



The Most Trusted Name in Market Research

## Employee Handbook & Personnel Policies

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*"Ladies and Gentlemen working with Ladies and Gentlemen"*

CONFIDENTIAL January 2022

**EMPLOYEE HANDBOOK**

**January 2022 EDITION**

Welcome to the Precision Opinion Team! We are pleased to have you on board and hope your experience at Precision Opinion is one of personal and intellectual growth and opportunity.

By joining our team, you are about to embark on a pursuit of knowledge, science, the human mind, and excellence. In short, we are here to find and analyze what it truly is that people are thinking.

Whether you are part of the team as an Executive, a Custodian, an Analyst, a Research Associate, or a Manager, we are all here to work as a team to help push one another to be greater and think on a broader scale than we did the day before. Together, we will build a great company for one another and help make positive changes to the companies and individuals that shape our everyday lives.

Thank you for joining Precision Opinion on our mission and we look forward to seeing what tomorrow brings.

**James T. Medick**  
**CEO/Chairman**

## WHO IS PRECISION OPINION?

Precision Opinion has spent the last several decades becoming not only the go-to firm for data collection and analysis, but also one of the largest privately owned Market Research Firms in the United States of America.

- Precision is a national polling and market research company, serving government organizations, research centers, political consultants, and large companies.
- Precision operates a state-of-the-art call center in Las Vegas, Nevada that has over 400 computer assisted telephonic interview (CATI) stations, more than any other domestic market research call center.
- Precision has developed customized data collection protocols and methodologies for contacting respondents by landline telephone, mobile cellular, online, and/or SMS texting, in order to capture the opinions of a wide diverse respondent population.
- Due to its size, Precision is able to work on complex Social Science and Behavioral Science research projects that require a large number of telephone interviewers and an experienced management team in order to successfully complete these data collection projects.
- Social Science and Behavioral Science research measures the impact of major policy decisions from various government agencies including the Federal Reserve and Health and Human Services and makes recommendations based on the data that is collected.
- According to one of our key clients, it is complicated research; it is not like asking “do you like Pepsi or Coke”.
- The Social Science and Behavioral Science Projects Precision works on include multi-year projects that focus on key social and medical issues, such as the health and welfare of children, our aging population, minority groups, the LGBT community, alcoholism, smoking, abuse, and medical care.

## OUR VALUES

- We will be honest and transparent with everyone.
- We will take action to ensure the success of the TEAM.
- We will provide services that exceed our client’s expectations.
- We will continually provide feedback to each other.
- We will accept and make changes necessary to grow and improve.
- We will create an atmosphere of continuous improvement through ongoing training and in the investment in technology.
- We will treat others with respect:

*“Ladies and Gentlemen working with Ladies and Gentlemen”*

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The contents of this handbook are guidelines only and supersede any prior handbook. Neither this handbook nor any other company guidelines, policies or other action(s) create an employment contract between you and Precision Opinion, Inc. (“Company” or “The Company”). The Company has the right, with or without notice, in an individual case or generally, to change its guidelines, policies, practices, working conditions or benefits at any time.

No one is authorized to provide an employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by The Company’s Chief Executive Officer and the Employee. Employment with The Company is at-will and may be terminated at any time with or without cause or notice by the employee or The Company.

This notice applies to all employees regardless of date of hire or position.

### **Equal Opportunity Employment**

The Company is committed to a policy of equal opportunity for everyone, regardless of age, race, color, sex, religion, national origin, disability, veteran status, pregnancy, genetic information, or any other status protected by the state, federal or local law. Each supervisor, manager and executive are responsible for understanding, communicating, and strictly enforcing this policy.

All actions affecting personnel are administered fairly in accordance with applicable laws.

## OVERVIEW

- I. This Handbook is intended as a general reference guide to the policies, practices and benefits associated with your employment at The Company. This handbook will supersede any and all prior policies, practices and benefits of The Company, oral or written, and rescinds prior policies, practices and benefits, handbooks and general Company Rules previously in effect.
- II. All statements policies, practices and benefits are subject to unilateral change, in whole or in part, by The Company at any time. The Company retains the right to alter, modify, amend, suspend, interpret, and cancel, in whole or in part, any of the published or unpublished policies, practices and benefits without advance notice, at its sole discretion.
- III. The employment relationship is terminable at the will of either the employee or The Company, with or without notice, and with or without cause. This means that just as any employee may terminate his or her employment with The Company at any time, for any or no reason, so may The Company terminate an employee's employment at any time, for any or no reason.
- IV. No person other than The Company's Chief Executive Officer has the authority to enter into an agreement for a specified term of employment or to alter the at-will nature of the employment relationship with The Company.
- V. This handbook is intended to apply to all employees of The Company from entry level employees up to and including supervisory level employees, unless specifically provided otherwise.

## **Problem Solving**

Even under the best conditions, problems may occur at work because of a misunderstanding or lack of communication.

The Company is committed to working directly with employees to solve problems in a timely and fair manner. You are encouraged to bring your concerns, suggestions, and questions to management.

One way to solve a problem that affects your ability to do your job is to discuss it with your direct supervisor. In most cases, your supervisor will have the knowledge, insight, and tools to help you resolve the matter quickly. If you are unable to resolve the problem with your supervisor, feel free to speak with the Human Resources Department. We are confident that open communication will solve problems that arise in the workplace. The Company will attempt to treat all internal complaints and any investigations and/or reviews confidential, recognizing, however, that in the course of investigating and resolving internal complaints, some dissemination of information to others may be appropriate and/or necessary.

## **Introductory Period**

The first 90-days of your employment is considered your introductory period. This is an important time for the team member and The Company as it allows you to evaluate The Company and allows The Company to evaluate and assess your abilities and performance. The Company may extend this period if your supervisor determines that such an extension is warranted and appropriate. The employment relationship may be terminated by the team member or The Company at any time during the introductory period or any extension thereof, with or without cause.

