# TABLE OF CONTENTS

Welcome ................................................................................................................................. 6  
Introduction .......................................................................................................................... 7  
Notice and Changes in the Handbook ................................................................................ 7  
Company Overview ............................................................................................................. 7  
Our Philosophy .................................................................................................................... 9  

EMPLOYEE PRACTICES ..................................................................................................... 10  
Definitions .......................................................................................................................... 10  
Employment At-Will ............................................................................................................ 10  
Equal Employment Opportunity ......................................................................................... 10  
Non-Fraternization ............................................................................................................. 10  
Harassment Prevention ...................................................................................................... 11  
Complaint Procedure for Allegations of Misconduct ......................................................... 11  
Immigration Laws ............................................................................................................... 11  
Employee References ........................................................................................................ 12  
Employment of Relatives ................................................................................................... 12  
Conflict of Interest/Other Employment ............................................................................. 12  
Separation of Employment ................................................................................................. 12  
Exit Interviews .................................................................................................................. 12  
Return of Company Property ............................................................................................. 13  

ON THE JOB ..................................................................................................................... 13  
Standards of Conduct ......................................................................................................... 13  
Code of Ethics & Business Conduct .................................................................................... 14  
Recording Policy ............................................................................................................... 15  
General Company Absence and Tardiness Policy .............................................................. 15  
Appearance ......................................................................................................................... 16  
Customer Service ............................................................................................................. 16  
Acceptance of Gifts or Favors ............................................................................................ 16  
Use of Electronic Media/Systems ....................................................................................... 16  
Social Media ........................................................................................................................ 17  
Media Relations .................................................................................................................. 18  
Employment Records ......................................................................................................... 18  
Confidentiality and Proprietary Information ...................................................................... 18  
Building Access & Security ............................................................................................... 18  
Non-Solicitation & Distribution .......................................................................................... 19  
Safe Workplace Policy ...................................................................................................... 19  
Accident Prevention and Safety .......................................................................................... 19
EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

Drugs and Alcohol Policy .........................................................................................19
Alcohol and Drug Testing .......................................................................................20
Substance Abuse Evaluation and Treatment .........................................................20
Travel .........................................................................................................................20

WORK HOURS AND COMPENSATION ....................................................................21
Compensation ...........................................................................................................21
Overtime .....................................................................................................................21
Meal and Rest Periods ..............................................................................................21
Work Hours & Schedules .........................................................................................21
Timecards and Timekeeping ....................................................................................22
Performance Evaluations ........................................................................................22
Internal Career Opportunities ................................................................................22

BENEFITS AND LEAVES OF ABSENCE .................................................................23
ACTIVE.......................................................................................................................23
Paid Time Off (PTO) ..................................................................................................23
Holidays ......................................................................................................................25
Leaves of Absence ....................................................................................................25
Family and Medical Leave .......................................................................................25
Bereavement Leave ..................................................................................................25
Jury Duty .....................................................................................................................25
Voting in Public Elections .........................................................................................26
Health Insurance Programs ......................................................................................26
Illness and Injury Prevention ....................................................................................26
Workplace Accidents and Workers’ Compensation ..............................................26
Emergency Preparedness & Evacuation .................................................................26
Employee Referral Bonus .......................................................................................27
Training and Development ......................................................................................27
Recreational/Leisure Activities ................................................................................27
Parking .........................................................................................................................27

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT ....................................................28
APPENDIX A – U.S. EMPLOYEES

Employee Classification Definitions
Regular Full-Time
Regular Part-Time
Temporary/Seasonal
Non-exempt
Exempt
InACTIVE Status
Employment At-Will
Americans with Disabilities Act Amendments Act (ADA Amendments Act)

Hours and Compensation Practices
Paydays
Holidays

Leaves of Absence
Family and Medical Leave (FMLA)
Eligibility for FMLA
State Mandated Leaves of Absence
Discretionary Leave
Military Duty Leave

Health and Welfare Benefits
Health Insurance Programs
401(k) Program
Additional Insurance Programs

APPENDIX B – CANADA EMPLOYEES

Employee Classification Definitions
Regular Full-Time
Regular Part-Time
Temporary/Seasonal

Province of British Columbia:
Non-exempt
Exempt
Province of Ontario:
Non-exempt
Exempt
Probationary Period
InACTIVE Status
Termination of Employment

Hours and Compensation Practices
Paydays
Holidays

Leaves of Absence
Canada Leaves of Absence
Parental Leave
Eligible Employee
Employee Notification Requirements
Personal Emergency Leave (Ontario Only)
Employee Notification Requirements
Family Responsibility Leave (British Columbia Only)
Compassionate Care Leave
Eligible Employee
Organ Donor Leave (Ontario Only)
Eligible Employee
Employee Notification Requirements
Reservist Leave
Employee Notification Requirements
Eligible Employee

Health and Welfare Benefits
Health Insurance Programs
Registered Retirement Saving Plan (RRSP) Program

APPENDIX C – CALL CENTER EMPLOYEES
Call Center Absentee and Tardiness Policy
Early Release Process for Call Centers
Customer Relations
Telephone Etiquette with Customers
Welcome To ACTIVE!

We are here to make the world a more ACTIVE place.

How are we doing this? We work hand in hand with our customers to transform and grow their business by building great technology that connects people with the activities they love to do. We are the #1 player in the activities marketplace with the largest network of activities, organizations and participants and are focused on:

1) Creating the best vertically specific technology applications for every market we serve.

2) Developing the most comprehensive and scalable technology platform to address the common needs of activity organizers.

3) Knowing how to engage and attract the Organizers’ customers, the Participants.

Our Employee Wellness program, ACTIVE\textsuperscript{X}, is the way we bring our mission to life. It has become the cornerstone of our culture; we’ve learned first-hand that participating in meaningful activities with co-workers connects us, challenges us and fuels us.

You are here because it really is your passion, dedication and creativity that will drive us forward and enable us to achieve our goals. We deliver technology that changes the way the world gets active and we’re eager for you to make an impact.

Thanks for joining the team, looking forward to building something great together.

Ever ACTIVE,

Jon Belmonte, Interim CEO
**Introduction**

This handbook was developed as a guide to acquaint you with ACTIVE’s expectations and to outline certain key policies and programs, as well as benefits available to eligible employees. It is intended to provide a general overview about employment with ACTIVE, but is not a comprehensive listing of all of ACTIVE’s policies and practices. Please take the time to familiarize yourself with the contents of this employee handbook.

**Notice and Changes in the Handbook**

This Employee Handbook replaces all prior Company Employee Handbooks and prior management memos to the extent that such memos contradict a subject or policy covered within the Handbook. Please note the policies in this handbook are subject to change at the sole discretion of the Company, and you will be notified of any changes as soon as practicable. No employee handbook can possibly cover all situations that may arise; therefore, all employees are expected to follow ordinary rules of common sense and professionalism in addition to these specific policies.

**Company Overview**

It all started over ten years ago. A small group of passionate individuals in a San Diego surfside office had an idea – to build technology that powers activities people love. It was simple, but it turned into something BIG. Today, ACTIVE has grown to a team of thousands, affecting millions of people with our technology and services – transforming the way our customers manage their events and activities and making it easier for participants to find and sign up for those events and activities.

But we aren’t your average technology company. We power experiences, moments, achievements and passions. We power activities that bring meaning and joy to life. From the beginning, we believed we could impact the way the world participates in every kind of activity imaginable. We’ve built the largest network of events, organizations, and people just like you. Today, we are changing the way people world-wide participate in activities and events, and we continue to experience rapid growth, both organically and through acquisitions. For a complete listing of ACTIVE’s current product offerings, please review the corporate web site at [www.ACTIVEnetwork.com](http://www.ACTIVEnetwork.com).

Communicating who we are and what we do:

We are a technology company that helps people get more ACTIVE. By powering activities for our organizers, our technology connects people with the things they love to do.

Through our online access to activities, we help people:

- Register for Little League ®.
- Sign up for a pottery class.
- Buy a fishing license.
- Register for a networking event.
- Reserve a campsite.
- Book a tee time.
- Register for a 10k.
- Enroll in summer camp.
- Connect with a local church.
ACTIVE\textsuperscript{X} is our employee participation program. It is the way we bring our mission to life and it is the cornerstone of our culture. Starting as a grassroots, employee-led physical training program in 2006, ACTIVE\textsuperscript{X} has since evolved to include employee programs for the mind, body and spirit. We’ve learned first-hand that participating in meaningful activities with co-workers connects us, challenges us and fuels us. ACTIVE\textsuperscript{X} offers life-changing experiences, it breaks down walls and it uplifts us. It solidifies the belief in what ACTIVE can do for the world through our products, our leadership and our vision.

Every ACTIVE Network employee is granted two ACTIVE\textsuperscript{X} days a year, one day to volunteer and one day to do something active. We also encourage all of our employees to participate in our annual ACTIVE\textsuperscript{X} Charity Challenge event, where employees can fund raise while training for a triathlon, running or walking event. Last year, ACTIVE employees raised over $60,000! Our span of influence has now reached three continents, four countries, 12 North American offices, and a team of thousands of committed individuals working together to make the world a more ACTIVE place through the ACTIVE\textsuperscript{X} Movement. For more information regarding ACTIVE\textsuperscript{X}, please refer to the benefits section of this handbook.

