

W E L C O M E

We extend a hearty welcome to you as a new employee of L. I. Locksmith & Alarm Co., Inc. In selecting you as a fellow worker, we have already demonstrated our confidence in your ability to become an important part of our organization.

The prime objective of our firm is to service our customers in the most efficient and courteous manner possible. We feel that you can help us accomplish this goal. Our firm is, we are told, one of the better organizations of its kind on Long Island. It is financially stable, and its future is bright for you and for all of us.

From the moment you start work, we hope that you will feel at home with us, that you will find your duties interesting and stimulating, and that your surroundings are friendly and congenial.

As a member of L. I. Locksmith, we would like to let you know just what we expect of you and what you can expect of us. Between the covers of this Personnel Manual are the answers to many of your questions. Each and every job at L. I. Locksmith is important to the accomplishment of our mission. Every job, regardless of what it is, is the single most important aspect of our operational policy.

Welcome to our organization, may we have a long and pleasant association together.

L. I. Locksmith & Alarm Co., Inc.

Joseph J. Carracino, President

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COMPANY OBJECTIVES

To fulfill the purposes of L. I. Locksmith and to have a basis for sound operation, the following general objectives have been formulated:

- To continue building a successful operation by servicing the security needs of customers in the greater Long Island and New York Metropolitan area.
- To be customer minded in all areas of our operation.
- To operate with an emphasis on efficiency and effectiveness, in order to keep expenses as low as possible to allow us to successfully compete in the New York market and to provide you, our employees, with the most complete wage and benefit package as possible.
- To continue to expand our customer base and increase our market share.

NOT A CONTRACT

This Personnel Policies & Procedures, Rules and Regulations Manual is a guide for both managers and employees to use so that many questions are answered and so that we are all "working with the same guidelines."

This manual is not a contract and is not to be construed as such. The Board of Directors of L. I. Locksmith & Alarm Co., Inc. reserves the right to change all or any part of this manual at any time without notice.

EMPLOYMENT POLICIES

A) Equal Employment Opportunity

L. I. Locksmith does not discriminate against any employee or applicant for employment because of race, color, age, gender, creed, national origin, disability, marital status, sexual orientation and citizen status as stated in Section 3(I) of E.O. 50.

There is no discrimination in hiring, placement, promotions, transfers, demotions, terminations, advertising or soliciting for employment, training, selecting for training, rate of pay, or other forms of compensation.

B) Equal Pay

L. I. Locksmith provides equal pay for equal work without regard to race, color, age, gender, creed, national origin, disability, marital status, sexual orientation and citizen status as stated in Section 3(I) of E.O. 50. Should you have any questions regarding this matter, contact the General Manager.

C) Promotions

It is the policy of our Company to find the best qualified person for any job that becomes available in our organization. If possible, every effort will be made to promote from within.

YOU AND YOUR JOB

A) Teamwork: The Basis For Our Success

All activities where people are involved have to have one important ingredient - TEAMWORK! We are all part of a team pulling together. There is nothing more important than cooperation among fellow workers, tempered with a willingness to better understand them and their problems. Teamwork makes most jobs easier than they would be otherwise. With teamwork, your working conditions will be more agreeable, and you and your fellow workers will be happier. Your employment is a two-way arrangement between you and L. I. Locksmith. If we are going to get along happily together, YOU have to like being here, and WE have to like having you. For just this reason, there is a get-acquainted period for both of us. Upon satisfactory completion of a 180-day trial period, you will become a regular employee of L. I. Locksmith & Alarm Co., Inc. with full employee status.

B) Your Personnel Record

Commencing in the early part of 1991 our Company will keep complete individual personnel files on each current and new employee. Your record with L. I. Locksmith began with your Employment Application, which is now in your individual personnel folder. Important information concerning you and your job is kept in this folder in our Business Office. Your cooperation is needed to help the Business Office maintain accurate information concerning you. Therefore, please keep the office informed when there are changes in your address, telephone number, marital status, dependents, etc. It is very important to you and the Company that your record be kept up to date at all times. It is your responsibility to keep all your corporate records up to date. This includes your federal withholding form (W4), address and any other personal information the Company needs.

C) Federal, State, Local Laws and Customer Requirements:

Homeland Security, other governing agencies and certain of our customers are now requiring stricter rules and regulations on hiring of employees. L.I. Locksmith will comply with all government agencies and comply with all rules and regulations put forth by these bodies. Further, mandatory employee back-round investigations are now required by some of our customers along with the Nassau County Consumer Affairs. All employees must cooperate with these agencies or customers and provide all necessary information request by them. Failure to provide all necessary information or any failure to disclose correct information can result in termination of your employment.