## **Off-Duty Conduct**

Conduct while off-duty may, under certain circumstances, reflect adversely on The Company. All employees must remember that they represent The Company while employed both on and off-duty. All employees should take care to conduct themselves with discretion and politeness, especially in front of clients. The Company expects that its employees will always exercise good judgement and conduct themselves appropriately. If a team member fails to do so in circumstances that reflect adversely on The Company's interests, The Company may require taking disciplinary action, up-to and including termination to protect those interests. The Company has invested a great deal of effort to become a valuable corporate citizen of the community. Our talented and dedicated workforce is our principal resource in this effort.

## Payroll\*

All hourly employees are paid every Friday for the prior one-week period (Saturday thru Friday). Employees are given the option upon hiring to choose payment via (1) Global Cash/Wisely Pay Card, (2) direct deposit, or (3) check. You may change this option at any time, subject to timing required by financial institutions and the payroll department.

Payroll advances will not be issued at any time.

Hourly non-exempt employees are eligible for overtime pay, which is 1.5 times an employee's base pay (time and a half). Overtime pay is paid for all time worked in excess of 8 hours in a day or 40 hours in a week (i.e., if your base rate is \$10.00 per hour, then any overtime hours will be paid at the time and a half rate of \$15.00).

## Paid Time Off

Effective January 1, 2020 all Company employees will begin accruing Paid Time Off ("PTO") that can be used for any purpose after they have been employed with The Company for a minimum of 90 days. That is, while PTO time begins to accrue on your first day of employment, it does not become available for use until your 90th day of employment at The Company.

- For each hour worked, you will accrue 0.01923 hours of paid leave (PTO);
- You can see your accrued PTO on your weekly paycheck stub; and,
- The Company will maintain a record of your accrual and use of paid leave for a period of one year following the entry of such data.
  
- To use your accrued and earned PTO, you will need to:
  - Have been employed by The Company for a minimum of 90 days.
  - Due to the nature of our business, all requests for PTO need to be submitted with no less than five (5) days-notice;
  - PTO will only be granted in minimum increments of 4 hours of PTO;
  - You may not take more than 40 hours of PTO in any calendar year; and,
  - To request to use your earned PTO, you will need to log in to your employee account using Paylocity's Self-Service Portal at <https://access.paylocity.com/>, and navigate to the time "Time Off" tool.

Any accrued and unused PTO, up to 40 hours, can be carried over to the next calendar year however, you may not use more than 40 hours of PTO in any calendar year. PTO has no cash value. Accordingly, no payment will be made to employees for accrued, earned and/or unused PTO to the employee at any time, including at the time of separation.

\*Precision Opinion reserves the right to change the pay policy at any time due to company requirements and needs. Appropriate notice will be given if such a change should occur.

## Changing your schedule

To request a schedule change, you will need to complete the online Availability change form, which is available at <https://app.precisionontime.com/availability>

The Company will do its best to approve your schedule change, however, any approval is subject to the needs of the business. Should you have any questions on how to fill out the form, please visit the Precision Cares office.

## Personnel Records

Employees are always expected to keep their personnel information in The Company's personnel records up to date. If the information in The Company's file is not correct, problems may arise concerning your schedule, taxes, delivery of W-2 forms, team member benefits and other important matters.

Please promptly report any changes of address, telephone numbers, marital status, name, number of dependents withholding for tax purposes, alien status and so forth to the Human Resources Department.

Personnel files are kept in the Human Resources Department only.

## Medical Insurance Coverage

Effective February 1, 2022, hourly (variable part-time) employees will become eligible for medical insurance coverage after working 12 months and averaging 130 hours or more a month during the twelve-month measurement period, subject to a one-month administrative period. Once an hourly employee becomes eligible, that employee will be enrolled at no cost in the MEC Basic insurance plan currently being offered by The Company. If an employee has existing medical insurance coverage, and they do not want to be enrolled in the MEC Basic plan offered by The Company, they will need to provide Human Resources proof of existing coverage and waive coverage.

Hourly employees may upgrade to the MEC Superior medical plan at a cost of \$80.00 per month (\$18.46 per weekly payroll deduction).

Medical Coverage terminates on the last day of the month of termination.

## Dental and Vision Insurance Coverage

Effective February 1, 2022, hourly (variable part-time) employees will become eligible for dental and vision insurance coverage after working 12 months and averaging 130 hours or more a month during the twelve-month measurement period, subject to a one-month administrative period. Once an hourly employee becomes eligible, the employee will be offered the dental and vision insurance plans currently being offered by The Company. If an employee does not wish to enroll in dental and vision insurance, a waiver of coverage must be signed.

## Personal Phone Calls / Mail Deliveries

Personal phone calls may be made on an employee's own time from phones provided in the employee break, common areas or their personal cell phone provided call is made off the call center floor. The telephones provided are for local outbound telephone call purposes only. No long-distance calls of any kind may be made at any time.

In case of an **emergency**, you may be contacted through the Front Desk phone number 702-483-4000 during office hours Monday thru Friday, 9am to 5pm Pacific Standard Time. After hours, you may be contacted, in case of **emergency** at the Pollock Call Center 702-444-5034.

The Company will not accept and will not be responsible for any personal mail delivered. Do not have personal mail or packages sent to the workplace.

## Employee Badges

On each employee's first day, each employee will be given an employee badge which contains their name, photo identification and an access card along with a yellow lanyard that allows employees to enter the secured Data Collection Center entrances. **This badge and lanyard MUST always be worn on The Company property.**

After two weeks, employees will be provided with an orange lanyard to replace their yellow lanyard signifying passing the first step in their 90-day introductory period. ALL employees MUST wear their orange lanyard and ID badge at all times while on The Company property.

Additionally, if an employee badge is lost, it can be replaced at a cost of \$45.00, which can be payroll deducted.

Your badge and lanyard **MUST** always be worn while you are at work. The badge allows you to access the phone room floor and allows you to turn on your computer terminal. Your badge is assigned to you, and only you. Temporary Badges are issued by the Human Resources Department.