What started as an internal employee program, the ACTIVE\textsuperscript{X} Movement is now reaching EVERYONE. Individuals and groups from all ages and backgrounds worldwide are getting involved. We believe, through the ACTIVE\textsuperscript{X} Movement, we will make the world a more ACTIVE place.

ACTIVE is dedicated to the delivery of quality products and services within an environment that fosters high ethical standards. Our goal is to enhance the lives of individuals and businesses worldwide through technology and marketing solutions that enable and encourage participation. ACTIVE’s success can only be accomplished through effective utilization of our greatest asset – our ACTIVE employees. Therefore, we strive to provide the best possible working environment by our commitment to the following:

- Place a high priority on quality, timeliness and competitiveness of our products and services.
- Pursue our objectives with a commitment to personal integrity and high professional standards.
- Promote an environment that encourages new ideas, high quality work and professional achievement.
- Treat employees honestly and fairly; ensure equal opportunity for employment and advancement; and commit to a positive work environment through the prevention of harassment and workplace violence.
- Share the rewards of success with those whose efforts contribute to that success through reward programs based on Company and individual performance.
- Conduct ourselves so as to enhance and preserve the reputation of the company.
- Offer an open-door policy that encourages direct communication through all levels of the company.
- Provide a positive working environment.
Our Commitment to Excellence
ACTIVE is committed to a standard of excellence and quality in its products and services and in the quality of work expected of its employees. As a result of the demanding nature of ACTIVE’s business, employees are challenged to achieve their full potential and individually contribute to the Company’s success. In turn, ACTIVE provides its employees with a positive work environment and a balanced approach of financial and non-financial rewards.

OUR MISSION
To Power the World’s Activities and Connect People With the Things They Love, Want and Need to Do.

At ACTIVE, we’re passionate about services that foster healthy, ACTIVE lifestyles. Our community-minded and ACTIVE team identifies closely with organizations and participants we serve. Our resources are focused on our customers, and have been from the start.

- Jon Belmonte
Employee Practices

Please note that each work site is subject to applicable country, provincial, state and local laws. Please review the Appendices for information on country-specific practices and contact your Human Resources representative for additional assistance.

Definitions
The terms “employee” and “employment” as used throughout this handbook refers to the employees of and employment with The ACTIVE Network, Inc., (“ACTIVE” or the “Company”).

Employment At-Will
Subject to applicable laws, all employment relationships with ACTIVE are on an at-will basis which means that employment may be terminated with or without cause and with or without notice at any time by the employer or the employee.
Please see Appendix A for U.S. practices
Please see Appendix B for Canada practices

Equal Employment Opportunity
ACTIVE is proud to be an equal opportunity employer committed to hiring a diverse and inclusive workforce. As part of this commitment, ACTIVE provides equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, religion, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, marital status, veteran status, genetic information or any other classification protected by applicable country, provincial, state or local law. This policy applies to all aspects of employment, including but not limited to: recruitment, hiring, job assignment, compensation, promotion, transfer, benefits, training, discipline and termination.

Non-Fraternization
Employees are discouraged from fraternizing or becoming romantically involved with other employees, when, in the opinion of the Company, their personal relationships may create a conflict of interest, cause disruption, create a negative or unprofessional work environment or present concerns regarding supervision, favoritism, safety, security or morale.

Furthermore, managers, supervisors and non-supervisory employees are prohibited from working in a direct or indirect supervisory/subordinate capacity with any other employee with whom they are romantically involved.

Where employees or other workers become romantically involved with another employee or worker, and a direct or indirect supervisory/subordinate reporting relationship exists, all parties are required to immediately and fully disclose the relevant circumstances to Human Resources so that the Company may take whatever action is deemed appropriate. Failure to promptly disclose relevant circumstances may lead to disciplinary action, up to and including termination of employment or engagement.
Harassment Prevention
ACTIVE is committed to providing and maintaining a positive work environment free from conflicts of interest, displays of favoritism, sexual and other harassment and/or discrimination, and behavior which might interfere with work performance or decrease employee morale.

ACTIVE maintains a strict, zero-tolerance policy sexual harassment as well as harassment based on such factors as race, religion, creed, color, national origin, sexual orientation, ancestry, physical disability, sex, age or any other status protected under applicable law.

ACTIVE is committed to maintaining respectful and congenial relationships between employees. Harassment, workplace violence and threats of violence, in any manner or form by anyone, including supervisors, co-workers, outside agency employees, vendors, customers or visitors, is strictly prohibited and will not be tolerated.

All reported or suspected occurrences of harassment will be promptly, confidentially and thoroughly investigated. Where harassment is determined to have occurred, ACTIVE will immediately take disciplinary action, up to and including termination of employment. ACTIVE will not permit or condone any acts of retaliation against anyone who files harassment complaints in good faith or cooperates with a Company investigation.

Complaint Procedure for Allegations of Misconduct
ACTIVE expects its employees, contractors, outside agency employees or vendors to conduct business ethically, in accordance with Company policies and applicable law. As such, ACTIVE requires all parties to immediately report any misconduct to their respective supervisor, Human Resources or senior management. Reported allegations of misconduct will be promptly investigated in a fair and thorough manner, consistent with applicable law and Company policy. This process does not apply to investigations conducted by outside agencies, governmental or otherwise, or as a result of actual or threatened litigation.

Following the report of misconduct, please do not take any further action to investigate the reported activity. For your safety, the respect for privacy and to preserve the integrity of the investigation, all investigation activities may be coordinated by Human Resources and/or appropriate legal counsel. ACTIVE supervisors/managers have the additional obligation to immediately report any allegations or incidents of misconduct to Human Resources.

In a Company investigation, employee cooperation is required and confidentiality will be honored to the extent possible. In addition, the Company will not tolerate any retaliation toward an employee who cooperates with an investigation, or who in good faith, reports suspected misconduct.

Immigration Laws
We are legally required to verify each new employee’s identity and his or her authorization to work in the applicable country. All offers of employment are conditioned upon the receipt of satisfactory evidence of an employee’s identity and legal authorization to work in the applicable country.
Employee References
Please direct all employment references and verification requests to the Human Resources department. No other manager or employee is authorized to release reference information for current or former employees of ACTIVE. The Company’s policy for providing references for former or current employees is to disclose only the dates of employment and the title of the last position held. Where an employee has provided Human Resources with written authorization to disclose compensation information, Human Resources may also disclose base pay information.

Employment of Relatives
Relatives of employees may be eligible for employment with ACTIVE only where related individuals do not work in a direct or indirect supervisory/subordinate capacity or where there is otherwise no conflict of interest. For purposes of this policy, relatives are defined as, but not limited to: spouses, ex-spouses, domestic partners, children, siblings, parents, grandparents, in-laws and step-relatives. Present employees who marry will be permitted to continue working in their respective positions held as long as they do not work in a direct or indirect supervisory/subordinate capacity and there is otherwise no conflict of interest. In addition, managers and supervisors in a position to directly or indirectly influence personnel decisions are prohibited from promoting or advancing a relative or advocating such an action, on behalf of a relative.

Conflict of Interest/Other Employment
ACTIVE is committed to conducting business in an ethical manner and in compliance with applicable laws and regulations. Employees are strongly encouraged to avoid situations where their loyalties may be divided between ACTIVE’s interests and their personal interests. Such activities may include, but are not limited to:

- Having a financial interest in the business of any ACTIVE customer, supplier, competitor or agent
- Accepting employment with any company that is doing or seeking to do business with ACTIVE
- Accepting, directly or indirectly, any money or object of value from any person or enterprise that is doing or seeking to do business with ACTIVE
- Disclosing any business secrets or other confidential and/or proprietary information, either during or following employment with ACTIVE

Separation of Employment Resignation
Although not required by law, employees who voluntarily resign are asked to provide the Company with as much advance notice as possible prior to their intended termination. Advance notice generally allows ACTIVE sufficient time to calculate all accrued overtime (if applicable) and other monies to which employees may be entitled for inclusion in the final paycheck.

Exit Interviews
Human Resources may conduct an exit interview to discuss your reasons for leaving and any other feedback you may have about your experience at ACTIVE. During the exit interview, employees are encouraged to provide their perspective on any areas for improvement needed within the company, and your department.
Return of Company Property
Any Company property issued to you, such as software, computer equipment, mobile devices, databases, Secure ID tokens, files, pager, keys, building access keys/cards, ID badges, parking passes or company credit cards must be returned at the time of your termination. Employees are responsible for any lost or damaged items, and may be asked to reimburse the Company for the value of any property issued and not returned.

On The Job

Standards of Conduct
As part of our commitment to maintain a positive work environment, employees are expected to comply with ACTIVE’s guidelines for workplace conduct and performance.