Further, certain customers are now requiring as a condition of hiring our organization drug and substance use testing. All employees are subject to random drug and substance use testing. All information will be kept confidential. However, failure to participate or positive testing could affect your status as an employee of this organization.

YOUR JOB AND YOUR FUTURE SEPARATION FROM EMPLOYMENT

A) Termination

Voluntary Termination - The employee decides to leave. For Voluntary Termination the employee should submit a notice of resignation (although a letter is not necessary it is recommended) a minimum of two weeks prior to leaving in order to give the Company time to secure a replacement and in order to be eligible to receive all "certain earned" benefits. The Company reserves the right to release all employees that give notice prior to the end of the two-week notice.

Involuntary Termination - The Company decides to terminate the employee. Reasons for Involuntary Termination "FOR CAUSE" are defined in the "Company Rules & Regulations" section of this manual. LAY OFF because of the lack of work or the need to cut costs is also "Involuntary Termination. The Company reserves the right to terminate anyone for any reason without advanced notice.

B) Termination Pay and Benefits

Terminated employees will be paid for unused, accrued, annual vacation leave at the regular rate of pay, and pay for work performed up to and including the last day of work. All employees terminate for cause forfeit any accrued vacation.

If you should leave without giving proper notice as stated above, you will receive your pay for work up to and including the last day, but will forfeit accumulated pay for vacation leave.

Terminated employees will receive their final paycheck, including all unused accrued leave, on the next regular pay day, providing their notice requirements are met.

C) Voluntary Termination Interview

We hope that you do not decide to leave us; if you do, we would like to have the opportunity to have an exit interview with you. During this interview we invite you to share your opinions, grievances, etc., with us. Information will remain confidential, and will be useful to us toward making a more successful operation. Exit interviews will be conducted by the General Manager or his appointee.

SAFETY AND ACCIDENT PREVENTION

The health, welfare and safety of our employees is a critical concern of management. We look to each of our employees to uphold this concern for their own benefit and that of their fellow workers as well. While management does all it can to ensure a safe and healthy working environment for each of you, the ultimate responsibility in accident prevention and good health habits rest with each employee.

A full range of emergency services and their quick-access phone numbers can be found on the Emergency Telephone Numbers listing which appears in this Handbook, Appendix A.

A) Play It Safe

Your safety is of major concern to us at L. I. Locksmith. With this in mind, the General Manager will work with managers to maintain an adequate program of accident prevention. In addition, it is the duty of all these people to be always working to improve working conditions and to eliminate hazards.

Safety is an important part of everyone's job, Especially Yours! We hope you will take pride in your own safety record and the safety record of the Company as a whole. Preventing accidents is everyone's responsibility. **BE ALERT! DON'T TAKE CHANCES!** When you discover any condition you consider dangerous, report it **AT ONCE** to your immediate supervisor. Your safety suggestion may save you or someone else from a serious injury or a fatal accident.

B) These Safety Rules Will Help You Work Safely on The Job Regardless of Location:

1. Each employee must report each and every accident, regardless of how minor, to his/her immediate supervisor as soon as possible.
2. Employees who fail to report accidents could lose out on medical care paid for by Workmen's Compensation or disability programs.
3. Keep fit - **MENTALLY** and **PHYSICALLY!**
4. Learn the safest way to do your job - then do it that way until it becomes habit.
5. Report defective electrical equipment and wiring.
6. Make sure that all materials are stored properly.
7. **LIFTING** requires **REAL KNOW HOW**. Size up the load first, then get help if you need it. Bend your knees, get solid footing, straighten your back, and lift with your legs. Avoid jerking or twisting your body.
8. Pranks and horseplay of any description will not be tolerated.

