



Employee

Handbook

FOR

EXQUISITE SOLUTION LIMITED

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WELCOME TO THE COMPANY

Welcome to Exquisite Solution Limited. We are glad to have you join our team. We have prepared this handbook to provide you with an overview of the Company's policies, benefits, and rules. It is intended to familiarize you with important information about Exquisite Solution Ltd, as well as provide guidelines for your employment experience with us in an effort to foster a safe and healthy work environment. Please understand that this booklet only highlights company policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of Exquisite Solution, and is not intended to be an express or implied contract. The guidelines presented in this handbook are not intended to be a substitute for sound management, judgment, and discretion, nor are they to substitute the terms of your employment as outlined in your contract with the company.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, Exquisite Solution reserves the right to modify, supplement, rescind, or revise any provision of this handbook from time to time as it deems necessary or appropriate in its sole discretion with or without notice to you.

No business is free from day-to-day problems, but we believe our personnel policies and practices will help resolve such problems. All of us must work together to make the company a viable, healthy, and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our customers. If any statements in this handbook are not clear to you, please contact the Client Liaison Manager, Office Manager, or any member of the Management team for clarification. This handbook supersedes any and all prior policies, procedures, and handbooks of the company.

We once again wish to welcome you to Exquisite Solution, and look forward to working with you.

COMPANY PHILOSOPHY

OPEN-DOOR POLICY

In keeping with the company's philosophy of open communication, all employees have the right and are encouraged to speak freely with management about their job-related concerns.

We urge you to go directly to your supervisor to discuss your job-related ideas, recommendations, concerns and other issues which are important to you. If, after talking with your supervisor, you feel the need for additional discussion, you are encouraged to speak with a member of the Management Team, or the company's Managing Director directly.

The most important relationship you will develop at the Company will be between you and your supervisor. However, should you need support from someone other than your supervisor, the entire management team, including the MD, is committed to resolving your individual concerns in a timely and appropriate manner.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of the Company to provide equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, marital status or veteran status. It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The MD of the Company and all managerial personnel are committed to this policy and its enforcement.

Employees are directed to bring any violation of this policy to the immediate attention of their supervisor or the company MD. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary action, up to and including discharge. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

CODE OF ETHICS AND HARASSMENT POLICY

As an employee of Exquisite Solution Ltd, you should strive to attain the following goals:

- To provide service with value and quality, thereby earning continued trust and support;
- To be flexible, open minded and receptive to change;
- To conduct job-related activities in a manner likely to protect and enhance Exquisite Solution's reputation and that of her clients;
- To respect your fellow employees – the right to individuality, privacy, aspirations, satisfactions and problems that may not be your own;
- To act in a way that brings credit to the Company, yourself, your family and your co-workers;
- To be honest with the Company in relation to time, expenses, supplies, efforts, results, etc
- To perfect your skills and add to your knowledge through continuous training and study
- To give the best that is in you, working to your fullest capacity.

The Company will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, or national origin. Moreover, any suggestions made to any employee that sexual favors will affect any term or condition of employment with the Company will not be tolerated. It is the policy of the Company that any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge. The Company also will not tolerate any such harassment of our employees by our clients or vendors.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive.

As such, and in order to reinforce best practice in the regard, the company discourages sexual relationships amongst staff working at the same work station either within or at a client's work site. Where such a relationship develops, the concerned employees shall have to bring this to the notice of company management to allow for a redeployment of one of the affected staff to a different work station / department, failure of which may leave the termination of one of the affected employees from his / her employment as the only option.

The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Employees must bring any violation of this policy to the immediate attention of their supervisor or the company MD. The Company will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including discharge.

WORKING AND COMPENSATION

EMPLOYMENT ON AN AT-WILL BASIS

All employees of the company, regardless of their classification or position, are employed on an at-will basis. This means that each employee's employment is terminable at the will of the employee or the company at any time, with or without cause and with or without notice. No officer, agent, representative, or employee of the company has any authority to enter into any agreement with any employee or applicant for employment on terms other than on an at-will basis. Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment, or any other document of the company shall in any way create an express or implied contract of employment or an employment relationship on other than an at-will basis.

