical treatment, the Company may temporarily transfer you to an available alternative position which better accommodates your recurring leave and which has equivalent pay and benefits.

Other Applicable Leaves

FMLA leave will run concurrently with any other applicable leave. For instance, short term disability or worker's compensation leave will be simultaneously designated as FMLA leave as well, if the leave is also FMLA-qualifying.

Returning from Leave

If you wish to return to work at the expiration of your leave, you are entitled to return to your same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment, subject to any applicable exceptions under federal law and/or regulations. However, you have no greater right to reinstatement or other benefits and conditions of employment than if you had not taken leave. You must return to work immediately after the expiration of your approved FMLA leave in order to be reinstated to your position or an equivalent position.

If you take leave because of your own serious health condition, you are required to provide medical certification that you are fit to resume work. You may obtain Return to Work Medical Certification forms from the HR Service Center. Employees failing to provide the Return to Work Medical Certification Form will not be permitted to resume work until it is provided.

403 Personal Leave

The Company may grant a personal unpaid leave of absence at the Company's discretion for compelling personal reasons that do not qualify under the FMLA (Family & Medical Leave Act). See 402 Family and Medical Leave Act. This leave of absence policy will be administered consistent with all applicable federal, state, and local laws.

As soon as an employee is aware that a leave of absence is necessary, a "request for leave" form should be submitted and approved by the appropriate Supervisor. The Company will comply with all applicable laws which mandate job protection leave for specified purposes.

Once an employee has absorbed all earned vacation, personal, or sick time, if applicable, a leave of absence may be granted for a period up to thirty (30) calendar days each year. If an employee requires additional time for leave, a request must be submitted in writing. Consideration will be given to a written request for a single extension of no more than thirty (30) calendar days.

Subject to the terms, conditions, and limitations of the applicable plans, the Company will provide health insurance benefits until the beginning of the pay period following the start of an approved leave. At that time, employees are responsible for submitting premiums to cover the cost of coverage. Failure to continue insurance premiums could result in termination of coverage. Upon returning from a leave of absence, benefits will once again be provided by the Company, according to the applicable plans.

When a leave of absence expires, every reasonable effort will be made to return employees to the same position within the Company, if available, or to an equivalent position for which the employee is qualified. However, the Company cannot guarantee reinstatement in all cases. In the event the Company is unable to place the employee in the same or equivalent position, the Company may have no other alternative than to terminate employment. This termination will be considered a layoff and no severance will be paid.

If the employee fails to return to work promptly at the expiration of the approved leave period, the Company will assume the employee has resigned.

404 Military Leave

To protect the employment rights of employees entering the armed forces of the United States and to ensure conformance with the applicable federal laws, a leave of absence must be granted to all employees, except temporary, who enter military service for active duty as a result of the following:

- Initial enlistment in the armed services of the United States;
- Initial training period in the National Guard;

- Being ordered to active military service as a member of the Reserves or National Guard for an indefinite period or for a periodic training period up to ten working days; or
- Any service requirements under the Selective Service Act.

All employees providing notification of pending military service must furnish their Supervisor, Department or Division Head and Human Resources with a copy of the order calling them to service.

Employees will receive a maximum of two weeks paid military leave in any calendar year. Employees on two-week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time.

Employees ordered to active military leave because of a state of emergency are entitled to full re-employment rights subject to the governing federal and state laws.

The employee assumes responsibility for keeping the Company periodically advised of the need for continuing leave of absence status. You should contact your Supervisor/Manager at least two weeks before expiration of the leave to discuss return to work.

An employee who takes military leave will not lose any seniority or employment benefits, and those benefits will continue during the leave period. Vacation benefits will be awarded upon return to active employment status. If unpaid leave is taken, the employee must make arrangements to pay his or her portion of the benefit plan in which he/she is participating.

405 Workers Compensation Insurance

It is the policy of the Company to carry workers' compensation insurance to protect employees who are injured on the job. This insurance provides medical, surgical, and hospital treatment.

Subject to applicable legal requirements, workers' compensation insurance provides wage benefits after a short waiting period. Medical treatment cost coverage begins immediately. If an employee suffers a work-related accident or suffers a work-related injury or illness, it must be immediately reported to their Supervisor. Supervisors are to provide a written report to Management as per the Company's QHSE guidelines. No matter how minor an on-the-job injury seems, all injuries must be reported and a written accident report must be obtained.

