Welcome to Pinnacle!

As Pinnacle employee, we hope you will find your employment to be both rewarding and challenging. Because the quality of our employees is the key to our success, we carefully select our new employees and we expect employees to contribute to the successes of our team.

To answer some of the questions you have concerning Pinnacle and its policies, we have written this Employee Handbook. This handbook provides you with a guide to the policies, benefits, privileges and responsibilities of being a Pinnacle employee. It is important you read the materials. We hope the information provided helps you better understand how our policies and benefits work for you, and how you can best work for our company.

Contact information is provided in the following pages to empower you to get the help you need when you need it. Please don’t hesitate to call or email us with your questions or concerns.
## PINNACLE CONTACT INFORMATION

**Physical Address:** 5501 Lyndon B Johnson Freeway, Suite 600  
Dallas, TX 75240

**Front Desk:** 214-740-2424  
**Main Fax:** 214-740-2444  
**Automated Line:** 214-740-2432

*Options:*
- Option 1: New Hires/Onboarding
- Option 2: Timesheets
- Option 3: Payroll
- Option 4: Client Fulfillment
- Option 5: Human Resources
- Option 6: IT Support
- Option 9: Corporate Directory

### On-Boarding

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Fax</td>
<td>888-844-3648</td>
<td>Employee Classification</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:sharedservices@pinnacle1.com">sharedservices@pinnacle1.com</a></td>
<td>I-9s</td>
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<td>Offer Letters</td>
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### Timesheets and Payroll

<table>
<thead>
<tr>
<th>Telephone</th>
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<td>Option 3 for Payroll</td>
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### Human Resources

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<td>469-916-4099</td>
<td>Disability Accommodation</td>
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<tr>
<td>E-mail</td>
<td><a href="mailto:hr@pinnacle1.com">hr@pinnacle1.com</a></td>
<td>Discrimination</td>
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<td>Family Medical Leave</td>
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<td>Nursing Mothers Breaks</td>
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<td>On-the-Job Injuries</td>
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<td>Worker’s Compensation</td>
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### Risk Manager

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<tr>
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<tr>
<td>Fax</td>
<td>888-844-3648</td>
<td>Health and Safety Hazards</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:riskmanager@pinnacle1.com">riskmanager@pinnacle1.com</a></td>
<td>Unsafe Working Conditions</td>
</tr>
</tbody>
</table>
Pinnacle strives to provide every employee and contractor with a safe and healthy working environment. One of its efforts to reach this goal is to team up with MySafeWorkplace® to provide employees, independent contractors, and our suppliers’ employees with a tool to report workplace issues. Reports can be made anonymously; however, we do hope that enough information will be provided so that we can investigate and resolve issues.

**Concerns you can report include:**
- Discrimination
- Fraud
- Harassment
- Payroll and Wage Issues
- Policy Violations
- Unsafe Working Conditions
- Violence in the Workplace
- Any other workplace concern

**How to Report a Concern (available 24 hours a day, 7 days a week):**
- Phone: 1-800-461-9330 (reports can be taken in many languages)
- Website: www.MySafeWorkplace.com
  (select “Make a Report Online Now,” type Pinnacle in the “Organization Search Box” and select your Pinnacle entity from the drop down menu)

Upon submission of your report, you will be provided a unique access code and will be asked to generate a personal password. You should document this code and password, as you will need it to follow up on your report either by phone or through the website. Once your code and password are entered, you can have an anonymous dialogue with Pinnacle through the message board section of the report marked “Talk to Your Organization.”
# TABLE OF CONTENTS

## Chapter 1: Introduction
- 1.100 Applicability of Handbook
- 1.200 Work Rules
- 1.300 Handbook Administration
- 1.400 Compliance with Applicable Law

## Chapter 2: Employment
- 2.100 At-will Employment
- 2.200 Equal Employment Opportunity
- 2.300 Affirmative Action
- 2.400 Employment of People with Disabilities
- 2.500 Criminal History Background Checks
- 2.600 Drug and Alcohol Testing
- 2.700 Motor Vehicle Records
- 2.800 Eligibility for Employment
- 2.900 Employment of Relatives
- 2.1000 Employee Referral Program
- 2.1100 Personnel Records
- 2.1200 Personal Information
- 2.1300 Contact Method for Notices

## Chapter 3: Compensation and Benefits
- 3.100 Classification of Employees
  - 3.101 Non-exempt Employees
  - 3.102 Exempt Employees
- 3.200 Time Entry
- 3.300 Working More than Forty Hours in a Week
- 3.400 Payroll Schedule
- 3.500 Withholding and Deductions
  - 3.501 Standard Withholding
  - 3.502 Voluntary Deductions
  - 3.503 Garnishments
  - 3.504 Overpayments
- 3.600 Expense Reimbursement
  - 3.601 Moving or Relocation Expenses
- 3.700 Per Diem
- 3.800 Salary Advances
- 3.900 Bonus Pay
- 3.1000 Errors
- 3.1100 Benefits

## Chapter 4: Attendance and Leave
- 4.100 Work Schedule
- 4.200 Attendance and Punctuality
- 4.300 Breaks
  - 4.301 Nursing Mothers
- 4.400 Holidays
- 4.500 Absence for Religious Observance
- 4.600 Absence Without Notice
- 4.700 Paid Time Off
- 4.800 Unpaid Leave
- 4.900 Bereavement (Funeral) Leave
- 4.1000 Family and Medical Leave Act
- 4.1100 Military Leave

