

Introduction Statement

The Personnel rules, regulations and procedures found in this Employee Handbook are established to conform to the Personnel policies and principles established by our client.

Employees of Source2 in order to inspire confidence and trust are expected to commit to the highest standards of personal integrity, honesty and competence. To this end, employees must:

- give courteous, responsive service to all citizens equally,
- accept only authorized compensation for the performance of their duties,
- disclose or report any actual or perceived conflicts of interest,
- comply with all laws and regulations applicable to the County

This Employee Handbook is not a contract of employment. All Source2 employment is “At Will”. You or Source2 can terminate your employment at any time, with or without cause, and with or without notice.

YOU ARE NOT AN EMPLOYEE OF THE CLIENT

All employees are to know and understand the policies and procedures of Source2 contained in this Handbook. This Handbook and other statements of Source2 policy are prepared for informational uses only and do not constitute a contract between Source2 and its employees and should not be construed as such. The policies of Source2 may be changed or amended at any time, with or without notice, unless dictated otherwise by statute. Employment by Source2 is not for a definite term and may be terminated by Source2 or the employee at any time, for any reason.

Orientation

As a Source2 employee, you are included in the New Employee Orientation with our client Polk County and Source2.

Chain of Command

Source2 believes that employees’ concerns are usually most effectively addressed at the lowest possible level within any organization. Therefore, employees are ordinarily expected to address issues and concerns with their immediate supervisors first.

If the issue cannot be resolved at that level, or for some reason you feel that you absolutely cannot address your concern with anyone in your direct chain of command please feel free to contact the Source2 Program Manager on site:

Michelle Diodato

Program Manager

863-534-7612

Fax 863-534-6462

mdiodato@Source2.com

michellediodato@polk-county.net

Code of Ethics Policy

Outside Activities

Employees shall not engage in business activities or other employment which interferes with their job duties to Source2/Client, divide their loyalty, allow a possibility of conflict of interest or that could cause injury or financial loss to Source2. Specific types of outside activities that raise conflict of interest or other possible difficulties include:

- A. Employment by another company other than Source2/client or personally engaging in any activity that is competitive with Source2.
- B. Entailing use of the individual's identity as a Source2/client employee to another business' benefit, or to imply Source2's sponsorship or support of the outside business.
- C. Using Source2's/client corporate name or letterhead, equipment, supplies or facilities for personal reasons.
- D. Intruding on working time and attention so as to interfere unduly with the performance of normal duties.
- E. Making such demands on personal energies as to impair physical and mental effectiveness or adversely affect the quality of work performance.
- F. Activities that are of such a nature that the individual or Source2/client would suffer adverse publicity, criticism or embarrassment should the individual's relationship with Source2 become known.

Equal Employment Opportunity (EEO)

It is the policy of Source2 to provide equal opportunity in employment to all employees and candidates for employment. No person shall be discriminated against in employment because of such individual's race, religion, color, sex, age, national origin, marital status, disability, and veteran or citizenship status.

This policy applies to all terms, conditions and privileges of employment, including hiring, probation, training and development, promotion, transfer, compensation, benefits, educational assistance, layoff, social and recreational programs, termination and retirement.

Any communication from an applicant for employment, an employee, a government agency or an attorney concerning any equal employment opportunity matter shall be referred immediately to your Program Manager.

Diversity Statement

Source2 believes that diversity in our workforce enriches our services and products, the communities in which we live and work, and the lives of our employees. As our work force evolves to reflect the growing diversity of our communities, our efforts to understand, value and incorporate differences become increasingly important. Our goal is to create an inclusive environment that draws upon the strength of our diverse workforce to exceed the expectations of our customers.

Harassment and Discrimination Free Work Place

Source2 does not authorize and will not tolerate any form of discrimination or harassment of or by any employee (i.e. supervisory or non-supervisory) or non-employee based on race, sex, religion, color, national origin, age, veteran status, disability or any other factor protected by law. An employee's race, sex, religion, color, national origin, age, disability, veteran status, or any factor protected by law, may not be considered as a basis for making any employment decisions relating to hiring, promotion, training, job assignments, compensation, discipline, discharge, and other terms and conditions of employment.

The term "harassment" includes, but is not limited to, offensive language, jokes, or other verbal, graphic or physical conduct; or intimidating, threatening or offensive behavior relating to an employee's race, sex, religion, color, national origin, age, disability, veteran status or other factors protected by Source2's EEO policy and law which would make the reasonable person experiencing such harassment uncomfortable in the work environment or which would interfere with the person's job performance.

Sexual Harassment: Although it is not the only type prohibited, the most common form of harassment relates to sexual harassment. Specifically, no supervisor may threaten or insinuate, either explicitly or implicitly, that an employee's submission to or rejection of sexual advances will in any way influence any personal decision regarding that employee's employment, evaluation, wages, advancement, assigned duties, work hours, or any other condition of employment or career development.

Sexual harassment may be overt or subtle. Some behavior that is appropriate in a social setting may not be appropriate in the work place. Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to a behavior that is unwelcome and offensive and which affects an individual's employment or work conditions.