ATTENDANCE AND REPORTING TO WORK

Each employee is important to the overall success of our operation. When you are not here, someone else must do your job. Consequently, you are expected to report to work on time at the scheduled start of the workday. Reporting to work on time means that you are ready to start work, not just arriving at work, at your scheduled starting time.

The company depends on its employees to be at work at the times and locations scheduled.

Excessive absenteeism and/or tardiness will lead to disciplinary action, up to and including termination. The determination of excessive absenteeism will be made at the discretion of the company. Absence from work for three consecutive days without properly notifying your supervisor will be considered a voluntary resignation. After two days' absence, you may be required to provide documentation from your physician to support an injury- or illness-related absence, and to ensure that you may safely return to work.

If you expect to be absent from the job for an approved reason (e.g., paid time off or a leave of absence), you should notify your supervisor of your upcoming absence as far in advance as possible. If you unexpectedly need to be absent from or late to work, you must notify your supervisor prior to the start of your scheduled workday that you will be late or absent and provide the reason for that absence or tardiness. If your supervisor is not available, you should contact the company's main office prior to the start of your scheduled workday. Leave your number so that your supervisor can return your call. Failure to properly contact us will result in an unexcused absence for disciplinary purposes. Your attendance record is a part of your overall performance rating. Your attendance may be included during your review and may be considered for other disciplinary action up to and including termination.

Where possible, medical and dental appointments should be scheduled around your assigned work hours; otherwise, they may be considered absences without pay. If you are unable to schedule an appointment before or after your shift, you are required to talk to your supervisor to make special arrangements.

WORKDAY HOURS AND SCHEDULING

The regularly scheduled workday for our business office is: Monday through Saturday, 7:30-8:00 a.m. to 4:30-5:00 p.m. The usual expected workday at jobsites is 8:00 a.m. to 5:00 p.m. These start and end times are only guidelines, however, and employees are required to be present for work during the workday and or shift established for them by their supervisors or by the company MD.

Particularly at jobsites, this regular schedule may vary depending on such factors as weather, materials supply, permit approval, etc. If you are unsure about expected starting times on any particular job assignment, ask your supervisor for clarification.

Exquisite Solution does not generally schedule rest periods or breaks, other than meal breaks, during the workday. However, if the company does schedule such rest periods or breaks, they will be paid breaks and will usually be for 15 minutes. For lunch or meals, our policy is:

- Field employee meals will be 30 - 45minutes.
- Office employee meals will be 45Minutes - 1hour.
- Unless otherwise stated, the meal period is unpaid.
- All employees are required to take a lunch break and no employee is authorized, without prior supervisory approval, to perform work during the lunch period.

RECORDING HOURS WORKED

All hourly employees are required to keep a time sheet. On your time sheet, you must correctly record the job number, job code, and time spent on each job number or code for each day worked. The company will provide you with a time sheet for reporting your hours. Only you are authorized to record your own time.

Times for the return of completed time sheets shall be communicated to you by your supervisor but such times MUST always be adhered to. Failure to turn in time sheets by the prescribed time may delay the processing of your pay for the week / month.

PAY PERIOD AND PAYDAY

The company observes a monthly pay period. Monies due are paid on or by the last day of every month in arrears subject to the receipt of the correct timesheets. Such monies are deposited directly into the employee's account. The Company does not make cash payments for any work done or service rendered.

WORKWEEK & OVERTIME

Company policy on Overtime shall be defined to you in your contract. Occasionally, depending on your workstation, it may be necessary for an employee to work beyond his or her normal workday hours. Overtime pay is paid only when work is scheduled, approved, and made known to you in advance by your supervisor. Under no circumstances shall an employee work overtime without the prior approval of his or her supervisor.

EMPLOYMENT CLASSIFICATIONS

Upon being hired by the Company, all new employees must serve a ninety (90) calendar day probationary period. It is especially important that you make your supervisor aware of any questions or problems you may encounter during this period. Your performance will be carefully monitored during this period. At the end of the introductory period, your performance will be reviewed, and if it has been satisfactory, you will become a Regular Full-Time or Regular Part-Time Employee of Exquisite Solution. Satisfactory completion of the introductory period does not entitle you to employment for any specific term, but does entitle you to participation in many of the Company's employee benefits programs.