9. When driving Company vehicles, drive DEFENSIVELY and COURTEOUSLY. Drive defensively to reduce the possibility of an accident; Drive courteously because the vehicle is a traveling billboard and we must protect our image. Failure to follow this directive could lead to disciplinary action.
10. Remember that safety bulletins and posters are for your protection.
11. Watch out for the safety of your fellow workers. In turn, they will watch out for you.
12. Wear safety glasses, hearing protection and any other prescribed or sensible protective gear when working with machinery or tools.
13. Any employee driving a Company vehicle is required to check to see that the following equipment is working:
 - a. Directional Signals
 - b. Brake Lights
 - c. Lights
 - d. Windshield Wipers
 - e. Back Up Warning Signals(non-passenger vehicles)
14. Any employee driving a Company vehicle is required to wear safety belts. Furthermore, lights must be on when inclement weather is present.
15. Any and all equipment needing service are to be reported to your supervisor immediately. In the case of vehicles, all necessary service required should be put in writing. Failure to adequately maintain your vehicle, could cause you to lose your use of the vehicle to drive to and from work.
16. All drivers are responsible for seeing that their vehicles are properly serviced, registered and inspected. Drivers are provided with an E-Z Pass tag and a gas card. Personal use of either item can lead to loss of personal vehicle privileges or termination for theft of service at the sole discretion of management.
17. **CLEANLINESS PROMOTES SAFETY.** All vehicles are to be kept clean and orderly at all times. Any driver who uses his vehicle to get back and forth to work is responsible for **cleaning and washing their vehicle on their own time.** Employees who fail to maintain the appearance of their assigned vehicle may lose the privilege of using the vehicle to come to and from the office. Any receipts for cleaning materials or van washing presented to the Business Manager will be reimbursed to the driver after verification.

**REMEMBER - EVERYTHING THAT YOU DO FOR SAFETY'S
SAKE IS DONE FOR YOURSELF!**

EMPLOYEE BENEFITS

Since you were selected carefully because of the contribution you can make to L. I. Locksmith, the Company offers an excellent package of benefits to all non-union employees. Union employees should consult their local for all contract benefits. All non-union employees' benefits are listed below:

- Group Health Insurance - Retirement Program
- Paid Vacation
- Dental Insurance
- Paid Sick Leave
- Major Medical
- Uniforms
- Training & Education
- Paid Holidays
- Worker's Compensation
- Paid Jury Duty (limited)
- Paid Military Leave (limited)
- Unemployment Insurance
- Disability Insurance
- Social Security
- Leaves of Absence
- Family Death Leave (immediate)

Each of these benefits is explained in the following sections. If you need further clarification or have further questions, the benefit coordinator will be glad to assist you. Your rights under COBRA can be found in Appendix B.

Medical and Dental Participation Fees:

Our company provides a voluntary participation of medical and dental benefits, as a result there is a small fee charged to all employees choosing to participate in either both or one of our health benefits. The fee along with the correct cost sharing amount will be deducted through payroll on a per payroll period basis. If an employee participates in both our medical and dental plans a total fee of \$15.00 will be added to whatever sharing costs the employee is required to pay based on the current medical plan that particular employee is a member and deducted from payroll. The fee schedule is as follows:

First Coverage (Medical or Dental)	\$10.00/per pay period
Second Coverage (Medical or Dental)	\$ 5.00/per pay period

Group Hospital and Major Medical Insurance

Group Hospital and Major Medical Insurance is offered by the Company to regular, full-time employees. This insurance is provided at a minimal cost to you as a regular employee commencing on the first day of the month following the Ninetieth (90) day of your employment. All contributions will be collected through payroll deduction. This policy will also cover your immediate family members (as defined by the plan) at a small cost to you if your employment began prior to June 30, 1992. All employees whose employment began after July 1, 1992 will be responsible for 25% percent of the cost difference between the cost of you as a single-covered employee and the cost of your actual coverage, all employee contributions will be collected through payroll deductions. Group Hospital Insurance covers normal, day-to-day hospital costs. Major Medical Insurance covers extended hospital stays and major surgery costs. Web site links can be found in the employee section of our Company web site detailing the Group Hospital and Major Medical Insurance Policies.

Dental Coverage

L. I. Locksmith provides a basic dental insurance plan for you and your family. Coverage begins on the first day of the month following your ninetieth day of employment. Web site links can be found in our employee section of our Company web site detailing the Dental Insurance Plan.

Death in Employee's Family

So that your accrued leave status is not affected by an absence due to death in your immediate family (spouse, children, parents, spouse's parents, brothers, sisters, relatives living with you, or persons who reared you in the absence of your parents), you will at each time, be eligible for up to three days of excused absence with pay. Pay for such excused absences will be made ONLY for actual time lost from work.

Death of an Employee

In the unlikely demise (not work related) of an active employee in good standing with a legally married spouse living with the employee at the time of their demise having at least eight full years of continuous employment, the company will extend to that spouse an extension of payroll (based on forty hours per week) and will continue any company medical or dental plan the employee was a participant at the untimely death of that employee. The benefits will continue based on the latest continuous employment record. For every three years of employment the employees spouse will be entitled:

One week of pay for a maximum of eight weeks

Two months of medical/dental coverage for a maximum of thirty six months.