## Chapter 5: Personal Conduct
- 5.100 Job Duties
- 5.200 Conduct and Work Rules
- 5.300 Conduct Outside Work
- 5.400 Dress Code and Personal Appearance
- 5.500 Personal Relationships
- 5.600 Ethics and Conflicts of Interest
- 5.700 Use of Electronic Resources
- 5.800 Personal Use of Supplies or Equipment
- 5.900 Solicitation and Distribution of Literature
- 5.1000 No Authority to Contract
- 5.1100 Disciplinary or Corrective Action

## Chapter 6: Discrimination, Harassment, and Retaliation
- 6.100 Unlawful Discrimination Prohibited
- 6.200 Unlawful Harassment Prohibited
  - 6.201 Sexual Harassment
- 6.300 Making a Complaint
- 6.400 Retaliation Prohibited
- 6.500 Investigation and Resolution of Complaint

## Chapter 7: Health and Safety
- 7.100 Driving for Work
- 7.200 Smoke-Free Workplace
- 7.300 Drug and Alcohol-Free Workplace
- 7.400 Violence in the Workplace
- 7.500 Weapons in the Workplace
- 7.600 Safety and Emergency Procedures
- 7.700 On-the-Job Injuries and Worker’s Compensation

## Chapter 8: Intellectual Property and Confidential Information
- 8.100 Ownership and Disclosure of Intellectual Property
- 8.200 Assignment of Rights in Intellectual Property
- 8.300 Accessing and Distributing Copyrighted Materials
- 8.400 Confidential and Proprietary Information

## Chapter 9: Separation from Employment
- 9.100 Voluntary Separation/Resignation
- 9.200 Involuntary Separation
- 9.300 Return of Property
- 9.400 Termination of Benefits
- 9.500 Severance
- 9.600 Unemployment Compensation
- 9.700 Employment Verification
Chapter 1: Introduction

1.100 Applicability of Handbook

This Employee Handbook sets out the policies that govern the employment relationship between Pinnacle Group employees (employees of Pinnacle Technical Resources, Inc., Pinnacle Light Industrial, LLC, and Pinnacle Payrolling, LLC) (collectively referred to as "Pinnacle") and their employees. The offer letter provided to each employee states which Pinnacle entity is that employee's employer. The Handbook applies only to employees and does not govern any relationship between a Pinnacle entity and a non-employee, including clients, suppliers, vendors, or independent contractors. The Handbook supersedes all prior employee handbooks issued by Pinnacle.

1.200 Work Rules

The Handbook does not contain every rule or policy that may apply to employees in the performance of their duties. Pinnacle employees work in a number of industries and in a variety of locations for the benefit of Pinnacle’s clients. Work rules may be issued to address the unique needs of each client, work-site, or set of job duties. In the event a work rule conflicts with the Handbook, the Handbook shall control; however, if a work rule is merely more specific than the Handbook or applies a stricter standard than the Handbook, it shall not be considered a conflict, and the work rule shall control.

1.300 Handbook Administration

Human Resources is responsible for administering the Handbook. The Handbook is not intended to, and does not, create an employment contract between Pinnacle and its employees, nor does it guarantee or promise continued employment. It is subject to change at any time, with or without notice. Pinnacle will notify employees each time the Handbook is revised; however, revisions will be effective on the date designated by Pinnacle, regardless of whether all employees have received notice by that date. For the most recent version of the Handbook, for questions regarding the policies contained in the Handbook, or to report violations of policies contained in the Handbook, please contact Human Resources by e-mail at hr@pinnacle1.com, or by telephone at 214-302-8930.

1.400 Compliance with Applicable Law

The Handbook shall be deemed modified to the extent necessary to comply with all applicable laws, whether the modification is needed to address a change in law, or because state or local law imposes additional or different requirements than those described herein.

Chapter 2: Employment

2.100 At-will Employment

All Pinnacle employees are employed at-will, meaning employment is for an indefinite duration and that either Pinnacle or an employee may end the employment relationship at any time for any lawful reason. An employee’s at-will status can only be modified in writing signed by Pinnacle’s CEO.

2.200 Equal Employment Opportunity

Pinnacle is an equal opportunity employer and does not discriminate in any aspect of employment on the basis of age, color, disability, genetic characteristics, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, status as a parent, or any other protected characteristic.
2.300 **Affirmative Action**

Pinnacle is an affirmative action employer. Pinnacle’s affirmative action plan is administered by its Human Resources Manager.

2.400 **Employment of People with Disabilities**

Pinnacle does not discriminate against qualified individuals on the basis of disability in any aspect of employment. Qualified individuals are those applicants or employees who can perform the essential functions of the position with or without a reasonable accommodation. Accommodations may be requested from Human Resources. Requests for accommodation shall be considered through an informal, interactive process between the employee, the employee’s immediate supervisor, and Human Resources. An employee may be required to provide documentation during the accommodation process, including statements from medical providers, in order to establish eligibility for accommodation and the effectiveness of proposed accommodations. Reasonable accommodations that do not cause undue hardship for Pinnacle will be provided to qualified individuals. All documentation obtained during this process will be kept confidential, maintained separately from personnel files, and accessible only to authorized individuals.