Examples of impermissible job conduct are provided below. Please note this is not an exhaustive list of every type of impermissible conduct and any behavior that threatens the security, personal safety, employee welfare or the Company’s operations is also prohibited. ACTIVE reserves the right to administer corrective discipline in a manner it deems appropriate to the circumstances, and the following examples illustrate the types of behavior that could lead to disciplinary action, up to and including separation of employment:

a. Unsatisfactory work performance and the failure to meet performance expectations, which includes inappropriate or otherwise unacceptable behavior or the violation of any Company policy, rule or regulation.
b. Damaging the property of the Company, a customer or co-worker.
c. Theft, including stealing or removing any property not owned by the employee, without express permission.
d. Dishonesty in providing information to the Company or its customers. This includes, but is not limited to: falsification of time cards, expense reports or any other records, or furnishing false information concerning absence from work.
e. Possession of a weapon or dangerous materials such as explosives, toxic or flammable substances on company property.
f. Failing to use required safety equipment, creating a safety hazard or failing to report a safety hazard to management.
g. The possession, use or sale of illegal drugs or alcohol on Company premises, or working while under the influence of illegal drugs or alcohol.
h. Disorderly or disruptive conduct, including but not limited to, fighting, derogatory name-calling, abusive or profane language, harassment, intimidation, coercion of coworkers or threats of violence. Any mistreatment or otherwise unprofessional behavior toward customers or the visiting public also violates this rule.
i. Insubordination, including but not limited to, the refusal of a work assignment, abusive or improper language or conduct toward a supervisor or management representative or failing to comply with a direct request from a supervisor, provided the request does not endanger the health and safety of that employee or others, and is not otherwise unlawful.
j. Refusal or failure to cooperate with any investigation conducted by the Company, or dishonesty in providing information to the Company during the course of an investigation.

k. Failure to maintain an acceptable level of dependability, including but not limited to, excessive absence from work, repeated tardiness for scheduled work shifts, failure to timely notify your supervisor of an absence or failure to report to work at the conclusion of a company-approved leave of absence.

l. Actions which reasonably pose a security risk for the company, including but not limited to, providing or assisting with unauthorized access to Company premises or property or refusing to cooperate with safety/security related directives.

m. The unauthorized use or disclosure of Company or customer proprietary or confidential information.

n. The inappropriate use of Company communications systems, including but not limited to: telephone, mobile devices, e-mail, instant messaging (IM), facsimile, the Internet, the Company Intranet, voicemail, computers, modems and systems software.

o. Failure to promptly report work-related accidents or property damage to your manager or Human Resources.

p. The conviction of a crime. Please note, this is limited under certain U.S. state and Canadian laws. Please contact your local Human Resources representative for more information.

q. Other misconduct affecting the job, coworkers or customers, including but not limited to: unlawful discrimination, harassment or retaliation.

Code of Ethics and Business Conduct

The Code of Conduct has been adopted to provide guiding principles to all directors, officers and employees (the “Covered Persons”) of ACTIVE and its direct and indirect subsidiaries (the “Company”) in the performance of their duties. The basic principle that governs Covered Persons is that the Company’s business should be carried on with loyalty to the interests of our stockholders, customers, suppliers, fellow employees, strategic partners and other business associates. The Company is committed to a high standard of business conduct. This means conducting business in accordance with the spirit and letter of applicable laws and regulations and in accordance with ethical business practices. Employees are required to take the ACTIVE Network Code of Conduct training upon hire.

Employees may anonymously and confidentially report suspected unethical or illegal conduct in violation of professional standards or otherwise inconsistent with ACTIVE’s Code of Conduct, through the EthicsPoint Hotline. The EthicsPoint Hotline is accessible twenty-four (24) hours a day, seven (7) days a week, at: 1-866-829-2862 or online at: https://secure.ethicspoint.com/domain/media/en/gui/28722/index.html

At ACTIVE, each of us has a duty to report any known or suspected violation of ACTIVE’s Code of Conduct, including but not limited to, violations of the law, rules or regulations, or Company policies. If you know of or suspect a violation of this Code, immediately report this to your manager, the Company’s SVP of Human Resources or General Counsel. The Company will investigate and address reported concerns.
In most cases, the Ethics Helpline should be used to report unethical or illegal accounting, auditing and other financial matters. You may remain anonymous and will not be required to reveal your identity in calls to the Ethics Helpline, although providing information about yourself may assist the Company in investigating your concern. All reports of violations or suspected violations of the law or this Code will be handled sensitively and with discretion. The Company will protect your confidentiality to the extent possible, consistent with the law and the Company’s need to investigate your concern.

**Recording Policy**

It is a violation of the mobile devise policy to record conversations with a tape recorder or other recording device unless prior written approval is received from your supervisor or a member of upper-level management and all parties to the conversation give their prior written consent.

The purpose of this policy is to eliminate a chilling effect on the expression of views that may exist when one person is concerned that his or her conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue especially when sensitive or confidential matters are being discussed.

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

**General Company Absence and Tardiness Policy**

Every employee’s attendance is critical to the success of the Company. We ask employees to strive for perfect attendance and to arrive for work on time. We recognize that, on occasion, you may not be able to come to work or need additional time before you arrive. Sickness and other emergencies cannot always be anticipated and may require you to miss part or all of your work day.

If you cannot report to work as scheduled, we ask that you notify your manager no later than one (1) hour before your scheduled start time. If your need for time off is foreseeable, please provide as much notice as possible. If your need for time off is not foreseeable, please provide as much notice as possible, but no less than one (1) hour prior to your normally scheduled starting time. When you are unable to contact your supervisor yourself, please have someone do it for you. When you contact your immediate supervisor please be prepared to provide an estimate of the duration of your absence and when you expect to return or arrive for work.

Generally, for illness or injury related absences of three (3) or more consecutive workdays, you may be asked to provide written documentation from your health care provider to justify your absence. Likewise, written documentation from your health care provider that releases you to return to work may also be required before you can resume working.

Excessive absences or tardiness have an impact on department and business operations, and may lead to disciplinary action, up to and including termination of employment. If you are absent from work for three (3) or more consecutive days without notice, please note the Company will consider this a voluntary resignation of your position and may proceed with separation of employment.

For the Call Center Absence and Tardiness Policy, please see Appendix C.
Appearance
ACTIVE prides itself on its casual atmosphere and the image that employees present as representatives of the company. Please report for work in presentable clothing and footwear. The expectation is that employees will maintain proper grooming and hygiene and dress in a manner consistent with their responsibilities. You are encouraged to dress professionally when meeting with clients and other guests in the office. Attention should be paid to health and safety standards, ACTIVE’s public image and customer interaction. If you believe your circumstances require a reasonable accommodation, please contact Human Resources.

Customer Service
ACTIVE strives to provide internal and external customers with products and services of exceptional quality and value. In order to support a strong commitment to customer service, we ask all employees to:

- Provide courteous service in a prompt and efficient manner.
- Establish and maintain positive relationships with customers. Earn their trust and respect through professional, honest interaction.
- Handle complaints quickly and professionally. Never argue with a customer. If you are unable to resolve the complaint to the customer’s satisfaction, immediately review the situation with your supervisor.
- Communicate with customers in a professional manner whether in person, over the phone or via e-mail.
- Please remember that you represent ACTIVE. Our reputation and the customer’s perception of the Company are attributable to their interactions with you and other employees.

Acceptance of Gifts or Favors
Employees are prohibited from soliciting or accepting any gift, favor, loan, gratuity, reward, promise of future employment, or any other thing of monetary value that might influence, or appear to influence their judgment or conduct in the performance of their job.

As a guideline, you may accept occasional, unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or cultural events, holiday baskets, flowers, etc.), provided the gifts or favors have a market value under $50, are customary in the industry and do not influence or appear to influence your judgment or conduct. If you have questions concerning the receipt of gifts or favors, please discuss this with your supervisor.

In addition, please note employees are prohibited from giving, offering or promising anything of value, directly or indirectly, to any customer representative, potential customer, vendor or potential vendor, financial institution or potential financial institution with whom ACTIVE has or may have a business relationship.

Use of Electronic Media/Systems
ACTIVE aims to provide employees with the communication systems necessary to successfully perform their work. Employees are permitted use of Company property and understandably must comply with Company policies and procedures regarding its use. Accordingly, employees are expected to adhere to proper use of all Company communication systems, which include but are not limited to: telephone, mobile devices, electronic mail (e-mail), instant messaging (IM), facsimile, the Internet, the ACTIVE
Intranet, voicemail, computers, modems and systems software.

The communication systems are owned and operated by ACTIVE and are to be used for Company business. As such, employees should have no expectation of privacy and communications may be subject to review at any time by ACTIVE if you are using Company provided communication systems or resources. For more information concerning the use of Company communication systems, please review the Electronic Communications Policy.

**Social Media Guidelines**

ACTIVE leverages social media to reach prospects and communicate with existing clients as a form of communication. In general, ACTIVE views social networking sites (i.e. Facebook, LinkedIn, etc.), personal web sites, and Weblogs positively and respects the rights of employees to use them as a medium of self-expression.