Jury Duty

L. I. Locksmith considers the performance of Jury Duty a very important obligation of citizenship. When you receive a summons for jury duty, you must present it to your immediate supervisor promptly so that he or she can arrange time off for you. If the court appearance does not require your attendance in court the entire work day, you are expected to return to your job for the remainder of the day, provided there is reasonable time left to do so. Failure to return will jeopardize the supplementary, pay provision. Jury duty will not be counted against vacation or sick leave days. The Company will pay your wage to a maximum of ten days or salary for the period of time you serve; however, the pay you receive for jury duty to a maximum of ten days must be turned over to the Company.

If jury duty is for a length of time greater than ten working days, employees may take unused sick leave, less any pay received as a juror for such days. During such leaves continuing beyond ten working days, the employee's length of service and benefits will not be interrupted (to the extent permitted by laws applicable to his benefits).

Training & Education

Naturally, you are especially interested in your future with L. I. Locksmith. You have probably already asked yourself "How much can I learn?" The answer is up to you - many opportunities exist as we grow. Our managers and experienced employees are eager to help you learn your job. The Company

encourages all experienced technicians to help train all new employees and to help train all Company personnel to better prepare us to be competitive. From time to time special courses and training aids will be made available for employees at various job levels. You are encouraged to take advantage of these opportunities. All after hour training sessions are done with pay (paid at straight time not Overtime).

Military Training

Employees who are members of an Active Armed Forces Reserve or National Guard Unit and who must serve a tour of duty, will be granted time off with pay to fulfill these obligations. Pay will be that amount of normal pay less that earned on Military Leave up to a maximum of ten working days.

Social Security

Under the federal government's program of Social Security you will make tax payments based on a percentage of your income during your working years to provide an income for you and your family when your earnings are cut off by either retirement or total disability. You and L. I. Locksmith share these Social Security payments equally.

The nearest Social Security office can advise you concerning application for retirement, survival or medicare benefits. You should also report name changes to this office and to our business office in order to receive an updated Social Security card and to make sure your earnings will not be incorrectly reported.

Worker's Compensation

While working at L. I. Locksmith you are covered by Worker's Compensation Insurance paid for you by our Company. If you are injured on the job or contract an occupational disease, this insurance will provide for your medical care and for weekly benefits should you be disabled. Legal assistance is not necessary in order to secure full benefits as specified by law.

Injuries resulting from horseplay may not qualify for Compensation. In the event of a job injury Worker's Compensation will pay for Partial Disability, Permanent Partial Disability and/or Total Disability.

If death results from the accident, your beneficiaries will receive funeral expenses and survivors' benefits. Should you have any questions pertaining to Worker's Compensation, the Benefits Coordinator will assist you in any way possible. In the event of a job-related injury, you must report to a supervisor immediately (condition permitting). You are also responsible for helping your supervisor fill out an accident report as soon after the accident as possible.

Non Union Paid Holidays

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Holidays listed above occurring on Saturday or Sunday will normally be taken on the following Monday (as per the Federal Monday Holiday Law).

Management reserves the right not to pay any employee for a holiday if they miss work on the normal work day immediately preceding or immediately following the day designated as the holiday unless you turn in a doctor's excuse for the work day or you have specific permission to miss the work day from the General Manager. In the event you are on vacation while one of the above holidays occurs, a vacation day will not be charged against you for the paid holiday. Employees with less than six months on the job are not eligible to be paid for the first legal holiday that falls within that time frame. Union employees are granted paid holidays as per the contract.

Paid Vacations

Paid vacation time is earned on an accrued basis for all non-union employees. Vacations may not be accumulated from year to year. Time is earned from the date of hire. Each employee may select his/her own time for vacation, provided the needs of the business permit and as per the vacation policy which can be found on the back of the vacation request form. Only regular full-time non-union employees are eligible for Company paid vacation. If a part-time employee changes to full-time status, the date of change will be considered the employment anniversary for determining vacations.

The present vacation schedule is as follows:

Prior to one full year	see schedules in Appendix E.
After One Full Year's Service	- 10 Days Vacation
After Eight Full Years' Service	- 15 Days Vacation
After 20 Full Years' Service	- 20 Days Vacation

Union employees' are eligible for the same amount of vacation time as non-union; however, all vacation benefits are subject to the union contract.

You must take your vacation within the twelve-month period immediately following the twelve month period in which the vacation time is earned. You cannot work eighteen months and then take three weeks, or two years and then take four weeks.