2.500 **Criminal History Background Checks**

All offers of employment with Pinnacle are contingent upon completion of a criminal history background check. Individuals with criminal convictions are not automatically excluded from consideration for employment, and each situation in which adverse findings are reported will be evaluated independently. If Pinnacle’s evaluation concludes that placing the employee in the offered position poses an unacceptable risk to Pinnacle or its clients, it may withdraw the offer of employment, or dismiss the employee if work began before the criminal history background check was completed. Criminal history information will not be used to discriminate on any unlawful basis.

2.600 **Drug and Alcohol Testing**

Applicants and employees may be required to undergo drug screening before or during employment. Drug screening requirements are specific to each client, work location, and set of duties. Refusal to submit to drug testing shall result in withdrawal of an employment offer or dismissal from employment.

2.700 **Motor Vehicle Records**

Employees who drive for work, whether driving personal vehicles or Pinnacle or client vehicles, must have valid driver’s licenses and provide access to their motor vehicle/driving records at Pinnacle’s request. If a position requires an employee to operate a vehicle and the employee does not have a valid driver’s license or has an unsatisfactory driving record, the employee may be reassigned or dismissed from employment with Pinnacle. Employees must notify Pinnacle immediately of any changes in their driving record.

2.800 **Eligibility for Employment**

Pinnacle employs only those individuals legally authorized to work in the United States. Each newly hired or re-hired employee must complete Section I of the Employment Eligibility Verification Form I-9 and present proof of identity on or before the first day of work. Pinnacle also verifies the employment eligibility of all newly hired or re-hired employees using the E-Verify program. Employees who fail to provide required documentation or whose eligibility for employment cannot be verified will not be permitted to continue working.

2.900 **Employment of Relatives**
Pinnacle may employ individuals who are related to each other (by blood or by marriage) or who share the same household, provided it does not negatively impact the work environment. Employees are required to inform their Pinnacle supervisor or Human Resources if they are related to another Pinnacle employee. If the work environment is negatively impacted, one or all related individuals may be reassigned or dismissed from employment with Pinnacle. Related individuals may not be in a supervisor/subordinate relationship with each other, nor may they participate in any process involving each other’s compensation.

2.1000 Employee Referral Program

Pinnacle encourages employees to refer qualified individuals for open positions. All employees are eligible to receive a referral bonus for referring a candidate who is hired in a recruited position. In order to receive the bonus, the recruited hire must be employed for at least one month, and the referral fee will be relative to the bill rate for the position as set out in the chart below. Additional guidelines may apply.

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<th>Bill rate</th>
<th>Referral fee if Candidate works for at least one month</th>
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2.1100 Personnel Records

Human Resources will maintain the personnel records for all Pinnacle employees. Personnel records are confidential and may not be disclosed except in accordance with this policy and as required by law. Employees may review their personnel files in person by making an appointment with Human Resources. Employees are not permitted to remove or modify any information in their personnel files. If an employee believes information in his or her personnel file is inaccurate, he or she may submit a written statement describing the error to Human Resources for inclusion in the file.

2.1200 Personal Information

Employees are responsible for ensuring their personal contact information remains up to date. Changes to home address, email address, telephone number, or emergency contact must be reported within thirty (30) days by sending an email to Human Resources at hr@pinnacle1.com. Information can also be updated in the payroll portal, but notice should still be sent to Human Resources.

2.1300 Contact Method for Notices

Pinnacle will provide required notices and other important correspondence electronically to the personal email address provided by each employee. Pinnacle will provide only electronic documents, unless an employee expressly requests paper copies from Human Resources.

Chapter 3: Compensation and Benefits

3.100 Classification of Employees
All employees are classified as either “exempt” or “non-exempt” from federal and state overtime requirements. Each employee’s offer letter includes his or her classification.

3.101 Non-exempt Employees

Non-exempt employees must be paid overtime wages for all hours worked in excess of forty in a week, at a rate of one and one-half times their regular hourly rate. If a non-exempt employee is paid a weekly salary, the overtime rate will be calculated by dividing the weekly salary by forty and multiplying that rate by one and one-half. Employees working in states with additional overtime requirements will be compensated in accordance with those requirements.

3.102 Exempt Employees

Exempt employees are not subject to federal or state overtime requirements and are therefore not paid one and one-half times their regular hourly rate for hours worked in excess of forty in a week.

3.200 Time Entry

All employees are required to accurately record the hours they work in Pinnacle’s (and the client’s timekeeping system if applicable) as directed by their Pinnacle manager or point of contact. Employees are prohibited from performing off-the-clock work. If you are asked to perform off-the-clock work, you must report it to Human Resources or to Pinnacle’s compliance hotline. Hours recorded in Pinnacle’s timekeeping system are the official record of time worked by each employee. Pinnacle’s workweek begins at 12:00 am on Monday and continues through 11:59 pm on Sunday.

3.300 Working More than Forty Hours in a Week

Employees must request and receive approval from their Pinnacle manager or point of contact before working more than forty hours in a week. Employees who work more than forty hours in a week without prior approval may be subject to disciplinary action, including dismissal from employment.

3.400 Payroll Schedule

All Pinnacle paydays fall on Friday, whether weekly or bi-weekly. Payroll schedules will be provided to employees on or before the first day of work. Employees will be notified if the payroll schedule changes. If a scheduled payday is a holiday, employees will be paid on Thursday instead of Friday that week.

3.500 Withholding and Deductions

3.501 Standard Withholding

Pinnacle withholds money from employee paychecks as required by federal and state law, including federal and state income tax and FICA.