However, if you choose to identify yourself as an employee of ACTIVE on such Internet venues, some readers of these web sites may view you as a representative or spokesperson for the Company. As a result, when you reference ACTIVE, its products, services or clients in any way on your personal social media accounts, please note the following is prohibited: any comments that are libelous, abusive, anti-competitive or disloyal to ACTIVE’s interests. In light of this, ACTIVE requires that employees observe the following guidelines when referring to the Company, its programs, activities, or other employees, in a blog or on a web site:

1. Listen to what others have to say and be respectful in all communications and blogs related to referencing ACTIVE and other employees.
2. Speak honestly and authentically; talk about ACTIVE, but not on behalf of ACTIVE; clearly state your views are yours alone and do not necessarily represent those of ACTIVE.
3. Protect confidential, proprietary and other private Company information.
4. Be responsible and mindful about what you post.
5. Do not use blogs or personal websites to harass, bully or intimidate other employees. Behaviors that constitute harassment and bullying include, but are not limited to, derogatory comments with respect to race, religion, gender, sexual orientation, color or disability; sexually suggestive, humiliating or demeaning comments; and threats to stalk or physically injure another employee.
6. As a rule of thumb, do not post pictures of other employees on a web site without first obtaining permission.

For more information concerning the use of Social Media, please review the Corporate Social Media Policy.
Media Relations
Only ACTIVE’s Public Relations/Corporate Communications department and select senior management staff are authorized to talk to the news media concerning ACTIVE. As such, employees who are approached by the media for interviews or comments should refer the inquiry directly to a member of ACTIVE’s Public Relations/Communications team.

Employment Records
The Company relies on you to ensure the information in your employee file is accurate and up to date. Although personnel files are the property of the Company, you may request and obtain access to your file through a written request to the Human Resources Department.

If you wish to review your personnel file in person, please make an appointment with your Human Resources representative, who will also be present during the review.

Confidentiality and Proprietary Information
It is critical to ensure that ACTIVE’s and its clients’ operations, activities and business affairs are kept confidential to the greatest possible extent. If during the course of employment, you acquire confidential or proprietary information about ACTIVE, its business or its customers, this information must be handled in strict confidence and is not to be discussed with outsiders. ACTIVE relies on its employees for the internal security of such information.

As a condition of employment, employees are required to execute a Proprietary Information and Inventions Agreement concerning the Company’s confidential and proprietary information and ACTIVE’s policy on Inventions and Original Works. “Confidential Information” refers to any information relating to the Company’s business activities, client accounts, representative information, marketing and sales programs, financial projections, pricing formula, business plans, personnel data, product research and development, trade secrets, computer programs, security procedures and any results of the Company’s work which is not generally known outside ACTIVE and has not been disclosed to the public by an authorized representative of the Company. All employees are required to keep ACTIVE’s confidential and proprietary information confidential and not disclose the information to any unauthorized persons inside or outside of the Company, both during and after their employment.

Building Access & Security
ACTIVE recognizes the need to protect the Company’s assets, and in turn, to provide a comfortable and secure work environment. We ask employees to be knowledgeable about the security procedures for their respective facility and to follow the guidelines concerning visitors and building access. Access badges or keys may be given to new employees upon hire in certain facilities. Please take care to ensure that any access badges or building keys are not lost or misplaced. If you lose your badge or key, please contact the Facilities or Site Coordinator for a replacement and to ensure the previous badge is deactivated.

In order to deter unauthorized access by visitors and to protect our product development efforts, keypad locks or badge readers may be in place throughout the buildings, which require access codes or ID badges in order to enter certain areas.
Visitors are required to be accompanied at all times while on ACTIVE premises. Employees should welcome and escort their guest(s) to the proper destination and ensure that visitors are accompanied at all times. If you see anyone unfamiliar wandering through ACTIVE or in a work area without an escort, please ask the person if help is needed, and redirect them to the reception desk or facility main entrance.

Non-Solicitation & Distribution
ACTIVE prohibits the solicitation of its employees, including but not limited to: the collection of money, vending, posting or distributing bills, pamphlets or other literature during work time or at any time in work areas. This is necessary to ensure a productive and harmonious work environment and avoid the implication of Company sponsorship or approval of these activities.

Solicitation of employees for any purpose is not permitted during work time or at any time in work areas. Individuals who are neither employed by, nor work for ACTIVE, may not solicit or distribute literature, on company property, during work time or at any time in work areas, for any purpose.

Safe Workplace Policy
ACTIVE is committed to providing employees, customers and others with whom we do business with a safe, comfortable and secure environment. The Company has zero tolerance for violent acts or threats of violence. As such, ACTIVE expects employees to conduct themselves in a respectful, non-threatening and non-abusive manner at all times. No direct, conditional or veiled threat of harm or intimidation to any employee, customer or anyone with whom we do business will be tolerated.

Employees have the responsibility to immediately report any threatening or violent behavior to their supervisor, Human Resources or senior management. If you feel threatened and need protection, do not hesitate to report your situation to your supervisor or Human Resources.

Accident Prevention and Safety
In order to maintain a safe and healthy work environment, we ask that you follow these guidelines and procedures aimed at safeguarding yourself and your fellow co-workers:

- Obey the work safety rules and follow safety and security related job procedures at all times.
- Keep work areas clean and free from slipping or tripping hazards.
- Use your assigned personal protective equipment.
- Immediately report equipment malfunctions or other hazards to your supervisor.
- Use care when lifting and carrying objects.
- Observe and honor any warning signs, and take care in or around restricted areas.
- Be knowledgeable about emergency procedures.
- Report any unsafe conditions to your supervisor.
- Immediately report any workplace accidents or injuries to your supervisor.
- If you are under the care of a health care provider for an injury or illness, follow their recommendations for care and treatment. Attend all employee safety meetings.
- Participate in accident investigations and serve on safety committee or other loss control activities as needed.
Drug and Alcohol Policy
ACTIVE complies with government guidelines and recommendations for a drug-free workplace. The use of alcohol, illegal drugs or controlled substances, whether on or off the job, can adversely affect your work performance, endanger the safety and welfare of other employees and expose the Company to the potential for property loss, damage or injury to others. ACTIVE is committed to a workplace free of alcohol and drugs and aims to protect its employees, customers and others with whom we do business from the effects of drugs or alcohol in the workplace.

ACTIVE prohibits anyone from being under the influence, purchasing, selling, distributing or otherwise possessing alcohol, illegal or controlled substances on Company premises. Likewise, the Company also prohibits employees from engaging in this behavior while on the job, when conducting Company business or during non-working time to the extent that, in ACTIVE’s opinion, it impairs your ability to perform on the job or threatens ACTIVE’s reputation or integrity.

In order to enforce this policy and where there is reasonable suspicion, ACTIVE may conduct searches of Company property or the employee’s personal property on ACTIVE or client premises, and may implement any other measures necessary to deter and detect abuse of this policy. In addition, an employee’s conviction for the illegal sale or possession of a controlled substance off Company premises will not be tolerated because such conduct reflects adversely on the Company, even when not occurring on Company property. Please note that where the use of prescription or over-the-counter drugs impairs your ability to safely perform your job or affects the safety or well-being of others, you must immediately notify your supervisor of such use before starting or resuming work.

Alcohol and Drug Testing
Where there is a reasonable suspicion an employee has violated ACTIVE’s Drug and Alcohol Policy, and where lawful, the Company may require the employee to undergo an alcohol and drug test as a condition of employment. Positive test findings will result in disciplinary action, up to and including immediate separation of employment.

Substance Abuse Evaluation and Treatment
ACTIVE encourages employees with alcohol or drug dependencies to immediately seek treatment and professional assistance. If you have a chemical dependency and wish to voluntarily seek treatment to end that dependency, please contact Corporate Human Resources to request a leave of absence. If granted, the leave will be unpaid and treatment not covered under the group health plan will be at the employee’s expense.

Please note ACTIVE will not tolerate a violation of its Drug and Alcohol Policy, and the Company is not required to continue your employment if you are found to be in violation of ACTIVE’s policies or prohibited practices. ACTIVE is also not obligated to re-employ any person who has participated in treatment or rehabilitation if that person’s job performance remains impaired as a result of the dependency.

Travel
From time to time you may incur expenses on ACTIVE’s behalf for out-of-town business travel, local travel, business meals and entertainment or other business expenses. Generally, ACTIVE will reimburse such expenses provided they are properly documented, comply with ACTIVE’s Travel Guide (including the Travel Policy) and applicable Revenue agency regulations, and are reasonable in nature. For more information about business travel, please review ACTIVE’s Travel Guide and Travel Policy.
Work Hours and Compensation

Work Hours and Compensation Practices
Please see Appendix A for U.S. practices
Please see Appendix B for Canada practices

Compensation
Wages may be determined by several factors such as: job responsibilities, performance, experience, education, training, skills needed to perform the job, other relevant skills and cost of living in the geographical area. ACTIVE provides employees with a balanced approach of financial and non-financial rewards.

Overtime
Non-exempt employees may be required to work beyond their regularly scheduled workday from time to time. Compensation for overtime worked will be paid to eligible, non-exempt employees in accordance with applicable country, federal, provincial and state law. Prior to working any overtime, please request your supervisor’s authorization to do so.

Meal and Rest Periods
Meal and rest periods for non-exempt employees are provided in accordance with Company policy and applicable law. If you are a non-exempt employee, please work with your supervisor to schedule your daily meal and rest periods.

Work Hours & Schedules
Generally, the normal work week is a five (5) day period, Monday through Friday, and core business hours are 8:00AM to 5:00PM. For the completion of timecards, the seven (7) day period that defines a workweek for purposes of pay calculation is Monday through Sunday.

Please note that various factors may require variations in your work schedule and total hours worked each day or week. Some of these factors include workloads, operational efficiency and staffing needs. From time to time, business needs may require that your work hours are increased or decreased, or overtime must be worked.