Nor can you skip the vacation period. One must take the time off during each year, or forfeit that vacation time in excess of three days. The Company will pay for up to three days unused vacation time.

Any conflicts in vacation will be resolved by seniority. If you work in an area where only a limited number of employees work, only one individual may be off at any given time. So as not to form any confusion, a request will not be considered entered until 5:00 P.M. of the day the request is given to your supervisor. If two individuals request the same vacation on the same day, seniority will prevail.

Leaves of Absence

Although L.I. Locksmith is not required to follow the Family Leave Act it is management's intention to conform to this law wherever practical. Since we are small organization there might be a situation where we will not be able to abide by this law. All requests will be considered on the particular circumstances of the individual employee. All efforts will be made to grant the employee's request. Should this happen to you, first discuss it with your immediate supervisor, and then make an application for your leave of absence in writing to him/her stating:

1. The reason for your request.
2. Requested starting date.
3. Anticipated date of return.

If your supervisor approves, he will forward your request to the General Manager with his recommendation for a decision, and you will be notified promptly.

In most cases, leaves without pay are granted for the following reasons to persons whose performance has been satisfactory or better:

1. Military Service.
2. Illness or injury (not resulting from employment).
3. Maternity Leave (to qualify you must have been employed at least one full year).
Maternity leave may not exceed six months. Maternity leave may qualify for disability benefits.

Depending upon the length of this request, the employee that has been granted his/her request for leave may become responsible for paying for their medical and dental benefits. Union employees should consult your Local for how medical benefits are affected by family leave. All situations will be made on an individual basis, and will not be construed as to set a precedence for future cases. If the Company agrees to pay for your Medical and dental benefits, they will be paid for the remainder of the month that your leave begins, and the first full month of your leave. From that point on you are responsible for all medical benefit costs. Any leave longer than six months may be considered a voluntary termination of employment.

Female Maternity Leave - You will be permitted to take up to six months of uncompensated leave and your job will be held. Upon your return you will be reinstated at the same rate of pay as when you left. All efforts will be made to keep your same job position although that cannot be guaranteed. Medical and dental benefits will be paid for the remainder of the month that your leave begins, and the first full month of your maternity leave.

Statutory disability benefits maybe available for pregnancy's and in certain instances unemployment benefits are available. It is the employee's responsibility to file for these benefits with the proper agency.

Leave time is not counted as time on the job for accruing vacation benefits and no vacation will be granted during a period of six months after return from a leave of absence of thirty days or more.

Unemployment Insurance

Unemployment Insurance is a joint Federal-State program. Its purpose is to provide benefits for workers and their families when, through no fault of their own, they have lost their job. L. I. Locksmith pays for this protection for you.

Disability Benefits

L. I. Locksmith pays for both statutory and non statutory disability (for non-union employees)insurance for your benefit. Disability insurance is designed to provide you with continuing income should you be unable to work for an extended period of time due to accident or illness NOT work related.

If this event occurs, check with the benefit's coordinator for the policy and forms to activate this benefit.

Retirement Program

L.I. Locksmith offers (for non-union employees) a 401(k) retirement program which is administered by our payroll service ADP. A link to this information can be found on our web site.

Sick Leave

After your first full year of service you are eligible for six (6) Sick Leave days per year with pay. These days are earned at a rate of one for every two months of work completed. Sick Leave days with pay cannot be taken in advance of earning. You will commence earning these days each year starting with the year following your hire date. These days (or half days) can be used for illness only, and not for routine doctor or dentist appointments.

Except in serious, unpredictable emergencies, notice must be given to your immediate supervisor at the earliest possible time. In NO case should notice be given more than one hour after the start of the work day.

Extended Sick Leave

All non-union employees with seven full years or more of service, are eligible for extended sick leave. This leave is only available where an employee is incapacitated or hospitalized. The rate that these days are accrued is for every year after the seventh full year of service. The employee is permitted three days extended leave.

However, before this leave is available, all unused yearly sick leave and all vacation leave must be exhausted. In no way may this leave be used to extend normal sick leave. Further, once this leave is used, it must be accrued again. That is if someone has accrued nine days of extended six leave and in year twelve he or she uses six days, in year thirteen he or she only has six days of usable extended six leave if needed.

Company Loans:

It is the policy of L. I. Locksmith to financially help its employees with four full years or more of service when the need arises under certain limited conditions. Beginning January 1, 1991, no loan may exceed \$500.00 without collateral. Payment schedules and interest charges will be discussed before the loan is approved. All loan payments will be collected by automatic payroll deductions.