3.503 Voluntary Deductions

Eligible employees may authorize Pinnacle to deduct money from their paychecks in order to participate in voluntary benefits programs. Voluntary deductions may be authorized for benefits premiums, or for contributions to a health savings, flexible spending, or 401(k) account, or for participation in other programs offered by Pinnacle.

3.503 Garnishments
A garnishment is an involuntary deduction from an employee’s wages for the benefit of another party. Pinnacle will comply with all lawful garnishments, including child or medical support orders, tax liens, or other wage garnishments.

3.504 Overpayments

If an employee is paid more than he or she is owed, he or she is not entitled to keep the overpaid amount, and the overpayment must be corrected by either: (1) the employee repaying the funds upon request by check or money order, or (2) Pinnacle withholding the overpaid amount from future paychecks until it is repaid. Employees will be notified if Pinnacle discovers an overpayment, and upon request, the employee will sign a form authorizing Pinnacle to make a deduction correcting the overpayment.

3.600 Expense Reimbursement

Pinnacle will pay for employment-related expenses that are authorized in advance by Pinnacle, supported by appropriate documentation, incurred within client-specific guidelines, and submitted in accordance with Pinnacle’s instructions. Employees may be required to comply with client policies or procedures regarding expense reimbursement. Expense requests that do not comply with these and client guidelines will not be paid.

3.601 Moving or Relocation Expenses

Pinnacle does not reimburse employees for moving or relocation expenses.

3.700 Per Diem

As a general rule, employees are not paid a per diem. Per diem is a non-taxable allowance for lodging, meals, and incidental expenses paid to some employees who are working away from home for a temporary period of time less than one (1) year. The assignment must be at least sixty (60) miles away from the employee’s home, and the eligibility for per diem is limited to one (1) year. If it becomes known that an engagement will last longer than one (1) year, the per diem becomes taxable at the moment the information is known. Additionally, the employee must have and retain a permanent residence and return to that residence regularly during the assignment. The per diem rates for destinations within the continental United States are governed by the IRS, and Pinnacle’s rates will never exceed the IRS standard. An employee’s offer letter will reflect whether a per diem is offered and the amount. If a per diem is paid in error, it will be considered taxable income of the employee.

3.800 Salary Advances

Pinnacle does not provide salary advances or loans to employees.

3.900 Bonus Pay

As a general rule, Pinnacle does not pay employees bonuses. If Pinnacle elects to pay bonuses, eligible employees will be notified in writing.

3.1000 Errors

In the unlikely event that there is an error in an employee’s pay, he or she should contact Payroll immediately by telephone at 214-740-2432 (option 3) or by e-mail at payroll@pinnacle1.com. If an employee has been underpaid, Pinnacle will pay the employee the difference as soon as possible. If the employee has been overpaid, he or she is not entitled to keep excess payment, and Pinnacle will treat the...
overpayment as an advance of future wages and deduct the overpaid amount in accordance with policy 3.504.

3.1100 Benefits

Pinnacle offers eligible employees an optional benefits package. Eligibility criteria and offerings will be provided to eligible employees on or before the first day of work.

Chapter 4: Attendance and Leave

4.100 Work Schedule

Work schedules may be set by Pinnacle managers or directly by clients. Work schedules are subject to change at any time in response to client needs. Employees are expected to work during their scheduled hours.

4.200 Attendance and Punctuality

All employees are expected to be present and punctual for all scheduled shifts. This includes returning punctually from meal or rest breaks. Absences must be approved in advance by a Pinnacle manager or point of contact. If this is impossible, the employee should contact the Pinnacle manager or point of contact as soon as practicable. Employees may be required to submit documentation regarding the reason for their absence. Some clients have attendance requirements that Pinnacle employees must adhere to. Violations of a client’s attendance policy or excessive absenteeism, including excessive tardiness, may result in disciplinary action, including dismissal from employment.

4.300 Breaks

Rest and meal periods will be established in compliance with laws applicable to each work site, and will be communicated to employees by their Pinnacle manager or point of contact, or directly by clients. As a general rule, employees may take up to two (2) paid breaks of fifteen (15) minutes each per day, and one unpaid meal break of thirty (30) minutes, if the work schedule allows. Unpaid breaks should be indicated when the employee records hours. This policy does not guarantee that an employee will be able to take any breaks, the duration of any break, or when breaks will be scheduled, except as required by law.

4.301 Nursing Mothers

Unless it would cause undue hardship to Pinnacle, employees who are breastfeeding will be provided reasonable break times and a private location to express breast milk for up to twelve (12) months after a child’s birth. Breaks of more than twenty (20) minutes in length will be unpaid, and the employee should indicate this break period on her time record. Employees must contact Human Resources to make arrangements for these breaks.

4.400 Holidays

As a general rule, Pinnacle does not offer paid holidays. If Pinnacle offers paid holidays, eligible employees will be notified in writing and given a schedule of covered holidays.

4.500 Absence for Religious Observance

Employees with sincerely held religious beliefs may request adjustments to their work schedule or time off to engage in religious observance. Requests must be made to the employee’s Pinnacle supervisor or point
of contact, and to Human Resources, at least thirty (30) days in advance, or as soon as practicable. Pinnacle will grant these requests unless doing so would cause undue hardship to Pinnacle.