ACTIVE believes we can optimize our opportunity for success by being ready, willing and able to serve customers efficiently at any time; by competing fairly in the marketplace; and by producing a quality product. Therefore, in the office, generally core business hours are Monday through Friday from 8:00AM to 5:00PM. However, some areas of our business are in operation twenty-four (24) hours a day, seven (7) days a week so shift work or additional hours may be required to meet the needs of the customer.
Timecards and Timekeeping
Your timecard is the record of hours worked and is the basis from which the Company computes your pay. Non-exempt employees are required to complete a time card each pay period, by recording their actual hours worked on a daily basis and must reflect: work start time and end time, meal period start and end time, any overtime worked and holidays and PTO taken. Employees are paid current for each pay period, based on an assumed normal work schedule. Upon receiving a timecard and verifying actual hours worked, including overtime, Payroll will then process any exceptions to what was paid in the following pay period.

Exempt employees do not complete a time card but must enter the time off in the Absence Management tool within Oracle for any exceptions to their regular work schedule (i.e. full day absences such as jury duty, bereavement leave, PTO, unpaid time off, etc.).

Performance Evaluations
ACTIVE’s management team is committed to the success of the Company and its employees. To help continue to improve and recognize individual performance, an annual performance review program has been established.

The performance review program is designed to accomplish three objectives: (1) to provide a method for evaluating your overall contribution to the Company, (2) to evaluate your performance, and (3) to provide you a forum to respond to the review and evaluate the performance of the Company. Performance evaluations should enhance two-way communication between you and your supervisor and identify expectations regarding Company, department and individual goals and objectives.

Internal Career Opportunities
ACTIVE aims to provide an environment which allows for personal growth and career advancement. To meet this goal, ACTIVE may hire from within as new positions become available. Current employees may be considered for other opportunities based on qualifications such as education and training, years of applicable experience, overall performance, contributions made to the success of ACTIVE and future potential. To apply for an open position, please contact Human Resources to assist you in determining your eligibility for an available position.

It is possible that an opening will occur that requires specialized skills or talent, which do not currently exist within the Company. In such cases, the Company may hire someone from outside the Company.
Benefits and Leaves of Absence

Benefits and Other Services
Except where otherwise noted below in this section, eligibility for the following benefits is extended to the following employees: regular full time employees who are regularly scheduled to work 30 or more hours per week, and full time Call Center employees who are regularly scheduled to work 40 hours per week.

ACTIVE X
ACTIVE X is our employee participation program. Whether it’s participation in daily health and fitness related activities, such as ACTIVE X Functional Strength Training or “Walk with a Purpose,” our nutritional behavior program “Take A Load Off,” our charity efforts via “ACTIVE X Charity Challenge,” or our green initiative “ACTIVE X Earth,” ACTIVE X is about developing diverse opportunities for a happier, healthier life.

Every ACTIVE Network employee is granted two ACTIVE X volunteer days a year, one day to volunteer and one day to do something active. We also encourage all of our employees to participate in our annual ACTIVE X Charity Challenge event, where we can fund raise while training for a triathlon, running or walking event.

No matter what your passion is, ACTIVE X provides a multitude of opportunities and outlets for the activities you love, want and need to do. For more information about participation or if you have ideas about ACTIVE X, please contact Arch Fuston in the Employee Wellness group.

Paid Time Off (PTO)
PTO is available to eligible employees for approved absences including vacation, personal business, personal or family illness. All planned time off must be approved by your supervisor prior to taking the time. ACTIVE asks that you provide as much notice as possible, generally two (2) or more weeks, for any planned absence in order to allow for the proper distribution of work and reduce interruption to the company’s operations. PTO requests made with little to no advance notice may not be approved due to business needs.

If you are a full-time Call Center employee, you may ask a fellow employee to cover your work shift when you need to be absent, as long as you both are working on the same contract. In these instances, it is the responsibility of both parties to communicate the proposed schedule change to your respective supervisors.

Eligibility for PTO is extended to all regular, full time employees who are regularly scheduled to work thirty (30) or more hours per week and full time Call Center employees who are regularly scheduled to work forty (40) hours per week.
PTO does not accrue during leaves of absence nor is PTO earned for any overtime worked. Accrual begins on the first day of employment. PTO is credited to your balance each pay period. Canada employees, please ask your Human Resources representative for information about Canada PTO practices. In the U.S., PTO is earned at the following rate:

#### PTO Schedule for Employees Hired On or After 1/1/2012

<table>
<thead>
<tr>
<th>Years of Service (U.S.)</th>
<th>Accrual Rate (U.S.)</th>
<th>Maximum Days Earned per Year (U.S.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full Time (Call Center and non-Call Center) - Regularly scheduled to work 40+ hours per week:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;3 years (0 through 35 months)</td>
<td>1.25 days per month</td>
<td>15</td>
</tr>
<tr>
<td>3-5 years (36 through 59 months)</td>
<td>1.67 days per month</td>
<td>20</td>
</tr>
<tr>
<td>&gt;5 years (60+ months)</td>
<td>2.08 days per month</td>
<td>25</td>
</tr>
<tr>
<td><strong>Full Time (non-Call Center only) - Regularly scheduled to work 30-39 hours per week:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;3 years (0 through 35 months)</td>
<td>0.938 days per month</td>
<td>11.25</td>
</tr>
<tr>
<td>3-5 years (36 through 59 months)</td>
<td>1.26 days per month</td>
<td>15</td>
</tr>
<tr>
<td>&gt;5 years (60+ months)</td>
<td>1.56 days per month</td>
<td>18.75</td>
</tr>
</tbody>
</table>

#### PTO Schedule for Employees Hired Before 1/1/2012

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</tbody>
</table>
Holidays
Please see Appendix A for U.S. practices
Please see Appendix B for Canada practices

Leaves of Absence
ACTIVE may grant leaves of absence to provide continuity of service when the leave is in the mutual best interest of the Company and the employee, or when such leave is required by applicable law. Leaves are reviewed on a case by case basis and provided solely in the Company’s discretion, except where otherwise required by law. Since ACTIVE operates in several countries, provinces and states, leaves will be administered to conform to the relevant laws.

A leave of absence is required for any absence extending beyond five (5) consecutive work days, with the exception of pre-planned and approved PTO. For more information about leaves of absence, please review the Leaves of Absence Policy and contact your Human Resources representative.

If you wish to request a leave, you will need to complete a Leave of Absence Request form and return it to Human Resources, accompanied by supporting documentation if required. All leave requests must be reviewed and pre-approved by Human Resources. If you do not provide leave documentation within the required timeframe your absence may be counted as unexcused, which may result in disciplinary action up to and including separation of employment.

Employees must receive prior approval or authorization for all leaves of absence, except where otherwise noted below. During an approved leave you may not be gainfully employed elsewhere, including self-employment, unless specifically approved in advance by ACTIVE. Once your approved leave expires, it is your responsibility to report to work on the next regularly scheduled work day. If you fail to return to work upon the expiration of an approved leave, ACTIVE will consider this as a resignation and will proceed with separation of employment.

Family and Medical Leave
Please see Appendix A for U.S. practices
Please see Appendix B for Canada practices

Bereavement Leave
For benefit eligible employees, you may take up to three (3) days off with pay in the event of a death in your immediate family, to make arrangements or attend the funeral. Immediate family members include: legal spouse, children, parents (mother, father, parents in-law), siblings (brother, sister), grandparents, aunts, uncles or legal guardians.

Jury Duty
If you are summoned for jury duty, ACTIVE will provide you with up to five (5) days of paid time off per calendar year to attend court proceedings. Non-exempt employees will be paid their regular base earnings (or prorated salary) they otherwise would have earned had they worked, and exempt employees will receive their regular pay during the absence. When you receive your jury summons, please notify your supervisor and provide a copy of the summons to Payroll. Once jury duty begins, please retain your court-issued jury time card, and provide it to Payroll upon completion of jury duty in order to receive the jury duty pay benefit. Employees may keep any monies paid to them for jury service.
Voting in Public Elections
Reasonable requests may be granted for time off to vote in State and National elections for regular full-time employees who do not have sufficient time outside of working hours to vote. Up to two (2) hours of paid time off may be provided to vote if you: demonstrate a lack of sufficient time outside working hours to vote; notify your supervisor in advance and present your supervisor with a voter’s receipt after voting. Canada employees, please ask your Human Resources representative about provisions for time off to vote in Canada.

Health Insurance Programs
Please see Appendix A for U.S. practices
Please see Appendix B for Canada practices

Illness and Injury Prevention
A safe and healthful work environment protects us and helps reduce incidents and resulting losses stemming from workplace accidents and injuries. It is also important to ACTIVE that we fulfill our obligations under the respective federal and state Occupational Safety and Health Acts, and ensure employees understand their role in preventing workplace injuries and illnesses. As an ACTIVE employee, you are responsible for complying with safe and healthful work practices and informing your supervisor about any workplace hazard without fear of reprisal. No matter how insignificant a workplace illness or injury may seem at the time of occurrence, please immediately notify your supervisor and Human Resources if and when this occurs.