MAINTAINING YOUR PERSONNEL RECORDS

It is your responsibility to provide current information regarding your address, telephone number, NSSF Number, insurance beneficiaries (in case any of our schemes covers members of your family), change in dependants, marital status, etc. Please use the personnel records form to note any changes in your address, phone number, emergency contact information, marital status, number of dependents, etc.

PERSONNEL FILES

Employee personnel files are the property of the company, and do not belong to the employee. However, upon request, the company will provide you with copies of performance evaluations and other performance-related documents that the we have previously received.

We are committed to keeping the privacy of all our employees' personal information as may be contained in their files.

PERFORMANCE EVALUATIONS

Employees may have their job performance reviewed on a quarterly or an annual basis by either their supervisor, line manager, or by the MD of the company.

STANDARDS AND EXPECTATIONS FOR THE WORKPLACE

We at Exquisite Solution believe in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must be safety conscious.

Employees are expected to continually be on the lookout for unsafe working conditions or practices. If you observe an unsafe condition, you should warn others, if possible, and report that condition to your supervisor immediately.

We also expect employees to establish and maintain a safe worksite. This includes but is not limited to the following applications:

- Properly lifting and lowering heavy objects.
- Inspecting tools and equipment for defects before use.
- Keeping walkways clear of debris.
- Construction and use of safe scaffolding.
- Inspecting, cleaning, and properly storing tools and equipment after use.
- Following established safety rules.

Where needed and depending on your work site or assignments, the company provides its employees with appropriate safety equipment and devices. You are required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to properly use safety equipment may lead to disciplinary action, up to and including termination.

If you require safety equipment that has not been provided, contact your supervisor before performing the job duty for which you need the safety equipment.

Reporting an Injury

Employees are required to report any injury, accident, or safety hazard immediately to their supervisor(s). Minor cuts or abrasions must be treated on the spot. More serious injuries or accidents will be treated accordingly. Serious injuries must be reported on the injury or accident report form available in the office. In case of major incidents, call our Emergency Ambulance Rescue Providers on **0312200400 / 0712200400 / 0772200400**. You must be in possession of valid Health insurance cover under our staff scheme to call these numbers.

CARE OF EQUIPMENT AND SUPPLIES

All employees are expected to take care of all equipment and supplies provided to them by the company or our client. You are responsible for maintaining this material in proper working condition and for promptly reporting any unsafe or improper functioning of this material to your

supervisor.

Neglect, theft, and/or destruction of the company's or client's materials are grounds for disciplinary action, up to and including termination.

SMOKING AT THE WORKPLACE

The company's policy is to provide smoke-free environments for our employees, customers, and the general public. Smoking of any kind is prohibited inside our office and at most our clients' worksites. Employees may smoke on scheduled breaks or during meal times, as long as they do so outside the worksite or office. Employees who take excessive smoke breaks may be required to work longer hours to make up for time lost smoking.

VIOLENCE AND WEAPONS

The company believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in our business. Violence is not an effective solution to any problem. Employees are strictly prohibited from bringing any weapons, including knives, pistols, rifles, stun guns, Mace, etc., to the worksite or office. Neither threats of violence nor fighting will be tolerated. You are expected to immediately report to your supervisor any violation of this policy. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to disciplinary action, up to and including termination.

DRUG-FREE WORKPLACE

The company does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on the company's premises or worksites, or while operating the company's equipment or vehicles. Violation of this policy will result in disciplinary action, up to and including termination.

RESPONDING TO CUSTOMER INQUIRIES AND PROBLEMS

At Exquisite Solution, **client satisfaction is the measure of our success**. It is the responsibility of each employee, within reason, to interact with the client to achieve this goal.

APPEARANCE AND DRESS

To present a business-like, professional image to our customers and the public, all employees are required to wear appropriate clothing on the job. By necessity, the dress standards for the business office are somewhat different than for jobsites.

- For the business office, casual to business-style dress is appropriate. Employees should be neatly groomed and clothes should be clean and in good repair. Leisure clothes such as cut-offs or halter tops are not acceptable attire for the business office. The company will provide employees with shirts bearing the Company's logo, which employees are expected to wear as appropriate in the business office.