Loans can be in the form of cash advances, materials purchased from our vendors or items removed from inventory with prior approval of the General Manager. Under no circumstances may an employee charge any expenses to the Company without express permission from the General Manager.

WORK SCHEDULE & PAYROLL POLICIES

Your Pay

All non-union employees will have their pay period commence on Sunday of week one and end on Saturday of week two. Pay day is the Friday following the end of the pay period. All employees whose employment commenced after January 1, 1990, will be paid by directly depositing their pay into a bank account of their choice. Union employees will be paid according to the current labor agreement.

Errors are sometimes made even in the best of circumstances. It is your responsibility to check your paycheck carefully. Should you find what you think is an error, bring it to the attention of the Business Manager so that adjustments can be made, if necessary.

Payment of wages by check has been approved by the New York State Department of Labor.

Overtime

In the normal operation of the Company's business, work is occasionally required beyond the normal work schedule. Employees are required to work overtime when so requested. When at all possible, this will be on a voluntary basis, but in rare situations this will be mandatory.

Overtime will be paid in conformance with applicable labor laws at the rate of time and one half for all hours exceeding 40 in the normal work week. The normal work week is defined as Sunday through Saturday excluding unpaid meal times.

Any emergency overtime service work will be paid on the basis of the following schedule:

Monday - Friday	8:00 P.M. - 11:00 P.M.
Saturday	1:00 P.M. - 11:00 P.M.
Sunday	8:00 A.M. - 11:00 P.M.
Twice (2 X's) the normal hourly rate.	
Holiday and all other times - two (2 X's) the normal hourly rate.	

Anytime an employee is called out from his/her home. They are guaranteed two (2) hours minimum time. Salaried employees are not paid for overtime work.

Note: Any service contract or customers that are subject to federal and state prevailing wage rates override the above schedule. All contracts and payroll laws prevail over our company policy. Minimum hours requirements are also governed by individual contracts or prevailing wage laws.

Mealtime and Breaks

All non-union employees will be granted 30 minutes of unpaid mealtime, as near to the middle of the work shift as is practicable. Mealtime in a department will be arranged by the Management, but no employee will normally work more than six hours before having a mealtime.

Occasionally, an employee may be requested to work through his/her regularly-assigned mealtime or part thereof to complete an assignment, await a replacement or better serve an area of need.

No department is to be left unattended during mealtime.

Without exception, each non-union hourly employee will have 30 minutes deducted from their pay each day for a lunch period, and it is expected that they will take that lunch period. Union employees should consult their work rules for all breaks and meal times.

Payroll Deductions

Federal, State and Local laws require that we make certain deductions from your pay. These include deductions for Income Taxes, Social Security, Disability (Statutory). Voluntary deductions will also be made for Medical Benefits, Loans and Garnishments (when so ordered by a law enforcement agency). Such deductions will be itemized on your pay record for each payroll for you to see.

No other deductions will be made from your pay without a written comment by the Company or a request in writing by the employee. If at any time you have any questions regarding deductions, do not hesitate to see the Business Manager.

ATTENDANCE

In order for any organization to operate efficiently it is necessary to have a reliable work force. You are obligated to work regularly and to be on time. Your absence increases the work load of everyone else. Recognizing the fact that there will be times when it may be absolutely necessary for you to be absent, the Company has established an attendance policy. Reasonable allowance will be made for occasional absences where "proper notice" has been given to the supervisor by the employee, and the absence excused.

"Proper Notice" for an absence you cannot anticipate is to inform the proper individual as soon as possible, but no later than one hour after you are scheduled to begin work.

Each employee should understand that satisfactory meeting of attendance standards at L. I. Locksmith is one of the two most important aspects of performance used as the basis for potential promotions and wage increases. Those failing to meet these standards are subject to disciplinary action and potential dismissal.

Tardiness

Occasionally you may have to be late for work. Perhaps the alarm did not go off. A tire went flat, whatever the reason - good or bad - you have actually been responsible for work delays. When many of us are late the lost time, adds up very quickly. Over a period of time, those seemingly trivial minutes multiplied by each work day and by many employees, grow into a staggering loss figure.

Tardiness is costly to you because when you do not work, you do not get paid. Excessive tardiness reflects a lack of interest in your job and in the Company which can ultimately result in your termination.