For more information about workplace illness and injury prevention, please review the Company’s Illness and Injury Prevention Policy. Canada employees, please ask your Human Resources representative about illness and injury prevention practices in Canada.

Workplace Accidents and Workers’ Compensation
If you experience a work related illness or injury, immediately inform your supervisor and Human Resources. Human Resources will work with you and your supervisor to make arrangements for medical care and provide you with information about the designated treatment center, if needed. In addition, you will be provided with a Workers’ Compensation claim form to complete and return to Human Resources.

Employees may designate the physician who treats them for work related illnesses or injuries (unless required by law to use a doctor in the Medical Provider Network (MPN)) by providing a written request with detailed information to Human Resources, no later than thirty (30) days following the injury. For more information about workplace accident reporting or Workers’ Compensation, please contact your Human Resources representative. Canada employees, please contact your Human Resources representative for information about Canada practices.

Emergency Preparedness & Evacuation
Employees should use good judgment and common sense when faced with an emergency and/or evacuation. Most of our locations follow the policy of the building management company or landlord. If you have questions or would like more information on how to proceed in a number of different emergency situations, such as: earthquakes, fires, bomb threats, natural disasters, etc., contact your Human Resources representative.
Employee Referral Bonus
The recruitment and retention of high caliber candidates is essential to the success of ACTIVE. Our employees are in the best position to share with prospective candidates outside the Company what it is like to work for ACTIVE. We encourage employees to refer qualified candidates for open positions. To recognize your effort in seeking and recommending individuals, ACTIVE provides an Employee Referral Bonus program. When you refer a candidate who is hired and begins working at ACTIVE, you may be eligible for a referral bonus. Please ask your Human Resources representative for more information about this program.

Training and Development
ACTIVE wants to provide you with the tools to do your job, and understands that training and development programs assist you with keeping your skills current. To take advantage of external training programs, please request approval from your supervisor and ensure the training content is directly related to your role and/or ACTIVE’s business. For more information about training and development opportunities at ACTIVE, please visit ACTIVEU, our online learning community.

Recreational/Leisure Activities
From time to time, ACTIVE may schedule various recreational events for the benefit of its employees. Examples of these events include: Company-sponsored picnics, holiday parties, sports activities through ACTIVEX and other related events. ACTIVE also provides employees with special discounts and offerings through ACTIVEAdvantage Program. For more information about ACTIVEAdvantage and employee perks, please review the Benefits site on ACTIVE’s Intranet site: ACTIVEExperience.

Parking
Generally there is ample employee parking surrounding the buildings we occupy. In the interest of common courtesy, ACTIVE asks employees to follow some basic parking principles: please do not park in spaces reserved for handicapped individuals or visitors, drive carefully in the parking areas and park within the space allocated. The Company is not responsible for damage or loss to employee vehicles and care should be taken to ensure your vehicle is secured once you have parked it.
EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the ACTIVE Employee Handbook, and I have read and understand my obligations outlined in the Handbook.

This Handbook supersedes and replaces any previously issued Handbooks or summaries. I understand it is my responsibility to become familiar with its contents and to comply with its directives. In particular, I have read and understand the Employment at Will statement and Harassment Prevention policy. I expressly acknowledge that nothing in the Handbook constitutes an employment contract or other legally binding document. I understand that the Handbook, as well as any other policies or guidelines, may be modified at any time at the sole discretion of the Company. I understand if I have questions about any information in this Handbook, I should immediately contact the Human Resources Department.

I further understand that my position, compensation and duties may change at any time, in the Company’s sole discretion. I agree that no agreement contrary to the foregoing has been made with me and that no person other than the Chief Executive Officer has authority to enter into any agreement contrary to the foregoing and that any such agreement must be in writing.

I certify I know of no conflicts of interest which violate Company policy and that I will disclose any conflicts subsequently arising. I further promise to keep confidential all proprietary and confidential Company information and documents.

I HAVE CAREFULLY READ AND UNDERSTAND THE FOREGOING RECEIPT AND AGREEMENT.

________________________________________  ____________________________
Name                                        Date
Appendix A – U.S. Employees

Employee Classification Definitions
For purposes of pay administration and eligibility for overtime payments and employment benefits, the Company classifies its employees as follows:

- **Regular Full-Time** employees are regularly scheduled to work thirty (30) or more hours per week. Such employees may be "exempt" or "non-exempt" as defined below.

- **Regular Part-Time** employees are regularly scheduled to work fewer than (30) thirty hours per week. Such employees may be "exempt" or "non-exempt" as defined below.

- **Temporary/Seasonal** employees are temporarily engaged to work full-time or part-time for ACTIVE and payrolled through ACTIVE, with the understanding that their employment will be terminated no later than upon completion of a specific assignment. Please note a temporary/seasonal employee may be offered, and may accept, a new temporary assignment with the Company and still retain temporary status. Such employees may be "exempt" or "non-exempt" as defined below. Outside agency employees hired from temporary employment agencies for specific assignments are employees of their respective agency and not of the Company.

- **Non-exempt**: In accordance with applicable wage and hour law, employees who are required to be paid at least the minimum wage and overtime at the prescribed federal or state wage rate, whichever is higher. Non-exempt employees are paid by the amount of time worked, and generally work a prescribed work shift.

- **Exempt**: In accordance with applicable wage and hour law, employees who are exempt from minimum wage and overtime requirements. Exempt employees are paid a salary, and are expected to work the time needed to complete their work according to business needs.

- **Inactive Status**: Applies to employees who are not actively at work, such as those on Company approved leaves of absence. An employee on inactive status does not accrue such benefits as PTO and seniority.

Employment At-Will
Employment at ACTIVE is at-will. Employment at-will may be terminated with or without cause and with or without notice at any time by the employee or the Company. Nothing in this handbook or in any document or statement shall limit the right to terminate employment at-will. No manager, supervisor or employee of the company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will.
**Americans with Disabilities Act Amendments Act (ADA Amendments Act)**

In conjunction with the ADA Amendments Act and unless it would cause undue hardship, ACTIVE may provide a reasonable accommodation to employees with disabilities, in order to allow them to perform their job. If you believe you require an accommodation as the result of a disability, please inform your supervisor and Human Resources so that we may review and respond to your request.

**Hours and Compensation Practices**

**Paydays**

All U.S. based employees are paid on a bi-weekly payroll schedule, with payday on every other Friday. Employees receive twenty-six (26) paychecks a year with this pay schedule. Each paycheck covers work performed through the actual pay period ending date. Barring unforeseen circumstances, direct deposit funds are immediately available to employees on payday. Where direct deposit is not in place, paychecks are available by 12:00PM noon for pick-up at the corporate office or sent via U.S. Postal Service to your home address on file.

**Holidays**

For U.S. based employees, ACTIVE grants 10 paid holidays annually to all regular status employees. A schedule showing the specific dates of company recognized holidays is published and communicated to all employees each year. Holidays typically observed are:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- New Year’s Eve

In addition to the 8 regularly scheduled holidays above, the company assigns 2 additional holidays each year at its own discretion. Regular part-time employees receive holiday pay on a pro-rated basis, based on average weekly hours worked. Non-exempt employees who work on a Company-recognized holiday will receive their straight-time rate of pay in addition to holiday pay for the hours worked that day. Exempt employees who work on a Company-recognized holiday may be given another day off with pay as coordinated with their supervisor.
Leaves of Absence

Family and Medical Leave (FMLA)
In conjunction with the federal Family and Medical Leave Act, ACTIVE provides up to 12 workweeks of unpaid leave in a designated 12 month period to eligible employees needing time off due to:

1. The employee’s own serious health condition
2. The birth of an employee’s child, or the placement of a child with the employee for foster care or adoption, provided the leave is completed within 12 months of the birth or placement of the child with the employee
3. To care for the employee’s parent, spouse, son or daughter with a serious health condition
4. Military Exigency: a qualifying exigency arising out of the fact that the employee’s spouse, son, daughter or parent is on ACTIVE duty or has been notified of an impending call or order to ACTIVE duty, in the U.S. Armed Forces in support of a contingency operation

In addition, the Company provides up to 26 weeks of unpaid leave in a single 12-month period to eligible employees needing time off to care for a spouse, son, daughter, parent or next-of-kin who is a member of the U.S. Armed Forces (including a member of the National Guard or Reserves) for the following purposes:

1. To care for an eligible family member who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is on the temporary retired list for a serious illness or injury.
2. To care for an eligible family member who is a veteran of the U.S. Armed Forces with a serious illness or injury, provided the veteran seeks medical treatment for a serious service-related illness or injury within 5 years of serving in the military.

Military Caregiver Leave, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a designated 12 month period.

Eligibility for FMLA
Regular full-time and regular part-time employees are eligible for Family and Medical Leave under the Family and Medical Leave Act, provided that on the date the employee begins leave:

1. Employee has been employed by the Company for at least 12 months; and
2. Employee has worked at least 1,250 hours during the 12-month period immediately preceding the commencement of leave.

For more information about FMLA, including length of leave, how pay and benefits are affected, notification requirements and medical certification, please review the Leave of Absence Policy or contact your Human Resources representative.
State Mandated Leaves of Absence
ACTIVE complies with various state laws concerning leaves of absence. To the extent state law provides any greater rights, protections or leave of absence benefits, those rights, protections and benefits are integrated into Company policy for those employees to whom they apply. If you believe you are entitled to any additional leave(s) of absence based on the state laws governing your work location, please review the Leave of Absence Policy or contact your Human Resources representative.