## **Dress Code and Grooming Policy**

Purpose - This dress code and grooming policy sets forth the minimum standards to ensure that all employees understand the importance of appropriate clothing, grooming and hygiene in the workplace. In general, clothing, jewelry, hairstyles, and cosmetics should be selected carefully, be in good taste and should not interfere with the performance of your duties or offend other co-workers.

Statement of Policy - Precision Opinion expects employees to be well-groomed and professional in appearance when coming to work or engaged in work-related tasks.

Employee Identification Badges must be worn at all times while working but away from their workstation.

**Hygiene - All employees are expected to practice daily hygiene and good grooming habits as follows:**

- Maintain personal cleanliness by bathing daily.
- Oral hygiene by brushing teeth daily.
- Minimize body odors by use of deodorants or anti-perspirant.
- No heavily scented perfumes, colognes, or lotions.
- Clean and well-kept fingernails. Fingernail length may not interfere with the performance of your duties.
- Hair should be clean, combed, and neatly trimmed or arranged. Unkempt hair is not permitted. Sideburns, mustaches, and beards are to be neatly trimmed.
- Hair accessories under two inches in width are permitted providing that any hair length, accessory, or style does not interfere with the performance of your duties.

**Precision urges employees to use common sense and sound judgment when it comes to selecting their work attire. To assist you, here are a few broad guidelines to follow:**

- All clothes must be work-appropriate.
- All clothes must project professionalism. Clothes that are too revealing are not allowed. Clothes must fit well and not oversized (“baggy”) or undersized (“skintight”).
- All clothes must be clean and in good shape. Discernible rips, tears or holes are not allowed.

**Inappropriate attire, which is prohibited and may not be worn at work, includes, but is not limited to:**

- Active sportswear, work-out attire, sweatpants, jogging suits, spandex or Danskins;
- Sweatshirts with hoods, hoodies are not allowed to be worn (covering your head) in the call center;
- Shorts, beachwear;
- Halter tops, crop tops, tank tops;
- Clothes made of see-through or mesh materials or clothes that expose areas of the body usually covered in a workplace;
- Underwear/undergarment type white T-shirts;

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- Shirts with messages or commercial advertising, including advocating illegal or lewd conduct, weapons or the use of alcohol, tobacco, marijuana, or other controlled substances;
- Shirts with slogans or pictures on shirts including political slogans, advertisements for products, or suggestive cartoons or drawings, profanity, pornography and nude or semi-nude pictures or sexual acts;
- Torn pants or jeans;
- Sagging of pants so that underwear or undergarment is showing;
- Flip flop sandals, open-toed shoes, beach shoes or similar footwear, slippers;
- Dark tinted sunglasses;
- Head coverings of any kind;

You and your supervisor are responsible for ensuring that you follow all of the hygiene and appearance standards. Your supervisor may not permit you to work if you violate any of these standards. Employees who report to work in violation of these standards will be asked to leave work to address the violation. Hourly paid employees will not be compensated for any work time missed because of failure to comply with hygiene and dress code standards.

Any hygiene or appearance that is deemed by Precision, at its sole discretion, to be inappropriate, may result in disciplinary action regardless of whether it was specifically listed below. Violations of this policy will result in discipline, up to and including termination.

Precision Opinion recognizes the importance of individually held religious beliefs to persons within its workforce. Precision Opinion will accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs need to contact the human resources department for review and approval.

Employees who will require workplace attire accommodations due to medical conditions need to contact the human resources department for review and approval.

## **Safety Awareness Introduction**

Safety is a responsibility of everyone at The Company. The general and specific rules and regulations that follow are Company policies and have been fashioned to protect not only you, but also your fellow employees.

These rules are not meant to be all encompassing but are provided as a general guide. It is imperative that all employees realize that the ultimate responsibility for their own well-being rests with them. An inch of common sense will go a mile towards preventing injury. Some easy to remember common sense rules are:

- 1) Don't ever think, "it can't happen to me," because it can and will if you don't keep your mind on your work.
- 2) Do not walk-in areas where there are signs posted or potential hazards. If you see a

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hazard that is not marked off, it is an employee's duty to notify a supervisor so they may handle it immediately.

- 3) All injuries are to be immediately reported to your supervisor.
- 4) Report any unsafe conditions that you observe to your supervisor or the Human Resources Department.
- 5) Do not overload electrical circuits.
- 6) Never throw any objects or push fellow employees while on The Company property.
- 7) No horseplay while on The Company property.
- 8) Never stand on chairs or other furniture.
- 9) Do not smoke, use matches or lighters while on The Company property.

While these are only a few examples as the handbook cannot cover all the circumstances which may arise at the workplace, it is best to practice common sense, safety, and courteousness to you and your fellow co-workers

## **Emergency Response**

All employees must become familiar with emergency exits that are posted throughout the facility and location of a fire extinguisher. Never block an emergency exit.

If you are trapped and cannot get out of the work area, remember the following:

- Don't panic
- In smoke, crawl - don't walk!
- Put closed doors between you and the smoke and heat
- Seal off cracks around doors

Please evacuate with extreme caution to avoid panic. It is of the utmost importance that employees remain calm and that they follow the instructions of their immediate supervisors.

### **A Note on Fire Extinguisher Usage:**

All extinguishers located in the office are rated "ABC." This means that they are designed for use on any type of fire, i.e. paper, wood, flammable liquids or electronics.

After activating the alarm to alert other employees, and if you feel that you can extinguish the fire without danger to yourself, use the following techniques to extinguish the fire:

- Firmly grasp the extinguisher by the handle and remove the safety pin from the discharge lever
- Grasp the hose with one hand and point the nozzle toward the bottom of the flame

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- Sweeping the nozzle from left to right, firmly press the discharge handle with your other hand until the flame is extinguished or the entire dry chemical is expended

## General Rules of Conduct

It is impossible to delineate every standard of conduct for every circumstance that may arise. The Company, however, always expects all its employee to perform competently and professionally, in addition to meeting and complying with standards included, but not limited to those that are described below.