Failure to report an injury may delay the employee's coverage and may lead to disciplinary action, up to and including termination of employment of employee, employee witnesses, and/or Supervisory or Management personnel failing to comply with this policy.

The Company will not tolerate adverse treatment of any employee because he or she files a workers' compensation claim for a work-related injury. This prohibition against retaliation also applies to any employee involved in or cooperating with any investigation of alleged offending conduct under this policy. Thus, a Supervisor is prohibited from making any personnel decision or taking any other adverse action against any employee because the employee complained or cooperated in good faith with an investigation of alleged conduct prohibited by this policy. Any acts of retaliation will be considered a violation of this policy, and corrective action will be taken immediately, including the possible termination of any individual who engages in retaliation of any form.

406 Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. The Company supports and is sensitive to these endeavors as long as employees are able to perform their essential job functions and medical evidence indicates their conditions are not a threat to themselves or others. As in the case of other disabilities, the Company will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. The Company will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the HR Service Center for information and referral to appropriate services and resources.

407 Employment Classifications

Throughout this Handbook, employees are classified in various ways. These classifications do not alter the employment at-will status.

- Regular Full-Time – Employees who are not in a temporary status are regularly scheduled to work a full-time schedule and are on the company payroll;
- Part-Time – Employees who are not assigned to a temporary status who are regularly scheduled to work less than a full-time work schedule, but not more than thirty (30) hours per week and are on the company payroll; or
- Temporary – Employees who are hired for special projects or short-term periods of time and are on the company payroll.

All employees are classified as either exempt or non-exempt from the mandatory overtime requirements of state and federal labor laws. Non-Exempt employees are entitled to receive overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. Hourly and salaried non-exempt employees are required to complete a timesheet or use a time clock if available to track hours worked in a pay period. Falsification of time records may result in termination of employment.

408 Promotions and Transfers

The Company provides opportunities for career advancements. Performance in your current position and ability to perform in a new position are key considerations for advancement. Employees have the responsibility to upgrade their skills in order to qualify for consideration.

Transfers, whether initiated by the employee or the Company, are encouraged when they contribute to the strength of the organization and offer opportunities for personal development. The Company recognizes that employees may be better suited for, or more interested in, other types of work within the organization. Position changes are frequently based on work experience in multiple locations with various business units.

When filling job openings, the Company shall base its selection of candidates solely on the job-related qualifications of the individuals submitting request for the positions, without regard to the employee's sex, race, color, religion, age, national origin, disability, genetic characteristics, medical condition, marital status, sexual orientation, or any other protected category status under applicable federal, state, and local laws. Generally, job vacancies that cannot be filled within a department or business unit are posted. However, business conditions and operational considerations could affect the decision to post a particular position. Therefore, do not expect all vacant positions to be posted.

The Company requests that employees communicate interest in such opportunities with their immediate Supervisor or Department Head. The Company shall consider the candidate's qualification, abilities, past performance, experience, and capacity to assume the increased responsibilities of the position in question. Nothing in this policy shall alter the Company's right and discretion to change job assignments, to establish and modify job classification, and to create and review work rules and work loads.

409 Performance Evaluations

Performance evaluations are designed to let the employee know how his/her status in the areas of job performance, attendance and conduct are and to promote dialogue between the employee and his/her Supervisor. Performance appraisals are encouraged to be conducted annually in a formal process. The performance review will be used to establish goals, identify employee's strengths

and/or weaknesses, and create a plan for improvement as well as measure the employee's progress within the organization and assist his/her personal development.

Before an evaluation is placed in the employee's file, the employee will be provided an opportunity to review and include any comments.

410 Return of Company Property

Employees are responsible for all Company property, materials, or written information issued to them or in their possession or control.

Employees must return all Company property immediately upon request or upon termination of employment. Where permitted by applicable laws, the Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The Company may also take all action deemed appropriate to recover or protect its property.

500 YOUR PAY

501 Direct Deposit

Direct deposit is the quickest way to receive your pay by having your funds deposited directly to your bank each payday. Another feature of direct deposit is your ability to deposit your money into other accounts. This is another Company benefit provided to you. We encourage you to contact your Payroll Department to receive information on how you can use this service.