Discretionary Leave
The Company may grant an unpaid leave for compelling reasons that are not otherwise addressed or covered under other leave policies. ACTIVE offers two types of discretionary leave: (1) non-FMLA medical leave and (2) personal leave. Discretionary leaves are reviewed and granted in 90-day increments. The following guidelines apply to all discretionary leaves:

- The impact on departmental productivity
- Anticipated workload requirements
- Overall employee performance and any pending corrective actions
- Employee’s attendance record
- Employee’s length of service
- The reason for the request
- Other leave time taken within the past 12 months

For more information about discretionary leaves of absence, please review the Leave of Absence Policy or contact your Human Resources representative.

Military Duty Leave
ACTIVE supports our employees who are members of the federal or state military forces. We grant military duty leaves in accordance with the Uniformed Services Employment and Reemployment Rights Act ("USERRA") and applicable state military leave laws. Military duty leave may not exceed 5 years cumulatively, with certain exceptions. The following military branches are considered Uniformed Services under USERRA:

- Army (includes reserves)
- Navy (includes reserves)
- Marine Corps (includes reserves)
- Air Force (includes reserves)
- Coast Guard (includes reserves)
- Army National Guard
- Air National Guard
- Commissioned Corps of the Public Health Service
- Any other category of persons designated by the President in time of war or emergency
Military service is defined as one of the following types of duty on a voluntary or involuntary basis:

- ACTIVE duty
- ACTIVE duty for training
- InACTIVE duty training
- Full-time National Guard duty
- Absences for examinations to determine fitness for duty

For more information about military duty leaves, please review the Leave of Absence Policy or contact your Human Resources representative.

Health and Welfare Benefits

Health Insurance Programs
ACTIVE provides eligible employees with a broad range of health benefits. Eligibility for health and welfare benefits is extended to regular full-time employees regularly scheduled to work 30 or more hours per week, and regular full-time Call Center employees regularly scheduled to work 40 hours per week. Coverage for these benefits is effective the 1st of the month following the employee’s date of hire. Currently, ACTIVE shares in the premium costs for employees and their dependents to participate in the various plans offered, however, please note that ACTIVE reserves the right to modify these programs at any time. Presently, the following insurance plans are offered to eligible employees:

- Medical insurance
- Dental insurance
- Vision insurance
- Life insurance – equivalent to two times annual base salary
- Accidental Death & Dismemberment (AD&D)
- Long Term Disability
- Short Term Disability
- Supplemental Insurance Programs
- Employee Assistance Program
- Flexible Spending Accounts (FSAs)

For more information about your health benefits, please review the Corporate Benefits Guide posted on ACTIVExperience or contact your Human Resources representative.

401(k) Program
Employees who are at least 18 years of age, and not non-resident aliens, may participate in ACTIVE’s 401(k) plan. You may invest a percentage of your salary in several investment funds offered through the Company’s 401(k) plan administrator, and the funds offered vary in risk and return potential. For more information about ACTIVE’s 401(k) plan, please review the Corporate Benefits Guide posted on ACTIVExperience or contact your Human Resources representative.
Additional Insurance Programs
ACTIVE employees may also be eligible for additional benefits under the following insurance programs:

- **Workers’ Compensation Insurance**
  - Benefits are administered on a state-by-state basis

- **State Disability Insurance**
  - For eligible employees who work in a state that provides this insurance benefit and contribute to the program via payroll deductions

- **Social Security**
  - For more information about Social Security, please visit [www.ssa.gov](http://www.ssa.gov)

- **COBRA Health Insurance Continuation**
  - For benefit-eligible employees who lose coverage under the Company’s group health plan

- **Unemployment Insurance**
  - Benefits are administered on a state-by-state basis
  - For unemployment due to qualifying reasons
Appendix B – Canada Employees

Employee Classification Definitions
For purposes of pay administration and eligibility for overtime payments and employment benefits, the Company classifies its Canada employees as follows:

• Regular Full-Time employees are regularly scheduled to work thirty (30) or more hours per workweek. Such employees may be "exempt" or "non-exempt" as defined below.

• Regular Part-Time employees are regularly scheduled to work fewer than thirty (30) hours per workweek. Such employees may be "exempt" or "non-exempt" as defined below.

• Temporary/Seasonal employees are temporarily engaged to work full time or part time for ACTIVE and payrolled through ACTIVE, with the understanding that their employment will be terminated no later than upon completion of a specific assignment. Please note a temporary/seasonal employee may be offered, and may accept, a new temporary assignment with the Company and still retain temporary status. Such employees may be "exempt" or "non-exempt" as defined below. Outside agency employees hired from temporary employment agencies for specific assignments are employees of their respective agency and not of the Company.

• Province of British Columbia:
  • Non-exempt - In accordance with the British Columbia Employment Standards Act, employees who are required to be paid overtime and statutory holidays.
  • Exempt - In accordance with the British Columbia Employment Standards Act, employees who are not required to be paid overtime and statutory holidays for work performed beyond forty hours in a workweek.

• Province of Ontario:
  o Non-exempt - In accordance with the Employment Standards Act, 2000, all other employees who are not categorized as exempt as defined below. Non-exempt employees require payment of overtime or time-off-in-lieu as per the Act.
  o Exempt - In accordance with the Employment Standards Act, 2000, employees who are not required to be paid overtime for work performed beyond forty-four (44) hours or covered for maximum hours of work per workweek.

• Probationary Period: Applies to employees who have not yet completed 90 days (or 3 months) of continuous employment with ACTIVE. During this time, new employees and the Company have an opportunity to evaluate one another and determine the employee’s compatibility, ability and interest in the job. The length of the probationary period may be extended if the Company deems such an extension necessary or appropriate at its sole discretion. Completion of the probationary period does not entitle an employee to remain employed by ACTIVE for any definite period of time. Both the employee and the Company are free, at any time, with or without notice and with or without cause, to end the employment relationship.

• Inactive Status: Applies to employees who are not actively at work, such as those on Company approved leaves of absence.
Termination of Employment

The Company may terminate employment at any time and for any reason, with or without just cause. If employment is terminated for just cause, the employee shall not be entitled to: notice of termination, pay-in-lieu thereof, severance pay of any kind nor any unpaid bonuses, whether pursuant to statute, common law or otherwise. Should the company terminate employment at any time without just cause, the employee shall be entitled to reasonable notice equal to the specific amounts in respect to notice and severance pay, if any, set out by the respective province’s Employment Standards Act legislation.

Hours and Compensation Practices

Paydays

All Canada-based employees are paid on a biweekly payroll schedule, with payday every other Friday. Employees receive twenty-six (26) pay cheques a year with this pay schedule. Each pay cheque covers work performed through the past two weeks of service pay period ending date, with a one week delay. Barring any unforeseen circumstances, direct deposit funds are immediately available to employees on payday. Pay cheques are available on the Friday of payday at an employee’s respective office, through an online payroll-provider portal or in the case of work-from-home employees, sent via Canada Post to your home address on file.

Holidays

For Canada-based employees, ACTIVE grants ten (10) paid holidays annually to all regular status employees. A schedule of the Company recognized holidays is published and communicated to all employees each year. Holidays typically observed are those set out by the respective province’s Employment Standards Act legislation. For a complete list of dates for a specific province, please review the information posted on ACTIVExperience. Company recognized holidays are paid in accordance with the respective province’s Employment Standards Act legislation. For more information, please contact your Human Resources representative.

Leaves of Absence

Canada Leaves of Absence

In conjunction with country and provincial law, ACTIVE provides leaves of absence to eligible Canada employees needing time off due to:

1. The birth of an employee’s child or to care for the newborn child;
2. The placement of a child with the employee for adoption;
3. The care of an employee’s spouse, child, or parent (“family member”) who has a serious health condition; or
4. The employee’s health condition, where the employee is medically incapacitated from working. A qualifying health condition is an illness, injury or quarantine that involves either inpatient care or continuing treatment by a health care provider.
Parental Leave
ACTIVE grants pregnant employees to take up to 17 weeks of unpaid leave. Pregnancy leave is typically combined with parental leave (which is 35 to 37 weeks), for a total of 52 weeks of job-protected, unpaid leave. Employees taking only parental leave are entitled to between 35 and 37 weeks of unpaid leave.

During parental leave, ACTIVE health insurance and other benefits coverage continue, provided the employee continues to pay any employee portion of the premium. Employees continue to earn credits towards length of employment, vacation and seniority during periods of leave.

Eligible Employee
Both new parents have the right to take parental leave. A new parent is entitled to parental leave whether he or she is a full-time, part-time, regular status or contract employee. In Ontario, the employee must also be employed for at least 13 weeks before commencing parental leave, in order to be eligible. In British Columbia, there is no such qualifying period.

A "parent" includes:
- A birth parent;
- An adoptive parent, whether or not the adoption has been legally finalized; or
- A person in a relationship of some permanence with the parent of the child, and who plans on treating the child as his or her own. This includes same-sex couples (in Ontario).