The Company expects all employees to treat other employees and clients with respect. Our belief is “Ladies and Gentlemen working with Ladies and Gentlemen”. We expect everyone to abide by this simple approach.

The Company defines inappropriate behavior or conduct that warrants disciplinary action or immediate termination to include, but not limited to, the following:

1. Employee does not have their ID badge or is not wearing their ID badge on Company property. A temporary badge can be issued by the Human Resources Department.
2. Violation of The Company's Mobile Communication Policy/Cell Phone Policy which states: Cellular phones, mobile devices, watches with communication abilities and headphones not issued by The Company may not be used while on the Call Center floor. While on the Call Center floor, mobile communication devices must be turned off and put away. All Call Center floors are a **PERSONAL CELLPHONE FREE ZONE**.
3. Solicitation or distribution of unauthorized literature or posting of notices, signs or writing in any form on Company property.
4. Dining, smoking (cigarettes, vapor, or e- cigarettes), gum chewing, or snacking at any time other than during meal or break periods or in areas other than those designated by The Company while on duty.
5. Eating, chewing gum or drinking, except for water with a sport cap, at your workstation is prohibited.
6. Drawing, reading, or doing other tasks not related to work at your workstation.
7. Pens are prohibited on the Call Center floor for all Research Associates/Interviewers. Pencils and paper will be provided by the Company for any project specific work.
8. Use of profane language or engaging in lewd, obscene, or inappropriate conversation, discussions, or conduct.
9. Insubordination, the failure, or refusal to carry out orders or instructions from an appropriate supervisor.
10. Sleeping or napping on the job.
11. Failure to fulfill the responsibilities of the job to an extent that might or does cause injury to a person or substantial damage to or loss of equipment.
12. Entering unauthorized areas without permission.

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13. Entering or leaving the facilities through any entrance or exit other than those designated by The Company.
14. Excessive attendance issues.
15. Disregard or violation of a Company or Departmental rule, procedure, or policy.
16. Fighting, threatening, intimidating, coercing, or interfering with other employees or clients.
17. Knowingly making false statements or material omissions on personnel or other records, including survey data collection, and recording of your time in The Company's OnTime time keeping system.
18. Theft, larceny, or any unauthorized removal from premises of any Company property or property of another team member or client.
19. Employees may not, at any time while on company property, possess or use any weapon. Weapons include, but are not limited to, guns, swords, knives with blades over three inches in length, explosives, and any chemicals whose purpose is to cause harm to another person. Regardless of whether an employee possess a concealed weapons permit, weapons are prohibited on company property.
20. Bringing onto Company premises, having possession of, being under the influence of, or using, transferring, selling, or attempting to sell on Company premises or while on Company business, any form of alcohol, marijuana, or illegal drugs.
21. Abusing prescription drugs on Company premises or while on Company business.
22. On duty or off duty conduct that reflects adversely on The Company, materially affects employee's job performance, or affects employee's ability to report for scheduled shift.
23. Employees parking in unauthorized parking locations without proper authorization.
24. Failure to report to work as scheduled without prior authorization, including no-call/no-show. Failure to return to work as scheduled after an approved leave of absence.
25. Possession while on company property any recording or other unacceptable electronic devices.
26. Creating or contributing to unsanitary, hazardous, or poor housekeeping conditions.
27. Engaging in horseplay, or otherwise causing a disturbance on the premises.
28. Adjusting any computer settings, cables, or accessing any software not approved by the Company to perform an employee's job duties.
29. Failure or refusal to submit to a physical examination of blood, urine or other test requested by The Company, and/or failure to pass any mandated drug or alcohol testing.
30. Behaving in any manner that could be construed as discriminating or harassing or otherwise in conflict with federal or state laws and any policies of The Company.
31. Violation of appearance standards.
32. Failure to attend mandatory general meetings, special meetings, or training sessions without the approval of your supervisor.
33. Falsifying or altering survey respondent answers, and/or skipping questions. Entering answers for respondent without asking the question.

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## General Rules of Conduct- Continued

34. Violation of The Company's Alcohol and Drug Policy.

## Social Media

It is understood that social media can be a fun and rewarding way to share one's life and opinions with family, friends, and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, The Company has established these guidelines for appropriate use of social media.

This policy applies to all employees who work for The Company.

## What is Social Media

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with The Company, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of The Company or The Company's legitimate business interests may result in disciplinary action up to and including termination.

## Know and Follow the Rules

Carefully read these guidelines. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action, up to and including termination.

## Be Respectful

Always be fair and courteous to fellow associates, customers, members, suppliers, or people who work on behalf of The Company. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing The Company's Open-Door Unspoken Policy than by posting complaints to a social media outlet.

If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates, or suppliers, or that might constitute harassment or bullying, or in violation of The Company's Confidentiality Policy.

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Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy.

## **Be Honest and Accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered.

Remember that the Internet archives almost everything; therefore, even deleted postings can be searched.

Never post any information or rumors that you know to be false about The Company, fellow associates, members, customers, suppliers, people working on behalf of The Company or its competitors.

## **Post only Appropriate & Respectful Content**

- Maintain the confidentiality of The Company trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- Do not create a link from your blog, website, or other social networking site to a Company website.
- Express only your personal opinions. Never represent yourself as a spokesperson for The Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of The Company or its clients, client projects or client results, fellow associates, members, customers, suppliers, or people working on behalf of The Company. Include a disclaimer such as "The postings on this site are my own and do not reflect the views of The Company." Do Not post anything to Social Media relating to any specific client(s) or projects of The Company as this is a violation of Company Policy.

## **Using Social Media at Work**

**Do Not** use social media while on work time or on equipment The Company provides unless it is work-related as authorized by your manager or consistent with The Company's Equipment Policy. Do not use a Company email address to register on social networks, blogs or other online tools utilized for personal use.

Using any form of social media in the workplace is a direct violation of the corporate confidentiality policy and an employee discovered to be using social media at work is subject to immediate termination at the sole discretion of The Company.

