

SECTION V: GENERAL INFORMATION

OUR CUSTOMERS

We Are Here Because of Our Customers.

The customer must *always* come first. One happy customer may tell a few people about their service experience; however, the unhappy ones will tell *everyone* in their circles.

We Understand Our Customers Are Our Future.

When our customers' needs change, we change to meet those needs.

We Treat Customers Like Family.

We don't see our customers as walking wallets; we make them feel special. Our customers are the ones who keep our company alive. Build rapport. Be fully present when you're with them. Learn their special dates, so we can send cards or say Happy Birthday. Take notes on their families and hobbies.

We Always Listen to Our Customers.

We listen when they are happy, dissatisfied, or say nothing. We always ask about service quality so we can do better next time. We pay attention to their needs; make a special effort to hear what they're saying. Don't just go on autopilot. We focus on them and give them all of our attention, proving they're important to us. The biggest reason people leave a company is because they sense the company doesn't care about them anymore. Never let that happen. Make them so happy they sing your praises, drawing in others.

We Work Hard to Solve Any Problems.

When a customer has a problem, *we* have a problem. Don't let yourself be satisfied until they are; give 110 percent to settle their problem, so you can retain their business. Most customers will do business with you again if you fix their problem; it's even better if you fix it on the spot. They want to feel important, and they want you to be fully prepared to help them.

We Maintain Positive Attitudes.

Even with difficult customers, keep your attitude relentlessly positive. The smile on your face and the tone of your voice can make a huge difference. Accept that even if their experience is perfect, they probably won't comment on it, because they expect perfection. And remember, their attitudes will change over time. What was once good enough may

become unsatisfactory if they encounter something better. So give them that something better—and do it with a smile. All it takes is one indifferent employee to kill our business.

We All Impact Customer Service.

Everyone in our company, no matter what their role is, impacts customer service. Little things and small actions can stick in the customer's mind, damaging their experience.

Embrace and believe in this code and we'll have a better chance of surviving the changes that constantly wash through the business environment and continue to be successful.

EMPLOYEE CODE OF CONDUCT

To assure orderly operations and provide the best possible work environment, Main-Care expects employees to follow rules of conduct that will protect the interests and safety of all employees and the interests of the Company. The following are examples of some, but not all, of the types of conduct that are infractions of the rules of conduct which can result in disciplinary action, up to and including termination:

- Theft or inappropriate removal or possession of Company property
- Falsification of timekeeping records, employment documents, or other Company records/documents
- Working under the influence of alcohol or illicit drugs in violation of the Company's Drug and Alcohol-Free Workplace policy
- Possession, distribution, sale, transfer, or use of alcoholic or illicit drugs in the work-place, while on duty, or while operating employer-owned vehicles or equipment, or while conducting Company business
- Physically threatening conduct, including but not limited to physically fighting or physically threatening violence in the workplace or while conducting Company business
- Negligence or improper conduct leading to damage of employer-owned property
- Violation of the Company's policies, including but not limited to its Harassment-Free Workplace Policy
- Possession of dangerous or unauthorized material, such as explosives, in the workplace or while conducting Company business
- Excessive, unexcused absenteeism, tardiness or any absence without notice
- Unauthorized use of telephones, mail system, computer, email, or other employer-owned equipment
- Unsatisfactory performance
- Using work time for non-work purposes
- Engaging in criminal conduct on Company property or during Company business

Occurrences of any of the following violations may result in disciplinary action, up to and including suspension and/or immediate dismissal, depending on the nature of the infraction and your work history.

Employment with Main-Care is at the mutual consent of Main-Care and the employee, and either party may terminate that relationship at any time, with or without cause and with or without advance notice.

CONFIDENTIAL INFORMATION

Main-Care is engaged in a highly competitive industry. The Company's involvement in this business has required and continues to require the expenditure of substantial amounts of money and the use of skills developed over a long period of time. As a result of these investments of money, skill and time, the Company has developed and will continue to develop certain valuable Trade Secrets and Confidential Information that are particular to the Company's business and the disclosure of which would cause the Company great and irreparable harm. The Company may provide employees access to Confidential Information and Trade Secrets, including Confidential Information and Trade Secrets from or pertaining to customers, parent company, affiliates, subsidiaries, divisions, successors and assigns.