Some examples of conduct that may constitute sexual harassment include: (a) making unwelcome sexual flirtations, advances, requests for sexual favors or other verbal, visual or physical conduct of a sexual nature a condition of employment; or (b) creating an intimidating, hostile or offensive working environment by such conduct as:

- Sexual innuendo or sexually suggestive comments – including but not limited to sexually oriented "kidding", "teasing" or practical jokes; jokes about gender specific traits, foul or obscene language or gestures;
- Subtle or direct pressure or request for sexual activities;
- Unnecessary touching of an individual, such as pinching, patting or brushing up against another's body;
- Graphic verbal comments about an individual's body or appearance;
- Sexually degrading words used to describe an individual;
- The reading or displaying in the work place of sexually suggestive or revealing words, objects or pictures;
- Sexually explicit or offensive jokes;
- Physical assault; or

- Other explicit or implied conduct of a sexual nature which relates to or affects an individual's employment.

No employee, supervisor, manager or other person, whether employed by Source2 or not, shall threaten or suggest that an employee's refusal to submit to sexual harassment will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned duties, hours of work or any other terms or conditions of employment. Similarly, no employee – regardless of job title – should accept any conduct that is sexually harassing.

Other Harassment: Statements, behavior or the display or use of words, objects or pictures that others could interpret as being insulting, derogatory or slurs towards persons based on their race, color, national origin, religion, sex, age, disability, veteran status or any other factor protected by law are prohibited by this policy. Also prohibited are statements or actions that are threatening, intimidating, vulgar or hostile. Such conduct may make a reasonable person uncomfortable in the work environment or could interfere with any employee's ability to perform his or her job, regardless of whether the actions are from a fellow employee, supervisor, customer or visitor.

Comments or actions of this type, even if intended as a joking matter among friends, are always inappropriate in the work place and will not be tolerated. The conduct forbidden by this policy specifically includes, but is not limited to (a) epithets, slurs, negative stereotyping, kidding, teasing, joking or intimidating acts that are based on a person's protected status, and (b) written or graphic material circulated within the workplace that shows hostility toward a person or a group because of a person's protected status or characteristic(s).

No employee should participate in such behavior and every supervisor or manager must take immediate action to stop those that are known to be or suspected of being involved in such conduct. The supervisor must also contact and report the information to the Program Manager Director.

How to Report Instances of Alleged Discrimination or Harassment: An employee, who has a complaint or concern relating to any form of discrimination or harassment, or abusive, taunting or demeaning behavior, including concerns about such conduct from non-employees, should report the conduct to the Source2 Program Manager. All employees should report any such behavior or concerns to the Source2 Program Manager even if the behavior complained of is not directed toward the employee who reports it.

How Source2 Will Investigate Complaints or Instances of Alleged Discrimination or Harassment: Source2 will investigate complaints or instances of alleged discrimination or harassment in a timely and confidential manner. The investigation will be conducted as impartially and confidentially as possible. In no event will information concerning a complaint be voluntarily released by Source2 to third parties or to anyone within Source2 who does not have a business need to know or who is not involved with the investigation. At the conclusion of the investigation, Source2 officials will advise the complaining employee of the results of the investigation and preventative or remedial actions to be taken, if any.

Investigation of a complaint and/or instance of alleged harassment or discrimination will normally include conferring with the parties involved and any named or apparent witnesses. Employees shall be given impartial and fair treatment. All employees, as a condition of their employment, are required and agree to cooperate fully with any investigations, including disclosing all facts and evidence and identifying all witnesses and acts of wrong doing.

If it is determined that an instance of harassment or discrimination occurred, Source2 will take appropriate disciplinary action against the offender based on the severity of the harassment and individual's employment history. Disciplinary action may include a written warning, suspension, demotion and/or termination of employment.

No Retaliation: It is a violation of policy for anyone to retaliate, threaten or seek any type of reprisal against an individual who reports discrimination or harassment or who participates or cooperates in an investigation regarding discrimination or harassment. If an employee believes that a reprisal, intimidation or retaliation has occurred, it should be reported to the Source2 Program Manager. Anyone who feels that the Source2 Program Manager has not met the obligation under this policy should contact the Source2 Vice President of Human Resources (800-557-6704, ext. 872). Any employee who knowingly makes false statements is subject to disciplinary action, up to and including termination.

Work Place Violence Policy

Source2 has a policy of zero-tolerance for work place violence, verbal and non-verbal threats and related actions. Source2 places as much emphasis on employee safety as it does its "customers". This policy applies to all employees, managers, supervisors, vendors, contractors and visitors.

Employees are required to report all assaults or threats immediately to the nearest supervisor or manager. At the first opportunity, an employee should notify the Source2 Program Manager of the threat. The report will be kept confidential to the extent possible, and employees are assured that no reprisals will be taken against any employee who reports or experiences work place violence or threats. Employees who are victims of work place violence or threats are encouraged to file formal charges with the local law enforcement. Source2 may also file charges when the factual circumstances dictate.

Source2 is dedicated to providing comprehensive treatment for victimized employees as well as employees who have witnessed a work place violence incident. This will include prompt medical evaluation and treatment, as appropriate, as well as counseling. Any medical evaluations, treatments and counseling will be kept confidential.

Source2 believes that preparation and prevention are integral parts of this policy. Where indicated and appropriate, changes and improvements have been made to facilities to enhance security. In furtherance of these efforts, Source2 invites employee suggestions regarding additional safety and security measures and practices. Please direct any such suggestions to the Source2 Program Manager.

**CONFIDENTIAL HOTLINE
863-534-7612
MONDAY - FRIDAY (8:00 a.m. – 5:00 p.m.)**