- For jobsites, employees are expected to wear work clothes appropriate for work to be done. Employees should be sensitive to the location and context of their work and should be ready to adjust their dress if the circumstances so warrant. Employees at a jobsite and / or at Client sites, should wear clothing that protects their safety (steel-toed shoes, for example) and wear clothing in such a way as to be safe (e.g., shirts tucked in when working around machinery). The company will provide employees with shirts bearing the Company's logo, as well as Customised Company t-shirts, which employees are expected to wear on the job / client site.

CONFLICTS OF INTEREST

You should avoid external business, financial, or employment interests that conflict with the company's / client's business interests or with your ability to perform your job duties. This applies to your possible relationships with any other employer, consultant, contractor, customer, or supplier.

Violations of this rule may lead to disciplinary action, up to and including termination.

CODE OF ETHICAL CONDUCT

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Please consult your supervisor or an official of the company if you have any questions.

Employees of the company should not solicit anything of value from any person or organization with whom the company has a current or potential business relationship.

Employees of the company should not accept any item of value from any party in exchange for or in connection with a business transaction between the company and that other party.

Employees may accept items of incidental value (generally, no more than UgX50,000) from customers, suppliers, or others as long as the gift is not given in response to solicitation on your part and as long as it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment.

If you are faced with and are unsure of how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify your supervisor or the company MD.

Violations of this code may lead to disciplinary action, up to and including termination.

SOLICITATION AND DISTRIBUTION

For the safety, convenience, and protection of all employees, the company has adopted the following rules concerning solicitation and the distribution of materials:

- The company prohibits solicitation and distribution of non-company materials on Company property or at Company jobsites at all times.

PERSONAL CALLS, VISITS, AND BUSINESS

The company expects the full attention of its employees while they are at client sites. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or during breaks or meal periods. Regardless of when any personal call is made, it should be kept short.

Employees should also limit incoming personal calls, visits, or personal transactions. The company's (or client's) phones should be available to serve the Company's customers, and non-business use of the phones can hurt the company's business. A pattern of excessive personal phone calls, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action.

BUSINESS EXPENSES

Employees may occasionally incur expenses on behalf of the Company. The company will reimburse employees for approved typical business expenses, such as mileage (for example, when the Company asks an employee to travel to a different jobsite during the workday) and certain job-related supplies or materials. The company will pay mileage reimbursements at the end of each month, upon receipt of the employee's mileage record. In order to be reimbursed for job-related supplies or materials, employees must deliver a receipt for the supplies or materials to the company's business office within 7 days of the purchase. Employees may also turn in such receipts by attaching them to the employee's weekly time sheet for the week in which the employee made the purchase.

NETWORK AND ELECTRONIC RESOURCES POLICY

Network and Electronic Resources, such as computers, other hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that the Company provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Company property and subject to review or access by the Company at any time.

All employees who use the Company's Network and Electronic Resources must follow the guidelines below:

1. Use Network and Electronic Resources for Company business purposes only.
2. Messages and communications sent via the Company's Network and Electronic Resources are subject to subpoena and access by persons outside the Company and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
3. E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible.

4. Remember that all of the Company's policies, including but not limited to policies on Equal Employment Opportunity, Harassment, Confidentiality, Personal Conduct and Rules of Conduct, apply to the use of the Company's Network and Electronic Resources. Employees must not review or forward sexually explicit, profane or otherwise unprofessional or unlawful material through the Company's Network and Electronic Resources.
5. Passwords protecting the use of the Company's Network and Electronic Resources are the Company's property and will be assigned to employees as needed. Employees may not change passwords without the consent of the company MD. Employees must notify the company MD of all passwords and encryption keys assigned to or used by them, and must notify the company MD of any changes to such passwords or encryption keys.
6. Do not install any software or program on any Company computer or other hardware without the express consent of your supervisor or the company MD.
7. The company expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.

The Company retains the right to review all communications conducted and data saved, reviewed or accessed via the Company's Network and Electronic Resources, including Company computers, e-mail and internet access. The company does not permit its non-management employees to access or use any Company password, e-mail or internet access other than their own. Inappropriate use of Network and Electronic Resources may result in discipline, up to and including discharge. Employees should be careful to safeguard their passwords, log off their terminals when not in use and not permit others to access Company systems.