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## Media Contacts

Associates are not to speak to the media on The Company's behalf without contacting the Chief Executive Officer for express and written permission. All media inquiries are to be directed to the CEO.

## Drug and Alcohol Testing

The Company has a commitment to providing an environment free from the use and/or abuse of drugs and/or alcohol in order to maintain the safety and integrity of our business, as well as the safety, health and wellbeing of our employees and clients.

If you are suspected of using or being under the influence of alcohol, marijuana, prescription drugs or any other controlled substance while on Company property, while working or just coming by, you will be suspended immediately and removed from property. You will then be subject to a drug test at an independent facility. If you test positive for any substance, you are subject to suspension and possible termination. You will be terminated if you refuse to be tested. The Company also reserves the right to have a member of the Courtesy Patrol and/or Human Resources Department inspect all items located on Company property for alcohol and/or controlled substance where there is reasonable suspicion of a violation of the law or this policy. If you refuse to cooperate, you will be subject to suspension and possible termination.

The use, sale, purchase or storage of drugs or alcohol during working hours (including breaks and meal periods), or while on Company property is strictly prohibited. For purposes of this policy "drugs" shall mean and refer to all drugs which are illegal under either Federal, State or Local Laws. Reporting to work under the influence of drugs or alcohol is also prohibited.

## Search & Inspection Policy

It is the policy of The Company, when deemed necessary by management, for authorized persons to search and inspect both company property and personal items, including vehicles brought onto company property. An employee's refusal to cooperate in a search, inspection or investigation will result in disciplinary action, up to and including termination.

### Protocol

- 1) A minimum of three management representatives will conduct an unannounced search. Two of these representatives will conduct the search, and the third representative will record the inventory. Items found and identifying locations will be noted.
- 2) One of the company representatives conducting the search must be of the same gender as the person whose belongings are being searched.

3) The search will be conducted in the following manner:

-The employee involved will be taken to a private location and informed that The Company would like to conduct a search and inspection of his or her personal possessions (including his or her vehicle), in accordance with company policy. The company representative conducting this meeting should ask the employee if he or she will cooperate.

-The search will not begin until the employee gives written consent to the search.

-In the presence of Company representatives and the employee, the designated Company representatives will search as necessary through the employee's locker, work area, personal items and/or vehicle. The designated company representative should record an inventory of all items found during the search and secure relevant items.

After the search is completed, the designated company representative will:

- Conclude the search by either thanking the employee for their cooperation or placing the employee on an unpaid suspension pending investigation.

- If suspension is warranted, Human Resources will be in touch with the employee within 48 hours to schedule an appointment.

### **Refusal to Cooperate**

An employee who refuses to cooperate with a search request from an authorized Company representative will:

- Not be detained in any way for any reason but will be informed that any sort of refusal to cooperate will be grounds for disciplinary action, up to and including termination. Employee will be relieved of duty and placed on unpaid suspension pending an investigation.

### **Reporting**

The Manager of Human Resources or a member of the Human Resources team will immediately report to the appropriate authorities any illegal items that are found and will document such notification. The Company reserves the right to confiscate and dispose of items found during such searches, as necessary.

- What items were seized and what actions were taken with the items.
- What instructions were given to the employee.

Each Company representative present during the search must immediately write an

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independent report of the incident, or a joint statement/summary may be written and signed by all involved in the search, including the employee(s). The report(s) should be delivered to the Director of Human Resources.

The following information will be in the report:

- Reason for the search.
- Who was involved in the search.
- Where the search was conducted.
- Date and time of the search.
- What was found during the search and where it was found.
- What actions were taken with the employee involved.

## **Policy Against Harassment, Bullying Discrimination and Retaliation**

The Company has a zero-tolerance policy for any form of harassment, discrimination or bullying in the workplace. Our commitment to equal treatment includes maintaining a workplace free from sexual, racial, ethnic, gender, or religious harassment/ discrimination - "Ladies and Gentlemen working with Ladies and Gentlemen".

All complaints of this nature are promptly and thoroughly investigated.

Employees who engage in discriminatory or harassing conduct are subject to disciplinary action, up to and including termination of employment.

It is The Company's policy to provide for all employees a work environment free from all forms of harassment and discrimination. Harassment is defined as verbal or physical contact that denigrates or shows hostility or aversion toward an individual because of his or her age, race, color, gender preference, sexual preference, religion, national origin or disability by (1) creating an intimidating, hostile, or offensive work environment, (2) unreasonably interfering with a team member's work performance, or (3) otherwise adversely affecting an individual's employment opportunities.

### **A. Prohibition Against Harassment.**

The Company strictly prohibits all forms of harassment. It is against the policies of The Company for any employee, to encourage actions which harass or bully another employee, client, customer, vendor, independent contractor, or contract employee based on his/her race, color, religion, sex, national origin, age, pregnancy, genetic information, veteran status, marital status, disability, height, weight, or any other status protected by state, federal or local law.

### **B. Discrimination.**

(i) Discrimination - Differential treatment based on a protected category such as age, gender, race, disability, pregnancy, religion, color, national origin; especially, a failure to track all employees equally with no consideration for their protected category.

(ii) Retaliation - The act of doing someone harm in return for that person's engagement in

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protected activity, such as reporting, and/or acting upon an act of discrimination and/or harassment.

(iii) Harassment - Harassment is unwelcome behavior because of an employee's race, color, origin, religion, sex, pregnancy, childbirth, or a relation condition, age, disability, marital status, veteran status, or the status protected by the federal law that is sufficiently severe or pervasive so that it alters the conditions of the employee's employment and creates an abusive or hostile work environment.

(iv) Sexual Harassment - Unwelcome sexual harassment includes, but is not limited to, threatening adverse employment actions if sexual favors are not granted; promising preferential treatment in return for sexual favors; and unwanted physical contact and/or offensive remarks because of sex.