502 Overtime

Employees may be asked to work overtime assignments when operational needs require it. All overtime work must receive the Supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on holidays, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the Supervisor may result in disciplinary action, up to and including termination of employment.

503 Pay Practices

Payroll Deductions - Employees must give written authorization for any payroll deductions other than those required by law. State statutes vary as to what can be withheld from your paycheck.

If employees have questions concerning why deductions were made from their paycheck or how they were calculated, the Payroll Department can assist in having any questions answered.

It is not the Company's practice to make salary advances or loans.

504 Administrative Pay Corrections

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

Employees should promptly report any discrepancy to the attention of the Payroll Department. The Company will correct any shortage as quickly as possible.

Should an employee be overpaid, he/she is expected to report the overage immediately. While employees must give written authorization for any payroll deduction, including offset of overpayment of wages, he/she may be terminated if they fail to report overpayment or authorize repayment.

If it is discovered a terminated employee has been overcompensated, a demand letter requesting reimbursement of overpaid compensation will be the Company's first course of action. If no response is received, the Company will seek legal action in an effort to recover all wages overpaid.

600 YOUR BENEFITS

The Company is committed to assist you (and your family) to be healthy, happy and secure. The listing below reflects the array of health, welfare and other benefits available to you for such purposes:

- Short Term Disability Insurance
- Long Term Disability Insurance
- 401 K Plan
- Employee Stock Purchase Plan "ESPP"
- Life Insurance
- Accidental Death and Dismemberment Insurance
- Medical and Prescription Insurance
- Dental Insurance
- Vision Insurance
- Employee Assistance Program
- Flexible Spending Account "FSA"
- Additional Voluntary Benefits
- Hertz Rental Program
- AT&T Employee Discount
- Microsoft Discount
- Ford Motor Company Discount Plan
- Dell Computer Incentive

The costs of some of these benefits are supported financially by the Company and are therefore contributory to your total compensation. The above listing may not be inclusive of all benefits offered by the Company at this time and are subject to change. Please be sure to review your New Employee Benefit Brochure. If you have further questions or require additional information, contact the HR Service Center.

601 Time off to Vote

The Company encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, the Company will grant up to one (1) hour of time to vote.

Employees should request time off to vote from their Supervisor at least two working days prior to the election. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

602 Bereavement Leave

Employees who need leave because of the death of an immediate family member should notify their Supervisor immediately. Up to three (3) eight (8) hour days of straight time paid bereavement leave, for each death of an immediate family member, will be provided to regular full-time employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and does not include any special forms of compensation, such as incentives, commissions, bonuses, meal allowance, shift differentials, or overtime. Employees may, with their Supervisor's approval, use any available paid leave for additional time off as necessary.

The Company defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; employee's or employee's spouse's grandparents or grandchildren. Employees may be required to furnish proof of death, such as a death certificate or obituary.

603 Jury Duty

The Company encourages employees to fulfill their civic responsibilities by serving jury duty when required. Regular full-time and part-time employees receive four (4) or eight (8) hours a day straight time paid leave while serving on a jury. Jury duty pay is calculated on the employee's base pay rate and does not include any special forms of compensation, such as incentives, commissions, bonuses, shift differentials, or overtime.

Employees must show the jury duty summons to their Supervisor as soon as possible in order to accommodate their absence. Employees must report for work when the court schedule permits or when they are released from jury duty. Employees must present a release from the court showing the date and time of their release. The court will furnish this release upon request.

604 Witness Duty

If any employee is requested to testify as witnesses by the Company, he or she will receive four (4) or eight (8) hours a day straight time paid leave for all absences caused by their participation in the proceeding.

An employee will not receive paid leave to participate in a lawsuit brought by the employee against the Company. An employee who is subpoenaed to appear in a criminal proceeding will not receive paid leave during the absence. The subpoena must be shown to the employee's Supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

An employee may use vacation leave to comply with civil subpoenas. After the employee exhausts paid leave, the employee will receive unpaid leave to comply with civil subpoenas.

700 INDIVIDUAL BUSINESS UNIT PRACTICES

Please reference the front pocket of this Employee Handbook for other benefits and employment practices for the specific business unit you are employed by.

INDIVIDUAL BUSINESS UNIT PRACTICES





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For additional information,
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