Employee Notification Requirements
Where an employee plans to take parental leave, the employee must notify ACTIVE of the intention to take leave at least 2 weeks in advance of the expected leave and provide any required medical certification. If the need for leave is not foreseeable, the employee must provide notification of leave to the Company as soon as is practicable under the circumstances. Employees are encouraged to provide the Company with advance notice of the date they will begin their leave, both verbally and in writing.

Personal Emergency Leave (Ontario Only)
Employees, whether employed on a full-time or part-time basis, may be granted up to 10 days of unpaid, job-protected leave every calendar year due for:
- Personal illness, injury or medical emergency, or
- Death, illness, injury, medical emergency or urgent matter relating to the following family members:
  - A spouse, which includes both married and unmarried couples, of the same sex or the opposite sex;
  - A parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee’s spouse;
  - The spouse of an employee’s child;
  - A brother or sister of the employee;
  - A relative of the employee who is dependent on the employee for care or assistance.
Employee Notification Requirements
Generally, an employee must inform ACTIVE before beginning their leave. If your need for leave is unforeseen, such as a personal emergency leave, you must inform the Company as soon as possible. In these instances, verbal notice is sufficient. However, ACTIVE will require an employee to provide written documentation to substantiate the need for leave.

Family Responsibility Leave (British Columbia Only)
An employee is entitled to up to 5 days of unpaid leave in each employment year to meet responsibilities related to the care, health or education of any member of the employee's immediate family; which includes:
- Spouse,
- Child,
- Parent,
- Guardian,
- Sibling,
- Grandchild or
- Grandparent of an employee, and any person who lives with the employee as a member of the employee's family.

Compassionate Care Leave
An employee may take up to 8 weeks of unpaid leave within a 26 week period to care for or support a gravely ill family member. The employee must provide ACTIVE with a medical certificate which states that the family member is gravely ill with a significant risk of death within the 26 week timeframe.

Eligible Employee
All employees, whether full-time or part-time, regular status or term contract are entitled to this leave. The specified family members for whom a compassionate care leave may be taken are:
- The employee's spouse (including same-sex spouse)
- A parent, step-parent or foster parent of the employee or employee's spouse
- A child, step-child or foster child of the employee or the employee's spouse
- Anyone considered a close relative of the employee, irrespective of whether they are related by blood, adoption, marriage or common law partnership.

Organ Donor Leave (Ontario Only)
Organ donor leave is unpaid, job-protected leave of up to 13 weeks, for the purpose of undergoing organ donor surgery and subsequent organ donation.

Eligible Employee
All employees, whether full-time or part-time, permanent, or contract are entitled to this leave, provided that the employee was employed for at least 13 weeks with the Company prior to commencing leave. The employee must be undergoing surgery to donate all or part of one of the following organs to another person:
- Kidney
- Liver
- Lung
- Pancreas
- Small bowel
Employee Notification Requirements
To request an organ donor leave, the employee must provide the company with at least 2 weeks’ written notice prior to the anticipated leave start date, or when reasonably able to do so. In addition, the employee must provide a medical certificate to the Company as soon as possible following their request for leave.

Reservist Leave
An employee who is a reservist is entitled to unpaid leave if the employee is deployed to a Canadian Forces operation outside Canada, is engaged in pre or post-deployment activities either inside or outside Canada, or deployed inside Canada to assist in dealing with an emergency or its aftermath.

Employee Notification Requirements
An employee must provide the Company with at least 4 weeks’ written notice (British Columbia) of the date the leave will begin and end, or when reasonably able to do so (Ontario).

Eligible Employee
In order to be eligible for reservist leave, the employee must have worked for the Company for at least 6 consecutive months. Please note there is no qualifying period in British Columbia. ACTIVE is not required to continue coverage under Company benefit programs during the employee’s leave. However, employees continue to earn credits towards seniority and length of service during periods of leave.

Health and Welfare Benefits

Health Insurance Programs
ACTIVE offers a company health insurance program for all regular status, full-time employees. After the probationary period, the Company pays the benefit premiums. Please note that ACTIVE pays the premium for most health and insurance benefits, but not for the long-term disability benefit. This is to ensure that any long-term disability claims initiated by the employee would be paid to the employee on an after-tax basis.

Insurance plan booklets and other information is available on the Company’s intranet site (ACTIVEExperience), and is provided to each employee at the time of enrollment. The benefit documents describe the various benefits and the coverage provided. ACTIVE reserves the right to change or modify these programs as necessary.
Currently, the following health insurance benefits are offered to eligible ACTIVE employees:

Medical insurance  
Dental insurance  
Vision insurance  
Life insurance – equivalent to two times annual salary (to maximum of $450,000 CAD)  
Accidental Death & Dismemberment (AD&D)  
Long Term Disability  
Supplemental Insurance Programs  
Employee Assistance Program

Registered Retirement Saving Plan (RRSP) Program  
Upon completion of the probationary period, all ACTIVE Canada employees may start or continue saving for their retirement by participating in ACTIVE’s RRSP program. Employees may invest a percentage of their pay in several investment funds offered through the Company-approved financial plan administrator. The investment funds provide a variety of risk and return combinations from which to choose. You may enroll or change your level of contribution on a monthly basis. It is the employee’s responsibility to ensure they are not exceeding their contribution limit for the year.
Appendix C – Call Center Employees

Call Center Absentee and Tardiness Policy
Due to the nature of the contracts and service level agreements for our Outdoors customers, it is critical that our Call Centers be staffed with employees who are present and engaged to work, both before and during their assigned work shifts. As such, it is necessary to monitor absenteeism and tardiness in the Call Centers we operate. Please take the time to review and make sure you understand these requirements. If you have any questions about these requirements or need clarification, please ask your supervisor or a Human Resources representative.

ACTIVE relies on our Call Center employees to be on time for their daily scheduled work shifts and to work their full, assigned shifts. If you are going to be late or absent from work, you must notify your supervisor or team lead with as much notice as possible: ideally at least 1 or more hours’ notice before your scheduled start time, but no later than 30 minutes after your scheduled start time. To notify your supervisor or team lead, please contact them using the designated phone number for your location or department. Please note that attempting to notify your supervisor or team lead by calling an undesignated phone number or notifying them without advance notice (as required and outlined above) is not considered proper notification. With respect to tardiness, you will be considered tardy if you are not clocked into our payroll system and available to accept phone calls at the start of your assigned work shift. However, you may clock in up to 5 minutes before your assigned work shift, in order to ensure you are ready to begin work on time.

With respect to absences: excessive, unscheduled absences or tardiness may result in disciplinary action, up to and including separation of employment. “Excessive” is defined as 10 or more days of absence or tardiness within a 12 month period. Please note if you are absent for 3 or more consecutive workdays and fail to timely and properly report your absence(s) to your supervisor or team leader, ACTIVE may consider this job abandonment and proceed with a separation of your employment.

ACTIVE employees unable to meet the attendance requirements outlined above may be subject to progressive performance improvement notice. With respect to attendance issues, performance requirements are generally reviewed with affected employees at the following unscheduled absence or tardiness intervals: 3, 6 and 9 unscheduled absence and/or tardiness occurrences.

Early Release Process for Call Centers
Occasionally our Call Centers must close and cease operating due to inclement weather or other situations as determined by ACTIVE management, or require that a number of employees leave early based on business need.

In the event of a facility closure, the following process will be followed:
- Where possible and practicable, those employees affected will be called and notified of the facility closure and told to remain at home and not attend work. In these instances, the time will be unpaid and regular full-time employees may use PTO if available;
- Employees already at the workplace will be informed of the closure, notified to leave the premises and paid a minimum of ½ their regularly scheduled work hours for that day.
In the rare event of unusually low call volume, it may be necessary to reduce the number of Call Center employees on duty and notify certain employees to leave early. In these instances, the following process will be followed:

- Employees volunteering or requesting to leave early will be given priority in leaving early for the day;
- Non-telephone work may be made available, such as: coaching, quality assurance, focus groups or agent support;
- Employees who are released early will not be paid for the hours not worked; however, regular full time employees may use available PTO to receive pay for the hours not worked.

Customer Relations
ACTIVE is committed to providing our customers with a product and service of exceptional quality and value. As part of this commitment, we expect the following from our employees:

- Provide courteous service in a prompt and efficient manner;
- Establish and maintain positive relationships with customers; earn their trust and respect through professional, honest interaction;
- Handle complaints quickly and professionally; never argue with a customer; if you are unable to resolve a complaint to the customer’s satisfaction, immediately review the situation with your supervisor;
- Communicate with customers in a professional manner, whether in person, over the phone or in e-mail;
- Always remember that you represent ACTIVE; our reputation and the customer’s perception of the Company is attributable to their interactions with you and other employees.

Telephone Etiquette with Customers
ACTIVE recognizes you interact with a variety of customers over the phone and wants you to be successful. The following guidelines were developed to assist you in working with customers:

- Utilize and refer to any scripts, policies or Company documents to ensure you are providing accurate and complete information
- Be courteous, friendly, enthusiastic and engaged
- Genuinely assist the customer and go above and beyond to help them
- Be fair, respectful and discrete with customer requests
- Listen carefully to the customer for a thorough understanding of their needs
- Respond with empathy when you are not able to grant the customer’s request
- Avoid excessive time spent on hold, awkward pauses and the use of slang