GOOD HOUSEKEEPING

Keeping our work place neat and orderly is necessary to the quality and efficiency of our work, the safety of our employees and the facility, and enhances the appearance of our building. It is the Company's policy to portray its "tradition of excellence" in all aspects, which includes a facility appearance of the highest quality.

In this regard, each employee is expected to do his/her share in our Company's good housekeeping by:

- keeping his/her own work area as neat and clean as possible during their work hours and leaving it in a neat, clean and orderly condition at the end of the work day;
- all Company buildings are designated as nonsmoking area. Employees smoking outside are responsible to correctly dispose of their smoking material. Under no circumstances should smoking debris be discarded on the ground.
- leaving bathroom facilities in a neat condition that portrays cleanliness in one's personal habits and consideration for other employees and visitors who use the facilities;
- cooperating with your co-workers and cleaning crews in maintaining the cleanliness and good appearance of all department areas and other common areas inside the building, as well as the parking areas, driveways, walkways, lawns, planted areas and the like outside the building.
- road technicians are responsible for keeping their vehicles clean, polished and organized.

DRESS CODE & APPEARANCE

- A. All employees must be clean of body at all times while working.
- B. All employees must be clean-shave or have neatly trimmed beards at all times while working, including when they are starting a new growth.
- C. All employees must have clean hair which is neatly trimmed (cut) to a length above the top of the collar (other than females). The Company will on a case by case basis consider an employee's request to keep his hair longer than normally permitted by the company standard. This decision will be the sole responsibility of the General Manager.
- D. All employees must wear clean and wrinkle free Company uniforms at all times while working. The Company provides sufficient uniforms (including shirts, long pants and outer jackets) to each employee, and the employee is responsible for keeping them neat, clean and pressed. Furthermore, upon termination of employment all uniforms must be returned before your final pay check will be released.
- E. Employees should wear laced, leather shoes and socks at all times while working.
- F. In really hot, humid, summer weather, Bermuda shorts may be worn by road personnel (Bermuda shorts are knee length). Bermuda shorts will be provided as part of the uniform, should you desire to have them. You **MUST** carry long uniform pants on the service vehicle at all times; should a customer object to the wearing of shorts on their premises, you must cheerfully change to the uniform long pants during that job. Cut off shorts are prohibited.
- G. No employee will strip to the waist at any time while working. No employee is to work in tee shirts or body shirts at any time.

SPECIAL REQUIREMENTS

- A. Safety glasses and hearing protection will be provided to each employee. If lost or broken it is responsibility to immediately request a replacement pair.
- B. Prescription safety glasses will be provided on a case-by-case permission basis as approved by the General Manager.
- C. All field and shop employees are required to provide their own hand and power tools, and be responsible for their maintenance.
- D. The Company will provide some EXPENSIVE power tools, and in instances where this is the case, you will be responsible for their condition as they were when assigned to you.
- E. Ladders are supplied by the Company, and when they are assigned to you, you will be responsible for them.
- F. The Company WILL replace those tools which you originally purchased for your use on the job if they become damaged providing that you present the "receipt of purchase" and the damaged tool to the warehouse manager.
- G. All educational and technical manuals, price books and any other literature provided to you by L. I. Locksmith, remains the property of the Company. You are responsible for their well-being and security. You MUST return them to your supervisor upon demand at any time, or before your last paycheck will be issued, should you terminate employment for any reason.
- H. Certain individuals will be issued beepers or cell phones/two-way radios and they are financially responsible for 50% of the replacement cost when lost.
- I. All active employees are hereby notified that the company compiles and maintains a current and active list of all employee drivers' licenses. Further, the company reserves the right and the employee grants the company permission to periodically get a DMV report of that employee's driving record. Any employee that wants the company to notify them prior to accessing their DMV records must send a letter in writing to the business office. This letter must state that you want to be expressly notified of any request of a DMV driving history prior to the actual report being requested from DMV. Please note any employee who wishes to be notified prior to their record from DMV being requested may for safety reasons temporarily be stopped from driving a company vehicle until their record is evaluated. If the employee's job is contingent upon driving (ie: a road service technician) for the company, this employee may have to take unpaid leave until such time that all evaluations are complete.
- J. Due to the nature of our work some employees are granted service or passenger vehicles to perform the jobs. Other employees who are not given company vehicles may from time to time need to travel with their personal vehicles for company business. Any employee who needs to use their personal car will be reimbursed at the current federal IRS published mileage rate.

MEETING OUR PUBLIC

Telephone

Our telephones are primarily for Company use. All employees should remember this and avoid making purely social calls. BRIEF, necessary personal calls can be made if kept to a reasonable minimum. Abuse of this privilege will result in discontinuance.