4.600 Absence Without Notice

Employees who are absent without providing notice (no call/no show) may be subject to disciplinary action, including dismissal from employment. If an employee is absent without notice three (3) consecutive days, Pinnacle may determine the employee has abandoned his or her job, and remove the employee from the payroll as of the last day worked. Job abandonment is considered a voluntary resignation.

4.700 Paid Time Off

As a general rule, Pinnacle does not offer Paid Time Off (PTO). If Pinnacle offers PTO, eligible employees will be notified in writing regarding PTO accrual and use.

4.800 Unpaid Leave

All leave is unpaid, unless otherwise stated in the Handbook or another employment document. Employees must use all accrued PTO, if any, before they will be authorized to take unpaid leave.

4.900 Bereavement (Funeral) Leave

As a general rule, Pinnacle does not offer paid bereavement or funeral leave.

4.1000 Family and Medical Leave Act (FMLA)

Pinnacle provides job-protected Family Medical Leave for eligible employees of up to twelve (12) weeks in a twelve (12) month period based on qualifying events. Eligible employees caring for covered servicemembers may take up to twenty-six (26) weeks of Family Medical Leave in a twelve (12) month period, as allowed by law. Pinnacle uses a rolling twelve (12) month period measured backward from the date an employee uses any Family Medical Leave to determine how much Family Medical Leave the employee is eligible to take.

Family Medical Leave is unpaid; however, if an employee has accrued PTO, it must be used concurrently with Family Medical Leave until it is exhausted. Likewise, if an employee is on leave pursuant to a Worker’s Compensation claim, and is eligible for Family Medical Leave, Family Medical Leave must be used concurrently with Worker’s Compensation leave. The employee will still be required to exhaust accrued PTO in that instance.

Eligible employees are those employees that have worked for Pinnacle for a total of twelve (12) months or more, and who have worked more than 1,250 hours for Pinnacle in the twelve (12) months immediately preceding the request for Family Medical Leave; hours while on leave do not count toward this requirement. At the time of the leave request, employees must inform Human Resources if they have prior service for the same client under a different staffing provider or as a client employee. Eligible employees must work at a location within seventy-five (75) miles of where fifty (50) or more employees work.

Qualifying events include:

1. Incapacity due to pregnancy, prenatal medical care, or child birth;
2. Care for the employee’s child after birth, or placement for adoption or foster care;
3. Care for the employee’s spouse, son or daughter, or parent, who has a serious health condition;
4. A serious health condition that makes the employee unable to perform the employee’s job;

5. A qualifying exigency arising out of the fact that the employee’s family member is on covered active duty in a foreign country or has been notified of an impending call to active duty in a foreign country;

6. Care for a covered servicemember who has a serious injury or illness incurred or aggravated in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list; and

7. Care for a covered veteran who has a serious injury or illness incurred or aggravated in the line of duty on active duty that manifested itself before or after becoming a veteran.

If two spouses both work for Pinnacle, the combined total of Family Medical Leave they can take for items 1 and 2 above and to care for a parent (not a parent-in-law) with a serious medical condition is twelve (12) weeks in a twelve (12) month period.

Family Medical Leave may be taken continuously or intermittently, and does not need to be scheduled in one large block. If an employee participates in Pinnacle’s voluntary health insurance plan, the coverage will continue during Family Medical Leave at the same level and under the same conditions as if the employee were still working. Employees on Family Medical Leave must continue to pay their share of premiums while on leave. Accrual of benefits, such as PTO, will be suspended while on Family Medical Leave, and will resume when the employee returns to work.

**Employees must contact Human Resources to request Family Medical Leave.** Employees should request Family Medical Leave at least thirty (30) days in advance, or as soon as practicable, and must comply with Pinnacle’s normal procedures regarding absences, unless otherwise agreed. Employees will be required to submit documentation supporting their request for Family Medical Leave.

If an eligible employee takes leave for a medical condition that qualifies as a serious medical condition, but does not request Family Medical Leave, Pinnacle may designate the leave as Family Medical Leave by notifying the employee of that designation in writing.

Employers are prohibited from interfering with, restraining, or denying any right provided under the FMLA, and for taking any adverse employment action for opposing any practice made unlawful under the FMLA, or for involvement in any proceeding related to the FMLA. Any Pinnacle employee who violates this policy will be subject to disciplinary action, which may include dismissal from employment.

**4.1100 Military Leave**

Pinnacle provides unpaid leave for employees serving in the uniformed services. The uniformed services consist of all branches of the active duty and reserve military, the National Guard or Air National Guard, the Commissioned Corps of the Public Health Service, and any other category of person designated by the President of the United States.

Employees on two-week active duty training assignments or inactive duty training drills are required to return to work as soon as possible after the end of training, with reasonable time allowed for travel. Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous positions or comparable ones. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of PTO accrual and job seniority rights, if applicable.
Requests for military leave must be submitted to Human Resources at least thirty (30) days in advance. If the need for leave is not foreseeable, employees should give as much notice as is practicable.

4.1200 Jury Duty

Pinnacle allows employees to take unpaid leave to participate in jury duty. Employees must notify their Pinnacle supervisor or point of contact immediately upon learning they have been called for jury duty.

4.1300 Witness Leave

Pinnacle allows employees who are parties to a lawsuit or who have received a subpoena to testify in a lawsuit unpaid leave to testify or serve as witnesses. An employee must notify his or her Pinnacle supervisor or point of contact immediately upon learning he or she will testify or serve as witness.