CONFIDENTIAL AND PROPRIETARY INFORMATION

The Company considers its confidential and proprietary information, including the confidential and proprietary information of our clients, to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party all confidential and proprietary information belonging to the Company or its customers. Such protected information includes, but is not limited to, the following: matters of a technical nature, such as computer software, product sources, product research and designs; and matters of a business nature, such as customer lists, customer contact information, associate information, on-site program and support materials, candidate and recruit lists and information, personnel information, placement information, pricing lists, training programs, contracts, sales reports, sales, financial and marketing data, systems, forms, methods, procedures, and analyses, and any other proprietary information, whether communicated orally or in documentary, computerized or other tangible form, concerning the Company's or its customers' operations and business.

Employees should ensure that any materials containing confidential or proprietary information are filed and/or locked up before leaving their work areas each day. During the workday, employees should not leave any sensitive information lying about or unguarded.

If you have any questions about this policy, consult your supervisor or the company MD.

RULES OF CONDUCT AND PROGRESSIVE DISCIPLINARY PROCEDURE

There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. The company expects each employee to present himself or herself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.

Depending on the severity or frequency of the disciplinary problems, a verbal or written reprimand, suspension without pay, disciplinary probation, or discharge / Termination may be necessary.

It is within the company's sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, the company reserves the right to discharge an employee at its discretion, with or without notice.

The following is not a complete list of offenses for which an employee may be subject to discipline, but it is illustrative of those offenses that may result in immediate discipline, up to and including dismissal, for a single offense:

1. Excessive absenteeism or tardiness.
2. Dishonesty, including falsification of Company-related documents, or misrepresentation of any fact.
3. Fighting, disorderly conduct, aggression towards others, or any other behavior which is dangerous or disruptive.
4. Possession of, consumption of, or being under the influence of alcoholic beverages while on Company or client premises or on Company business.
5. Reporting for work with illegal drugs or unprescribed controlled substances in your body.
6. Possession of weapons, firearms, ammunition, explosives, on Company or client premises.
7. Failure to promptly report a workplace injury or accident involving any of the Company's employees, clients, equipment, or property.
8. Willful neglect of safety practices, rules, and policies.
9. Speeding or reckless driving on Company business.

10. Commission of a crime, or other conduct which may damage the reputation of the Company.
11. Use of profane language while on Company business.
12. Stealing, misappropriating, or intentionally damaging property belonging to the Company or its clients or employees.
13. Unauthorized use of the Company's or its clients' name, logo, funds, equipment, vehicles, or property.
14. Insubordination, including failure to comply with any work assignments or instructions given by any Company supervisor with the authority to do so.
15. Violation of the Company's Equal Employment Opportunity Policy or its Harassment Policy.
16. Interference with the work performance of other employees.
17. Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.
18. Failure to maintain the confidentiality of trade secrets or other confidential information belonging to the Company or its customers.
19. Failure to comply with the personnel policies and rules of the Company.

RE-EMPLOYMENT

Former employees who are rehired and return to work within three months of their termination will not be required to go through another orientation period, unless the company deems it necessary. Former employees who are rehired and return to work more than three months after their termination will be rehired only as new employees and must complete a new orientation period. They will be considered new employees for any and all benefits. As a general rule, the company will not rehire former employees who:

- Were dismissed by the company
- Resigned without giving two weeks' notice
- Were dismissed for inability to perform job duties
- Had a poor attendance record
- Had a below-average evaluation
- Violated work rules or safety rules

MOONLIGHTING

The company discourages our employees from taking additional outside employment. Employees who wish to take on outside employment must notify the company MD. Work requirements for the company, including overtime, must take precedence over any outside employment.

The company will not permit any employee to take an outside job with a company in the same or related business as the company or our client to who you are posted, or which is in any way a competitor of Exquisite Solution or our client.

If, as a result of this moonlighting, the employee is unable to work when requested by the company, including overtime, or is unable to maintain a high work performance level at the company, permission to work at the outside job may be rescinded, or the employee may be subject to dismissal.