Examples of prohibited behavior include, but are not limited to:

- A. Unwelcome sexual advances, propositions, threats, sexual innuendoes, suggestive, or insulting comments or sounds, sexual jokes or teasing of a sexual nature, commentary about an individual's body, sexual prowess deficiencies, any other abuse of a sexual nature or jokes, threats, epithets, or slurs which are based on protected characteristic.
- B. Unwelcome displays of sexually suggestive objects, pictures, or letters, leering, e-mails, obscene gestures or suggestive or offensive graffiti based on any protected characteristic.
- C. Unwelcome physical contact, including offensive touching, pinching, brushing the body, impeding, or blocking movement, or other unwanted sexual acts, sexual assault, or battery.
- D. Epithets, slurs, or negative stereotyping.
- E. Threatening, intimidating, or hostile acts
- F. Written or graphic material that is placed on walls, bulletin boards, notes or elsewhere on The Company's premises that denigrates or shows hostility or aversion toward an individual or group.
- G. Verbal or physical acts that are proposed to be "jokes" or "pranks" but are hostile or demeaning.
- H. Leering at one's body.
- I. Whistling at someone or cat calls.
- J. Making unwanted sexual compliments, innuendoes, suggestions, or jokes.
- K. Subtle or overt pressure for sexual favors.
- L. Remarks about a person's physical anatomy or characteristics.

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- M. Sending unwanted sexual text messages or hand-written notes.
- N. Continued and unwanted requests or attempts to create or continue “dating” or other personal relationships.
- O. Turning work discussions into sexual topics.
- P. Unnecessary touching.
- Q. The above list is not all inclusive and is intended only to provide examples of prohibited conduct.

**Complaint Procedure:** The Company takes complaints of discrimination, harassment, and retaliation seriously. If you believe that you have been the subject of discrimination, harassment, and/or retaliation, you must report the act immediately to the Human Resources Department. If you are uncomfortable bringing your complaint to the Human Resources Department, dissatisfied with the resolution of your complaint, or if after notifying the Human Resources Department, the alleged discrimination, harassment, or retaliation continues to occur, you should contact the President of The Company who will investigate your issue to address your concerns.

**Non-Retaliation:** The Company prohibits any retaliation against any employee who, in good faith, makes a complaint of discrimination or harassment or has participated in an investigation of a complaint. The Company will take corrective action and discipline any supervisor, agent, or employee of The Company who, after investigation is found, to have retaliated against any employee for utilizing the complaint procedure or has participated in the investigation of a complaint brought under this policy. The employee should use the above complaint procedure to report any retaliatory conduct based on the employee’s complaint or the employee’s participation in an investigation under this policy.

In order to avoid the misunderstandings and other problems, managers and supervisors are not permitted to date or pursue romantic or sexual relationships with employees who they supervise, directly or indirectly.

If a manager and employee wish to “date” or are in a relationship, it must be communicated to the Human Resources Department so appropriate steps may be followed.

Any team member being reported of or found guilty of discrimination, harassment and/or retaliation in any form is subject to disciplinary action at the sole discretion of The Company.

## **Smoking Policy**

In order to comply with State and Federal laws, and to maintain an atmosphere of professionalism for our clients, as well as employees who are on duty, employees and visitors may smoke only in those areas designated as a Smoke Friendly Area. All Smoke Friendly Areas are located outside of our call centers, no Smoking is allowed indoors. This includes cigarettes, cigars, tobacco pipes, vapors, e-cigarettes, and the like.

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## **Solicitation / Distribution**

Employees are not permitted to post any notice, announcement, or advertisement on Company property without the prior written permission from the Human Resources Department. Employees are not permitted to solicit or sell any product or service during work time and on/in Company property.

Employees are not permitted to distribute literature during work time or on company property at any time without the expressed consent of the Human Resources Department.

Violations of this policy may result in disciplinary action, up to and including termination.

## **Attendance Policy**

Being punctual and reliable for your schedule is vital to the success of The Company and an important part of your overall job performance. Your attendance record is a factor in your performance evaluations and will be considered in granting promotions and job transfers. The Company expects all team members to work their scheduled hours.

Failure to meet this standard may result in disciplinary action at the sole discretion of The Company. It is your responsibility to be aware of your schedule.

## **Disciplinary Policy & Procedure**

Each team member is expected to follow basic rules of conduct and any other rules that may be established in the future. As a general guide to the employees, any conduct which adversely impacts a team member's ability to perform his/her job duties at The Company, is grounds for disciplinary action, up to and including immediate termination, and is at the sole discretion of The Company.

When/where appropriate, The Company may practice a "progressive discipline" approach to rule infractions and inappropriate conduct. Violations and inappropriate conduct may result in any one or more of the following levels of discipline being imposed: verbal warning, written warning, suspension, Performance Improvement Plan, and termination. Disciplinary actions will start at the lowest step unless deemed egregious by The Company, where escalation level discipline will be forfeited, and immediate suspension and/ or termination will be given at the sole discretion of The Company.

## **Company Disparagement Policy**

While employed by the Company, no employee is permitted to post, share or distribute remarks about The Company or its clients that is deemed disparaging by The Company via any platform of communication (i.e., online, social media, posters, etc.).

Employees found in violation of this policy will be subject to disciplinary action, including the possibility of termination.

## Mobile Communication Devices

Cellular phones, mobile devices, watches with communication abilities and headphones not issued by the Company may not be used while on the Call Center floor. While on the Call Center floor, mobile communication devices must be turned off and put away.

The Call Center floor is a **PERSONAL CELLPHONE FREE ZONE**.

The following guidelines apply to the use of cellular phones while working.

- Personal cell phone may only be used while on break, outside of the Call Center floor.
- All personal cell phones must be turned off at all times while working and stored in the lockers provided.
- If you are found to have your cell phone, at your workstation, you are subject to disciplinary action, including immediate termination.

## Confidential Information

While an employee of the Company, you will be privy to confidential information about clients, products, services, individuals, and technological tools for conducting business. Any information concerning the business affairs of the Company is completely confidential and restricted. You should never steal, falsify, misuse, or remove any of this information. Violations of this policy may result in disciplinary action. You will be required to sign a confidentiality agreement upon accepting employment with The Company.