4.1400 Leave to Vote

Employees are encouraged to take advantage of opportunities for early voting or vote before or after the workday. If an employee lacks sufficient time outside of work hours to vote, he or she may take up to two (2) hours of unpaid time off to vote at the beginning or end of the work day, which must be requested at least three (3) days in advance from the employee’s Pinnacle manager or point of contact. The employee must present a voter’s receipt upon returning to work.

Chapter 5: Personal Conduct

5.100 Job Duties

Each employee’s Pinnacle supervisor or point of contact will describe the basic job duties he or she will be expected to perform while working for Pinnacle and its clients. Job duties are subject to change in accordance with Pinnacle and client needs. Pinnacle employees may work remotely at client sites without direct supervision by a Pinnacle manager, in which case they must take direction directly from clients. Employees are expected to perform all assigned duties and follow all instructions given by Pinnacle or a client, unless the duties or instructions would be deemed illegal, immoral, or unethical, in which case the employee should notify Human Resources immediately.

5.200 Conduct and Work Rules

Pinnacle expects employees to act in a professional, responsible, and courteous manner at all times while at work, and in compliance with this Handbook and any applicable work rules. Failure to comply with these requirements may subject an employee to disciplinary action as set out in Policy 5.900.

5.300 Conduct Outside Work

Employees are expected to conduct their personal affairs in a manner that does not adversely affect the credibility of Pinnacle or its clients. Illegal or immoral off-duty conduct on the part of an employee that adversely affects Pinnacle’s legitimate business interests or the employee’s ability to perform his or her job will not be tolerated.

5.400 Dress Code and Personal Appearance

The dress code and personal appearance guidelines for each Pinnacle employee are dependent upon the employee’s work location and duties; however, all employees are expected to observe good personal
hygiene and present a neat and clean appearance at all times. If a dress code is established for a work site, whether by a Pinnacle manager or by a client, Pinnacle employees are expected to follow it. If there is no dress code in place, employees should adopt the style of dress apparent at the work site. Dress code exceptions may be requested from an employee’s Pinnacle manager or point of contact, or from Human Resources.

5.500 Personal Relationships

Pinnacle does not generally prohibit employees from engaging in personal relationships, including romantic or consensual relationships, with other employees. However, if a personal relationship has a negative impact on the work environment, one or all involved individuals may be reassigned or dismissed from employment with Pinnacle. Supervisors or managers may not engage in romantic relationships with their subordinates.

5.600 Ethics and Conflicts of Interest

Employees are expected to adhere to high standards of personal, professional, and business ethics, and to always use common sense and good judgment when on duty or representing Pinnacle or a client, avoiding even the appearance of engaging in unethical behavior. Employees may not engage in activity that creates an actual or potential conflict of interest with Pinnacle or its clients. Examples of unethical conduct include, but are not limited to: (1) engaging in conduct that damages Pinnacle’s reputation, (2) disclosing or misusing Pinnacle’s or a client’s confidential information, (3) using Pinnacle or client property for personal gain, (4) diverting business opportunities from Pinnacle or a client, and (5) directly competing with Pinnacle or a client while employed by Pinnacle. Employees engaged in unethical conduct may be subject to disciplinary action, including dismissal from employment.

5.700 Use of Electronic Resources

Pinnacle or its clients may provide electronic resources to employees for business-related use, including computers, e-mail accounts, and access to web-based tools. Employees using electronic resources are required to comply with policies and laws governing confidentiality, intellectual property, and discrimination and harassment, and are not authorized to make personal use of electronic resources. Employees are prohibited from sharing their passwords to access electronic resources with any person for any reason. Employees should have no expectation of privacy when using electronic resources owned or provided by Pinnacle or its clients. Employee use of electronic resources may be monitored and information accessed by Pinnacle or its clients, including the contents of e-mails sent and received. Employees should not use personally-owned electronic resources, including phones and laptops, to access clients systems or client data unless Pinnacle provides advance written consent to do so.

5.800 Personal Use of Supplies or Equipment

Pinnacle or its clients may provide supplies and equipment such as office supplies, telephones, fax machines, computers, vehicles, or tools to employees for business-related use. Employees are not authorized to remove supplies or equipment from their worksites without express authorization, and they may not make personal use of supplies or equipment.

5.900 Solicitation and Distribution of Literature

Employees are prohibited from soliciting other employees or clients while on duty, while using Pinnacle’s or a client’s equipment or tools, including e-mail accounts, or while on Pinnacle’s or a client’s premises. Solicitation means any activity that is outside the employee’s job duties that requests, demands, or urges a contribution of money, time, effort, or other personal commitment. Employees are also prohibited from distributing literature on Pinnacle’s or a client’s premises, except as part of the employee’s job duties.
5.1000  No Authority to Contract

Unless expressly authorized in writing, an employee does not have authority to create a binding obligation for Pinnacle, including by signing a contract or other written instrument on its behalf.

5.1100  Disciplinary or Corrective Action

Employees who violate the policies set out in the Handbook, or applicable work rules, may be subject to one or more of the following forms of disciplinary or corrective action: (1) counseling or verbal warning; (2) written warning, which may include a corrective action plan; (3) suspension without pay; or (4) dismissal from employment. Pinnacle may apply whichever form of corrective action or combination of actions it deems appropriate to a given situation, including immediate dismissal from employment, without applying each form of action progressively.