The company will not pay medical benefits for injuries or sickness resulting from employment by any employer other than the company or client to who (s)he is posted.

BENEFITS

MOBILE PHONES

Depending on assignment to which an employee is posted and at the company's sole discretion, the company may supply employees with mobile telephones, mobile simcards or both as may deem necessary. The company's mobile phones are to be used for the company's business purposes only.

ANNUAL LEAVE / PAID TIME OFF

The company provides its full-time employees with paid time off ("PTO") / Annual Leave of 21 calendar days each year as a way to express our appreciation and a way to renew and refresh our employees. Because our business is often very seasonal and mostly centered on client requirements, the company reserves the right to grant PTO at times that are most suitable for our / clients' business conditions and to limit PTO during our busy season.

Employees must use all PTO in the calendar year in which it is granted. It should be scheduled and approved by the company at least one month in advance. Any unused PTO will be forfeited at the end of each calendar year.

Upon termination of employment for any reason, employees forfeit any accumulated but unused Annual Leave.

Part-time employees are not eligible for PTO.

LEAVES OF ABSENCE

Personal Leave

The company may, at its discretion, grant an employee a leave of absence without pay when sufficient personal reasons necessitate such a leave. However, employees are not eligible for a

personal leave of absence until they have been continuously employed as full-time employees of the company for 12 months.

The company may require an employee to provide documentation, such as a doctor's certification of illness or disability, supporting the employee's need for a leave of absence, and the company may periodically require the employee to provide such supporting documentation on basis during the leave of absence. Prior to or upon an employee's return to work from a leave of absence, the company may also require the employee to provide documentation establishing the employee's ability to return to work.

The Company reserves the right to determine the duration of the leave of absence, but no leave of absence shall exceed 12 weeks. If an employee fails to return to work immediately after his or her leave of absence expires, the employee will be considered to have voluntarily resigned his or her position with the company.

Leaves of absence will be without pay except that employees may be required to use any accrued paid time off during a leave. While on a leave of absence, employees will not accrue additional paid time off. Employees may be eligible for benefits during a leave under the Company's short-term and long-term disability plans.

Because operations sometimes require that vacant positions be filled, a leave of absence does not guarantee that the job will be available when the employee returns from a leave. The Company will, however, make an effort to place you in your previous position or a comparable job which you are qualified to perform. If no such position is available, you may be eligible for rehire as a new employee if you apply for an available position for which you are qualified and if your prior work history warrants your rehire.

Bereavement Leave

The company will provide up to three days of paid bereavement leave for an employee upon the death of an immediate family member. For purposes of this policy, "immediate family" is defined as the employee's or the employee's spouse's parents, siblings, children, grandparents, grandchildren, the employee's spouse, or any other relative who resides in the employee's household.

Employees should direct all requests for Bereavement Leave to their supervisors, office Manager, or to the company MD.

While on Bereavement Leave, an employee will be paid at straight time for the hours the employee was scheduled to work on the days missed.

ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I have received the current company employee handbook and have read and understood the material covered. I have had the opportunity to ask questions about the policies in this handbook, and I understand that any future questions that I may have about the handbook or its contents will be answered by the Office Manager, Managing Director, or his or her designated representative

EXQUISITE SOLUTION LTD EMPLOYEE HANDBOOK

JANUARY 2008.

Registered in England and Wales, Company Reg No. 6323551, Registered office 2 The Vale, Feltham, Middx, TW14 0JY

upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the handbook. I understand that the company reserves the right to change, modify, or abolish any or all of the policies, benefits, rules, and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

I further understand that all employees of the company, regardless of their classification or position, are employed on an at-will basis, and their employment is terminable at the will of the employee or the company at any time, with or without cause, and with or without notice. I have also been informed and understand that no officer, agent, representative, or employee of the company has any authority to enter into any agreement with any applicant for employment or employee for an employment arrangement or relationship other than on an at-will basis and nothing contained in the policies, procedures, handbooks, or any other documents of the company shall in any way create an express or implied contract of employment or an employment relationship other than one on an at-will basis.

This handbook is the company property and must be returned upon separation.

Signature

Date

Employee Name: Printed