**A. Definition of Confidential Information.** The protection of confidential and proprietary information is vital to the interests and the success of The Company. Confidential and proprietary information includes: internal Company methods, policies, and procedures; information regarding the general business operations, costs, profits, sales, marketing and strategies, methods of doing business, customer and/or client relations; business forms developed by or for The Company; software and computer systems developed by or for The Company; client work product; product or service information, lists, records, reports, analyses, brochures, materials and documents concerning The Company or its customers and/or clients, products, services, research, reports, analyses, product development, marketing and sales strategies, presentations, plans, and procedures; financial information concerning The Company, including but not limited to, marketing plans, advertising plans, budgets, business development strategies, financial status and day-to-day operations; computer systems, applications, programs and documents in either electronic or hard copy and all processes pertaining or related to those systems; customer and/or client information. The names of customers/clients, customer/client preferences and services, customer/client marketing plans, pricing letters, quotations, and cost analyses; and other instructional material of The Company setting forth The Company's methods of operation, plans, programs, proposals, concepts, and ideas.

**B. Non-Disclosure.** Employees shall always maintain in confidence all Confidential Information and not disclose or use, except in the course of The Company's business and for

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its benefit, any of the Confidential Information for their own use or for anyone else's use other than as directed by The Company. Upon termination of employment, employees shall return to The Company all Confidential Information, and copies of confidential information, which they may have or control, regardless of the form of such Confidential Information. Employees shall never post on Social Media any Confidential Information.

C. **Discipline.** The Company shares this information only because it is necessary in order to perform the employee's duties. The unauthorized use, review, copying or release of confidential information as determined in the sole discretion of The Company, may result in disciplinary action up to and including immediate termination of employment.

## Removal of Company Property

You are not to remove any tools, confidential information and/or equipment or any other property belonging to The Company during your employment or after termination. The Company reserves the right to inspect all packages, backpacks, briefcases, handbags, clothing, and garments should an employee be suspected of removing company property.

Failure to cooperate will result in immediate disciplinary action, up to and including immediate termination.

## Resignation

A team member desiring to terminate their employment with The Company is requested to provide a minimum of two-weeks' notice to the Human Resources Department.

On an employee's last day of work, the employee's badge and lanyard must be handed into the Human Resources Department. An employee has up to 24 hours after their final day of work to return their badge and lanyard. Failure to return your badge and lanyard within this timeframe may result your badge deposit fee forfeited.

Additionally, if for any reason you were not charged a badge deposit, and do not return your badge within the parameters mentioned above, you will be charged a badge fee of \$45.00, for your last payroll with The Company.

A client or The Company may remove an employee from any project at any time, with little or no warning to the employee. If an employee is removed from a project, they are subject to suspension and/or termination at the sole discretion of The Company.

## Safety Reporting Protocol

The Company believes that a safe and healthy environment is of utmost importance to the wellbeing of every team member and guest. If you believe or know that a potential or actual safety or health hazard exists or that a violation of health or safety standard exists, or may exist, you are to immediately inform your supervisor or the Human Resources Department of the situation. If your concerns are ignored, you are to report the suspected violation to the Company's CEO.

All job-related accidents and illnesses, no matter how minor, are to be reported immediately to your supervisor. In case of accidental injury or death, an injured team member or any person claiming to be entitled to compensation must give notice to The Company with seven (7) days. If notice is not given to The Company within seven (7) days, no workers compensation payments will be made under the law of such injury or death.

If a team members injury is deemed an “emergency” due to pain, bleeding, unconsciousness, broken bones, or immobility of a limb, and your family physician cannot be reached, an ambulance will be called on your behalf. After your first visit to the emergency room, all routine follow-up visits should be made with the attending or family physician. Do not make routine follow-up check-ups at the emergency room. Only emergency situations will be considered reasonable and customary.

A note from your attending physician must be given to the Human Resources Department indicating the required time off and your release from care. If your time off is more than 5 working days, you must obtain a leave of absence from Human Resources Department. All doctors’ notes, releases and bills must be submitted to Human Resources Department within 72-hours after receipt of the same.

## **Jury Duty**

The company recognizes that at times, you may be called upon for jury service and you will be excused, provided you provide The Company with your Summons from your employment without pay to fulfill your civic duty.

## **Leaves of Absence**

Regular employees who have completed their introductory period are eligible to apply for a leave of absence. To apply, complete a leave request form and submit it to your supervisor for approval.

Accepting other employment or working another job during a leave of absence is considered a voluntary resignation.

## **Unpaid Leaves of Absence**

### **Bereavement**

In the event of bereavement due to the death of a person in the immediate family, employees who have completed their introductory period will be entitled to three (3) workdays off, unpaid, if the funeral is in-state. If the funeral is out of state, the leave may be extended to five (5) days, unpaid.

For purposes of bereavement leave, immediate family is defined as Life Partner, children, parents, grandparents, siblings, In- Law parents, stepparents, and stepfamily members. A death certificate or other documentation may be requested by Human Resources to qualify for bereavement leave.

### **Family and Medical Leaves of Absence**

A Family and/or Medical Leave of Absence shall be defined as an approved absence under particular circumstances that are critical to the life of a family. Up-to 12 weeks of unpaid leave per year may be taken under the Federal Family and Medical Leave Act (FMLA) by

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eligible employees: (1) upon the birth of a team member's child; (2) upon the placement of a child from adoption or foster care; (3) when the team member is needed for care for a child, spouse or parent who has a serious health condition; or (4) when the team member is unable to perform functions of their position because of a serious health condition. An eligible team member is one that has been employed for at least twelve months and/or has worked at least 1,250 hours at The Company.

If a team member is entitled to paid leave under another benefit plan or policy, the team member must take the paid leave first if leave taken is pursuant to the FMLA.