The term "Trade Secrets " means any scientific or technical information, formula, pattern, compilation, program, device, method, technique, process, design, procedure or improvement that has value and is not generally known to the public or others who can obtain value from its disclosure or use. To the fullest extent consistent with the foregoing, and otherwise lawful, Trade Secrets shall include, without limitation, information and documentation pertaining to the design, specifications, code, capacity, testing, implementation and customizing techniques and procedures concerning the present and future services of the Company, its parent company, affiliates, subsidiaries, divisions, successors and assigns. For the purposes of this Agreement, the term "Trade Secrets" also includes but is not limited to:

1. Financial information, including but not limited to earnings, assets, debts, prices, fee structures, volume of purchases or sales, or other financial data, whether relating to the Company, its parent company, affiliates, subsidiaries, divisions, successors and assigns generally, or to particular products, services, geographic areas, or time periods;
2. Supply and service information, including but not limited to information concerning the goods and services used or purchased by the Company, its parent company, affiliates, subsidiaries, divisions, successors and assigns, the names and addresses of suppliers, terms of supplier service contracts or of particular transactions, the combination of suppliers or use of particular suppliers, or related information about potential suppliers;
3. Marketing information, including but not limited to details about ongoing or proposed marketing programs or agreements by or on behalf of the Company, its parent company, affiliates, subsidiaries, divisions, successors and assigns, marketing forecasts, results of marketing efforts or information about impending transactions; and,
4. Customer information, including but not limited to any compilations of past, existing or prospective customers, customer proposals or agreements between customers and the Company, its parent company, affiliates, subsidiaries,

divisions, successors and assigns, status of customer accounts or credit, or related information about actual or prospective customers.

The term "Confidential Information" means any data or information and documentation, other than Trade Secrets, but including information which has ceased to be a Trade Secret, which has value to the Company, the Company has taken steps to keep confidential, and is not generally known to the public, which could include, but is not limited to, customer information, sales and customer lists, layout of routes and certain equipment and operation plans, financial information of the Company, marketing plans, and supply and service information.

No one should interpret this provision or policy to limit an employees' ability to disclose, talk or communicate about wages, terms and conditions of employment to other employees, non-employees or outside groups. The policy is focused on protection of trade secret and proprietary, confidential information only.

Non-Disclosure of Trade Secrets and Confidential Information

Except as specifically required in performance of duties for the Company, employees may not, during the course of employment by the Company and for so long thereafter as the pertinent information or documentation remain Trade Secrets, directly or indirectly use, disclose or disseminate to any other person, organization or entity or otherwise employ any Trade Secrets. Except as specifically required in the performance of duties for the Company, employees may not, during the course of employment by the Company and for one (1) year after the end of that employment, for any reason, whether voluntary or involuntary, disclose or disseminate to any other person, organization or entity or otherwise employ any Confidential Information. The obligations set forth herein shall not apply to any Trade Secrets or Confidential Information which shall have become generally known to competitors of the Company through lawful means and without violation of any law or any agreement not to disclose Trade Secrets or Confidential Information.

WORKPLACE VIOLENCE

We are strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Company and personal property.

Threats, threatening language or any other acts of aggression or violence made toward or by any Company employee will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious and/or destructive action undertaken for the purpose of domination or intimidation. Weapons are prohibited on Company premises unless such prohibition is restricted by applicable law.

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. All threats

will be promptly investigated. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If an investigation confirms that threat of a violent act or violence itself has occurred, the Company will take swift and appropriate corrective action. This policy should not be interpreted to interfere with or restrict an employee's right to engage in protected concerted activity under the law like a lawful strike or picketing.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

TELEPHONE MONITORING CONSENT FORM

In reading this, I understand that the success of Main Care requires a commitment of providing the highest quality of service to our customers. The proper use of the telephone and the development of telephone etiquette is a priority. To ensure that telephone calls between employees and customers of Main Care are being properly carried out, quality control procedures involving the recording of telephone calls may be routinely undertaken by the Main-Care for the purpose of making constructive suggestions, pursuing customer complaints and/or measuring customer satisfaction.

My signature to this form acknowledges consent and agreement to participate in this program as a procedure that will be utilized during my employment. Taped recordings of telephone conversations may be made, with or without an immediate notification that it is occurring at that time.

I freely and voluntarily consent and authorize Main Care to implement the quality control procedures above described for the purpose of Quality Assessment, Improvement and Training. This consent shall remain in effect until the termination of my employment.

Print Name

Signature

Date

COMMUNICATION SYSTEMS POLICY

It is the policy of Main Care to provide or contract for the communications services and equipment necessary to conduct its business. The Company's communication and computer systems are intended for business purposes. Users have no legitimate expectation of privacy in regard to their use of the systems.

POLICY

(1) Communications services and equipment include mail, electronic mail ("e-mail"), courier services, facsimiles, telephone systems, personal computers, computer networks, on-line services, Internet connections, Intranets, computer files, telex systems, video equipment and tapes, tape recorders and recordings, pagers, cellular telephones, voice mail and bulletin boards. Supervisors are responsible for instructing employees on the proper use of the communications services and equipment used by the organization for both internal and external business communications.