Chapter 6: Discrimination, Harassment, and Retaliation

6.100  Unlawful Discrimination Prohibited

Pinnacle prohibits unlawful discrimination in all aspects of employment on the basis of age, color, disability, genetic characteristics, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, status as a parent, or any other protected characteristic.

Employees who engage in unlawful discriminatory practices will be subject to disciplinary action, which may include dismissal from employment.

Discriminatory practices include:

1. Basing employment decisions on stereotypes or assumptions about people because of age, color, disability, genetic characteristics, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, status as a parent, or any other protected characteristic;

2. Harassing others on the basis of age, color, disability, genetic characteristics, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, status as a parent, or any other protected characteristic;

3. Taking adverse employment action against a person who is married to or associated with an individual who has a certain disability or genetic characteristics, or is of a certain age, color, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, status as a parent, or any other protected characteristic; and

4. Retaliating against an individual for filing a complaint of discrimination, participating in an investigation, or opposing discriminatory practices.

6.200  Unlawful Harassment Prohibited

Harassment is unwelcome verbal or physical conduct that creates an unpleasant or hostile situation that is based on a person’s age, color, disability, genetic characteristics, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, status as a parent, or any other protected characteristic.

Harassment becomes unlawful when: (1) enduring the offensive conduct becomes a condition of continued employment, or (2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.
6.201 Sexual Harassment

Sexual harassment is a specific type of harassment that can include unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

1. Submission to or tolerance of such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; or

2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or

3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance, or creates an intimidating, hostile, or offensive working environment.

6.300 Making a Complaint

Employees who believe they or other employees have been victims of discrimination, harassment, or retaliation must notify Human Resources immediately. If an employee is not comfortable reporting the concern to Human Resources, the employee may contact Pinnacle’s Risk Manager. Pinnacle managers must immediately notify Human Resources of any complaints they receive. Employees may also report workplace concerns by calling our MySafeWorkplace hotline. Instructions are provided at the front of this Handbook.

6.400 Retaliation Prohibited

Employees are prohibited from taking any adverse employment action against an individual who has made a complaint of discrimination (including harassment, sexual harassment, or retaliation), participated in an investigation, or opposed discriminatory practices. Employees who violate this policy will be subject to disciplinary action, which may include dismissal from employment.

6.500 Investigation and Resolution of Complaint

Human Resources will investigate, or cause to be investigated, all claims of discrimination, harassment, or retaliation filed against a Pinnacle employee or a third party’s employee. Human Resources may take any action it deems necessary and appropriate to resolve a complaint in compliance with applicable law. Employees who violate Pinnacle’s discrimination, harassment, or retaliation policy will be subject to disciplinary action, which may include dismissal from employment.

Chapter 7: Health and Safety

7.100 Driving for Work

If an employee drives a vehicle for work purposes, the employee must:

1. Have a valid driver’s license and no more than one conviction in the past eighteen (18) months for driving under the influence of alcohol or drugs, or reckless driving;

2. Maintain minimum insurance coverage required by law, if the employee is driving a personal vehicle;
3. Not operate the vehicle while under the influence of alcohol or any controlled substance that could impair the driver, and not use a cell phone or PDA or engage in behavior that could be distracting while driving;

4. Not allow unauthorized people to ride in or drive the vehicle;

5. Observe all applicable parking and traffic regulations, including using seatbelts; parking or traffic violations will be the employee’s sole responsibility; and

6. Immediately report all accidents, property damage, personal injury or moving violations to Pinnacle’s Risk Manager at 214-740-2443.

7.200 Smoke-Free Workplace

Pinnacle provides a smoke-free workplace. Employees are prohibited from smoking inside any Pinnacle or client building. Employees must comply with rules regarding smoking at client sites.

7.300 Drug and Alcohol-Free Workplace

Employees are prohibited from bringing alcohol, drugs, or other illegal controlled substances into Pinnacle or client premises, and from working while under the influence of alcohol, drugs, or illegal controlled substances. If an employee is suspected of being under the influence of alcohol, drugs, or illegal controlled substances while at work, he or she may be required to take a drug test. Violations of this policy, including refusal to submit to a drug test, will be subject to disciplinary action, which may include dismissal from employment. Post-accident testing and random testing may also be required.

7.400 Violence in the Workplace

Violence in the workplace will not be tolerated. Employees who commit or threaten to commit acts of violence while on Pinnacle or client premises, or while on duty for Pinnacle, will be subject to disciplinary action, which may include dismissal from employment.

Employees should report any violence they observe in the workplace, including any threat of violence, regardless of whether they were directly involved, to their Pinnacle manager or point of contact, or to Human Resources.

7.500 Weapons in the Workplace

Employees are prohibited from bringing weapons of any kind into Pinnacle or client premises. Employees who bring weapons into the workplace will be subject to disciplinary action, which may include dismissal from employment.

7.600 Safety and Emergency Procedures

Employees must follow all safety and emergency procedures for their worksites, whether established by Pinnacle or the client. Employees who do not follow safety and emergency procedures will be subject to disciplinary action, which may include dismissal from employment.

Employees are encouraged to report health and safety hazards to Pinnacle’s Risk Manager at 214-740-2443. Pinnacle prohibits taking adverse employment action against employees who report health or safety hazards.