The Company will require medical certification to support a claim for FMLA for a member's own serious health condition or to care for a seriously ill child, parent, or life partner. For the team member's own medical leave, the certification must include a statement that the team member is unable to perform the functions of their position. For leave to care for a seriously ill child, spouse, or parent, the certification must include an estimate of the amount of time the member is needed to provide care.

Employees must provide such certifications within 15 calendar days unless it is not practical to do so under the circumstances. If an employee fails to provide in a timely manner a requested medical certification to substantiate the need for a leave due to a serious health condition, The Company may deny leave until the team member submits the certification. In its discretion, The Company may require a second medical opinion and periodic rectification at its own expense. If the first and second opinions differ, The Company, at its own expense, may require the binding opinions of a third health care provider.

Under certain circumstances FMLA may be taken "intermittently or a reduced leave schedule". Where leave is taken because of a birth or placement of a child for adoption or foster care, the team member may take leave intermittently or on a reduced leave schedule only if The Company agrees. Where leave is taken to care for a sick family member or for the team member's own serious health condition, leave may be taken intermittently or on a reduced leave schedule when medically necessary. If leave is requested on this basis, however, The Company may require the team member to transfer temporarily to an alternative position which better accommodates recurring period of absence or a part-time schedule, provided the position has equivalent pay and benefits.

Life partners who are both employed by The Company and are both eligible for leave under the FMLA are entitled to a total of 12 weeks of leave (rather than 12 weeks of each) for the birth or adoption of a child or for the care of a sick parent.

When the need for treatment is foreseeable, such as the birth or adoption of a child, or planned medical treatment, the team member must provide 30 days advance notice, and make efforts to schedule leave so as not to disrupt The Company operations. If a team member fails to provide timely advance notice when the need for leave is foreseeable, The Company may deny taking the leave until 30 days after the date the team member provides notice of the need for leave. If the need for leave is unforeseeable, such notice must be given as soon as practical under the particular circumstances, ordinarily within one or two working days. In case of illness, the team member will be required to report periodically on their leave status and intention to return to work.

At the time the employee seeks reinstatement at the end of their leave of absence taken for their serious health condition, the team member must provide a medical certification stating that the team member is fit for duty and able to return to work. The Company may deny restoration until the certification is provided.

Taking a leave of absence will not result in the loss of any employment benefits accrued prior to the date that the leave started. Benefit entitlements based upon length of service will be calculated as of the last paid workday prior to the start of the unpaid leave of absence. While employees do not lose existing benefits due to leave, restored employees are not entitled to accrue any seniority of employment benefits while on leave of absence.

Any team member requesting a medical and/or family leave must complete a Request for Family and Medical Leave of Absence form and submit it to the Human Resources Department for approval.

### **Military Leave**

Employees on active or reserve duty with the United States Armed Forces are granted military leave and given all other rights as established by law.

### **Personal Medical Leave**

Currently, employees are eligible for a period of up to 12 weeks of unpaid personal medical leave after the completion of the 12 months of employment. Personal medical leave may be requested for the team member's own illness. The Company retains the right to request documentation to support a team member's request for personal medical leave. Further, should The Company deem it necessary, The Company may, at its cost, request a second opinion on the necessity for personal medical leave. Personal medical leave may be designated as leave pursuant to the Family Medical Leave Act (FMLA).

### **Returning from a Leave of Absence**

You will be required to contact the Human Resources department five (5) business days in advance to confirm your return-to-work date. A written release from your physician is required prior to returning to work from medical leave.

You will be returned to your regular job classification without loss of seniority at the end of a Leave of Absence. Reasonable efforts will be made to return you to your original schedule, shift and location. If your job classification no longer exists, reasonable effort will be made to place you in a comparable position.

### **Nevada Workplace Safety: Employee Rights and Responsibilities**

The Division of Industrial Relations of the Nevada Department of Business and Industry helps employers provide a safe and healthful workplace. This document explains the rights and responsibilities of both employer and employees in creating a safe work environment.

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## Employee Rights and Responsibilities

The Nevada Occupational Safety and Health Act was created to allow you to do your job in a safe and healthy workplace. But it is up to you to make sure that job safety and health works. Here are some tips to help you stay safe on the job:

- Know and follow the safety rules set by the Company, The Nevada Occupational Safety and Health Act and The Nevada OSHA Enforcement Section.
- Practice tremendous hygiene efforts.
- Use caution while at the workplace.

You can get copies of all Nevada safety and health standard from the Safety Consultation and Training section of the Division of Industrial Relations or on the web at [www.4safenv.state.nv.us](http://www.4safenv.state.nv.us).

If you see something that is unsafe, report it to your supervisor. That is part of your job. Give your employer a chance to fix the proposed issue. If you think the unsafe condition still exists, it is your right to file a complaint with the Nevada OSHA Enforcement Section of the Division of Industrial Relations. The Division will not give your name to your employer. There are laws that protect you if you are punished for filing a safety and health complaint. You have 30 days from the date of the punishment to file a discrimination complaint with the Nevada OSHA Enforcement Section of the Division of Industrial relations. From cuts and bruises to serious accidents, coverage begins the first minute you are on the job. Most on-the-job injuries are covered by Worker's Compensation Insurance.

It is your responsibility to report any on- the-job injury immediately. Your employer must file an "Employer's Report of Injury" (C-3 Form) within six working days after the receipt of a "Claim of Compensation" (C-4 Form) from a physician or chiropractor. Filing false complaints could mean costly fines and/or jail time.



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## **Employee Contact Information:**

### **Human Resources Department and Precision Cares:**

7150 Pollock  
Las Vegas, NV 89119

### **Human Resources Email:**

precisionhr@precisionopinion.com

### **Payroll Email:**

payrollhelp@precisionopinion.com

### **Employee Assistance Email:**

precisioncares@precisionopinion.com

### **Employee Help Portal**

<https://team.precisionopinion.com>

### **Human Resources and Precision Cares Phone Number during office hours:**

702-483-4000

### **After Hours/Weekends Emergency Line - Manager on Duty:**

For Pollock Call Center 702-813-7612

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