(2) Most communications services and equipment have toll charges or other usage related expenses. Employees should be aware of these charges and should consider cost and efficiency needs when choosing the proper vehicle for each business communication. Employees should consult their supervisor if there is a question about the proper mode of communication.

(3) All Company communications services and equipment, including the messages transmitted or stored by them, are the sole property of the Company. The Company may access its systems and obtain the communications within the systems without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that the Company's operations continue appropriately during an employee's absence.

(4) On-line services and the Internet may be accessed only by employees specifically authorized by the Company. Authorized employees must disclose all passwords to the Company and their supervisors and not share the passwords with other employees. Employees' on-line use generally should be limited to work related activities except as allowed in item #6. In addition employees should not duplicate or download from the Internet or from an e-mail any software or materials that are copyrighted, patented, trademarked or otherwise identified as intellectual property without express permission from the owner of the material. When appropriate Internet material or e-mail files are downloaded, they should be scanned using the Company's antivirus software.

(5) Employees should not use e-mail, facsimiles, cellular telephones, or any other insecure communication system to communicate confidential, proprietary, or trade secret information, such as customer lists, product information, data bases and computer programs.

(6) Incidental personal use by employees of the Company communications services and equipment is allowed as long as the use does not interfere with the employee's work or the Company's operations and does not violate any Company policies. Employees must properly log any personal user charges and reimburse the Company for them. However, whenever possible, personal communications that incur user charges should be placed on a collect basis or charged directly to the employee's personal credit card account. Company communications property or equipment may not be removed from the premises without written authorization from the employee's supervisor.

(7) Employees who do not have direct access to a Company telephone should make provision to have emergency or other necessary incoming calls routed to their supervisor. Although the Company will attempt to deliver personal messages to employees, it cannot and does not accept responsibility for the prompt or accurate relay of these messages.

(8) Employees should ensure that no personal correspondence appears to be an official communication of the Company since employees may be perceived as representatives of the Company and, therefore, damage or create liability for the Company. All outgoing business messages, whether by mail, facsimile, e-mail, Internet transmission, or any other means, should be accurate, appropriate, and work-related. Employees may not use the Company's physical mailing address for receiving personal mail or use Company stationery or postage for personal letters. In addition, personalized Company stationery and business cards may be issued only by the Company.

(9) Improper use of Company communications services and equipment may result in discipline, up to and including termination. Improper use includes any misuse as described in this policy, any misuse that would result in violations of other Company policies, as well as any harassing, offensive, demeaning, insulting, defaming, intimidating, or sexually suggestive written, recorded, or electronically retrieved or transmitted communications.

SOCIAL MEDIA POLICY

This policy establishes a set of rules and guidelines for any activity and participation in "social media" by all Company "users." These rules are intended to be adaptable to the changes in technology and norms of online communication and behavior, and may be amended by the Company at any time, for any reason, without notice to users.

Nothing contained within this policy is intended to interfere with employee rights under the National Labor Relations Act, including but not limited to employees' right to discuss the terms and/or conditions of their employment, or other laws protecting lawful job related activities, nor would it be interpreted or applied so as to interfere with employee rights to self-organize, form, join, or assist labor organizations, to bargain collectively through representatives of their choosing, or to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, or to refrain from engaging in such activities.

For purposes of this policy:

- The term “social media” applies to any web-based and mobile technologies, in use now or developed in the future, that enable individual or entities to disseminate or receive information, communicate, or otherwise interact, and includes, without limitation, email, texting, messaging, social networking, blogging, micro-blogging, bulletin boards, and so on, through providers such as Facebook, LinkedIn, MySpace, Twitter, YouTube or others.
- The term “users” refers to employees, directors, volunteers, and interns.

Exercise Responsibility Online

You are personally responsible for any of your social media activity conducted with a Company email address or on a Company website or page, and/or which can be traced back to a Company domain, and/or which uses the Company’s Information Systems and/or which expressly or implicitly identifies you as an employee of the Company.

If from your post in a blog or elsewhere in social media it is clear you are a Company employee, or if you mention the Company, or it is reasonably clear you are referring to the Company or a position taken by the Company, and also express a political opinion or an opinion regarding the Company’s positions or actions, the post must specifically note that the opinion expressed is your personal opinion and not the Company’s position. This is necessary to preserve the Company’s good will in the marketplace.

Follow Existing Policies And Terms Of Use

Observe and follow (i) existing Company policy and agreements, such as our Employee Handbook and your Employment Agreement(s) with the Company, if applicable, (ii) the policies of the particular online/social networking venue, and (iii) applicable law. This means that you are prohibited from using social media to post or display comments about coworkers or supervisors or the Company that are vulgar, obscene, threatening, intimidating, or a violation of the Company’s workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic. Thus, the rules in the Company’s Employee Handbook, including its Electronic Communication Policy and anti-harassment and discrimination policies apply to employee behavior within social media and in public online spaces.