DIAL 9-1-1 IN CASE OF EMERGENCY
7.700 On-the-Job Injuries and Worker’s Compensation

Employees must notify their Pinnacle manager or point of contact and Human Resources if they are injured on the job, no matter how insignificant the injury may seem when it occurs. Pinnacle carries Worker’s Compensation Insurance for all employees in accordance with the laws of the states where employees work. If an employee takes leave in connection with a Worker’s Compensation claim, any accrued PTO will be applied concurrently with the Worker’s Compensation leave.

Chapter 8: Intellectual Property and Confidential Information

8.100 Ownership and Disclosure of Intellectual Property

Intellectual property created during employment with Pinnacle that arises from or is related to an employee’s performance of his or her job duties shall be considered a “work for hire” and shall be the property of Pinnacle (or its clients). Employees retain no ownership, interest, or rights of any kind in works for hire, including intellectual property rights, whether in copyright, patent, or trademark. Employees must disclose to Pinnacle in writing any ideas, inventions, improvements, or discoveries related to their employment with Pinnacle, whether or not the employee believes they are patentable or copyrightable.

8.200 Assignment of Rights in Intellectual Property

If any intellectual property created during employment with Pinnacle that arises from or is related to an employee’s performance of his or her job duties is not considered a work for hire, the employee shall assign all rights in the intellectual property to Pinnacle or its client and cooperate with any steps necessary to preserve Pinnacle’s or a client’s interest in the property.

8.300 Accessing and Distributing Copyrighted Materials

Employees are prohibited from unlawfully accessing or distributing copyrighted materials during work hours or while using Pinnacle or client property. Employees who violate this policy will be subject to disciplinary action, which may include dismissal from employment.

8.400 Confidential and Proprietary Information

Employees may have access to confidential and proprietary information belonging to Pinnacle or its clients. At no time, during or after employment, may an employee use or disclose any confidential or proprietary information belonging to Pinnacle or its clients, except as expressly authorized or required for the performance of the employee’s job duties. Employees who are unsure whether information is confidential or proprietary or whether specific information can be disclosed should contact Human Resources.

Pursuant to 18 USC § 1833(b), an individual may not be held criminally or civilly liable under any federal or state trade secret law for disclosure of a trade secret: (i) made in confidence to a government official, either directly or indirectly, or to an attorney, solely for the purpose of reporting or investigating a suspected violation of law; and/or (ii) in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Additionally, an individual suing an employer for retaliation based on the reporting of a suspected violation of law may disclose a trade secret to his or her attorney and use the trade secret information in the court proceeding, so long as any document containing the trade secret is filed under seal and the individual does not disclose the trade secret except pursuant to court order.
Chapter 9: Separation from Employment

9.100 Voluntary Separation/Resignation

Employees may voluntarily end their employment with Pinnacle at any time; however, it is preferred that employees provide two (2) weeks advance notice. Employees should notify their Pinnacle manager or point of contact if they intend to end their employment with Pinnacle.

9.200 Involuntary Separation

Pinnacle may involuntarily dismiss an employee from employment at any time for any reason, provided the reason for the dismissal is not unlawful.

9.300 Return of Property

Employees are required to return Pinnacle or client property, including confidential information, when their employment with Pinnacle ends. As permitted by applicable law, Pinnacle may deduct the replacement cost of Pinnacle or client property from the employee’s final paycheck if satisfactory arrangements have not been made for its return.

9.400 Termination of Benefits

When an employee participates in Pinnacle’s voluntary benefits program, benefits are discontinued on the last day of the month in which employment ended. Pinnacle will provide departing employees who participated in medical, dental, or vision coverage information regarding COBRA coverage in accordance with applicable law. Departing employees who participated in the 401(k) plan will be provided relevant information no later than thirty (30) days after employment ends. If an employee accrued PTO, any unused balance will be forfeited. Pinnacle does not pay employees for unused PTO.

9.500 Severance

Pinnacle does not offer severance pay except as authorized by the CEO in unusual circumstances. Employees should not expect to receive severance pay when their employment with Pinnacle ends.

9.600 Unemployment Compensation

Pinnacle provides unemployment insurance coverage for eligible employees who become unemployed through no fault of their own, or due to circumstances described in applicable law. Each state administers its own unemployment compensation program that determines eligibility for benefits, and the amount and duration of benefits if awarded. In order to be eligible for unemployment compensation, some states require employees to notify staffing firms (such as Pinnacle) within three days following the end of an assignment that they are ready and able to begin a new assignment. Employees must follow their state’s guidelines for filing for unemployment benefits.

9.700 Employment Verification

Pinnacle has implemented a web based tool called The Work Number to provide automated, immediate, employment and income verifications for current and former employees. This fast, secure service is widely known to lenders, banks, and others, and is easy to use and is considered a best practice by many other companies. Requested information is accessed directly from The Work Number’s website at www.theworknumber.com by using Pinnacle’s employer code: 12201. The Work Number securely provides the following information with your authorization:

- Name
- Most recent hire date
- Termination date (if no longer employed)
- Total time with Pinnacle
- Job title
- Rate of Pay
- Gross earnings for current year to date, including base pay, overtime, bonuses, and commissions.
- Gross earnings for last year and two years past, including base pay, overtime, bonuses, and commissions.

All questions about The Work Number or employment verification (including reference checks) should be directed to Human Resources. Pinnacle will not provide any information except whether an individual was employed by Pinnacle and the dates of employment, unless the individual gives Pinnacle written authorization to provide additional information. No Pinnacle employee is authorized to verify employment or provide references outside of Human Resources.