Most websites, including Facebook and others, have rules concerning the use and activity conducted on their sites. These are sometimes referred to a “Terms of Use.” You must follow the established terms and conditions of use that have been established by the venue and not do anything that would violate those rules.

Do not post any information or conduct any online activity that may violate applicable local, state or federal laws or regulations. Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through social media.

Be Respectful And Mindful Of Privacy And Confidentiality, And Think Before Posting

Before sharing a comment, post, picture or video about or from a friend or colleague through any type of social media, it is a good practice to be courteous and first obtain his or her consent.

It also is inappropriate to use or disclose the Company's confidential or proprietary information in any form of social media. For purposes of this Policy, Company confidential or proprietary information includes but is not limited to financial information, future business performance and business plans, business and brand strategies, information which is or relates to Company trade secrets. All Company rules regarding Company confidential or proprietary information and personal information, including the Company's written information security program, Confidential Information Policy and Non-Disclosure Agreement, apply in full to social media, such as blogs or social networking sites. For example, any information that cannot be disclosed through a conversation, a note, a letter or an e-mail also cannot be disclosed in a blog. Sharing this type of information, even unintentionally, can potentially result in harm to the individual, harm to the Company's business, and ultimately you and/or Company being sued by an individual, other businesses or the government.

Before posting any online material, ensure that the material is not knowingly false; instead, try to be accurate and truthful. If you find that you've made a mistake, admit it, apologize, correct it and move on. You should never post anything that is maliciously false.

Before posting a comment or responding to a blog, think before sending. If you are unsure about the effects of the post or other online action, reach out to your supervisor for some assistance, particularly when unsure about a response to another employee or a client.

Use Your True Identity

When participating in any social media, be completely transparent and disclose your true identity for your personal protection. Additionally, when commenting on or promoting any Company product or service on any form of social media, you must clearly and conspicuously disclose your relationship with the Company to the members and readers of that social media.

Do not use your own personal online relationships or the Company's network to influence polls, rankings, or web traffic. This is called "astroturfing" or "sockpuppeting" and is highly unethical. You are not to use the size and breadth of the Company network to unduly influence polls, rankings, or web traffic where said traffic is a measure of success or popularity of a particular political opinion.

Manage Your Expectation Of Privacy

Consistent with the Company's Communication Systems Policy, the Company may access and monitor its Information Systems and obtain the communications within the systems, including email, Internet usage, and the like, with or without notice to users of the system, in the ordinary course of business when we deem it appropriate to do so. As such, when using such systems, you should have no expectation of privacy with regard to time, frequency, content or other aspect of your use, including the websites you visit and other Internet/Intranet activity. The reasons the Company accesses and monitors these systems include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; and complying with legal and regulatory requirements.

Interact On Your Time

The Company respects the right of any employee to participate in social media, such as maintaining a blog or participating in online forums. However, to protect the Company's interests and to oversee employees' focus on their job duties, employees must avoid excessive use of social media during work time or at any time with the Company equipment or property, unless doing so is expressly permitted by the Company.

Identify Any Copyrighted Or Borrowed Material With Citations And Links

When publishing any online material through social media that includes another's direct or paraphrased quotes, thoughts, ideas, photos, or videos, always use citations and link to the original material where applicable.

Should you have any questions about this policy, please see Human Resources.

SOLICITATION AND DISTRIBUTION

Solicitation by an employee of another employee is prohibited, while either the person doing the soliciting or the person being solicited is on working time.

Working time includes the time during which any of the employees involved are actually scheduled to work, and does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working.

Distribution of advertising material, handbills, or other literature by employees during working time (or in working areas) is prohibited.

Solicitation and/or distribution by third parties is prohibited at all times.

ACKNOWLEDGMENT

I acknowledge receipt of Main-Care's Employee Handbook. I acknowledge that this Handbook supersedes any and all prior handbooks or policies of the Company. I understand that the information contained in the Handbook constitutes management guidelines only, which may be added to, deleted, or changed from time to time at the discretion of the Company.

I understand that my employment is at-will and entered into voluntarily and may be terminated by me or the Company at any time, with or without cause or notice. I recognize that neither the Handbook nor any other communication, either written or oral, made at the time of hire, or subsequently, is intended to in any way create a contract, on an individual or collective basis, unless written and signed by the President of Main-Care.

I acknowledge that I have read or will read this Handbook, and I accept full responsibility for familiarizing myself and understanding all of the policies contained within.

If I do not understand any of the policies within this Handbook or I have any questions regarding the content or interpretation of this Handbook, I agree to bring it to the attention of my supervisor or Human Resources.

Signature

Date

Name

Print