Our telephone, is an important means of customer contact, one of the "DOORS" through which our public comes. Many customers never come to our Shop. The opinion they have of L. I. Locksmith depends solely on what they hear.

When answering the phones or talking with customers, be sure to answer promptly. Try to speak with a smile on your voice, and assure the customers of our desire to be of service. LISTEN carefully to what the customers say - CARE! Be courteous no matter how difficult it may sometimes be.

CALL BACK ON YOUR MESSAGES, no matter how hard it is. KEEP YOUR PROMISE - IF YOU SAY YOU WILL CALL BACK - DON'T FORGET! Don't keep people on "hold" - 30 seconds can seem like an hour. Get to the point.

Lastly, it is against Company policy to use the toll-free numbers for personal use.

Confidential Material

You will be exposed to material about individuals and companies with which we do business. This type of material and information must remain within our business and must not be discussed outside with others.

COMPANY RULES & REGULATIONS

Certain rules and regulations are necessary in every organization. Every rule or regulation of our Company is established specifically for the well-being of all employees and the overall efficient operation of the Company. Any employee who fails to follow the necessary rules and regulations governing his/her conduct is not only penalizing himself/herself, but is doing a disservice to all of the other employees.

L. I. Locksmith's rules and regulations are not intended to restrict or impose upon the privileges of anyone, but are designed to insure the rights and safety of ALL Locksmith employees and to provide working guidelines to assure equitable and businesslike department.

In recognition of the fact that each incident differs in many respects from somewhat similar situations, the Company retains the right to treat each occurrence on an individual basis without creating a precedent for other cases which may rise in the future.

The Rules and Regulations of the Company are divided into three groups to reflect degree of severity of offenses. Violations of these rules are cause for warnings and discharges depending upon the seriousness, severity and frequency of violation. In each group, and for each rule, consideration will be given to the offense, the cost involved, the time interval between violations, the length and quality of service and the ability of the employee concerned.

A) Reporting of Improper Acts

Occasionally, as much as we regret it, we will incur a loss arising from theft, fraud or embezzlement of the Company's monies or property by our own personnel. Any person having knowledge of, or suspicion of such loss, should immediately notify the General Manager of the Company. This report is to be done confidentially, and it will be handled with the strictest confidence.

Rules governing the use of technology on the job.

Personal Devices - (non company issued) Cell Phones / Messaging Devices and Electronic Equipment

L.I. Locksmith will not be responsible and will not pay or arrange for repair or replacement of personal, unnecessary equipment that is in anyway damaged, lost or stolen. L.I. Locksmith recommends that all personal equipment not be brought into the workplace/job site at any time.

- 1 Personal devices should not be used while working on a job. Only to be used during breaks.
- 2 Personal devices should not be used in an area that may be disruptive to working employees or in sales areas.
- 3 Personal cell phones should not be used as a point of contact on a regular basis to contact customers.
- 4 Personal devices should not be used while driving any vehicles. All laws should be observed at all times.

Company Supplied Devices Two-way Radios/Cell Phones/Messaging Devices/Electronic Equipment

Cell Phones and Two-way Radios are issued as necessary on a case by case basis and are not issued to all employees. All Equipment remains the property of L.I. Locksmith and must be returned in acceptable condition before your final paycheck will be issued.

Cell Phones and Two-way Radios are to be used for Company business only. Employees are responsible for the proper care and maintenance of the units and supporting equipment (chargers, hands-free equipment, etc.) issued. This includes keeping the battery charged at all times on portable units, and keeping portable units on and available for a 24-hour point of contact. If the equipment is lost or damaged, the employee is responsible for up to 50% of the replacement cost.

- 1 Devices should not be used while operating power tools or at any other time when performing a work function. This can cause a unsafe working condition.
- 2 Devices should not be used in an area that may be disruptive to working employees or in sales areas or on customer's premise.
- 3 Cell phone numbers should not be given to customers. All contacts with customers should originate through our standard phone system. Customers should always be given our normally published numbers when asked for our Company's phone number.
- 4 Should not be used while driving any vehicles. All laws should be observed at all times. NY State Law prohibits using handheld devices while driving. Standard Communications should be made before you begin travel (i.e., calling dispatch to say you're "complete" should be made before you move the vehicle). If it is necessary to communicate while driving, and you can do so

safely, you must use the Hands-Free option that is installed in your vehicle or supplied to you.

5. Should only be used if necessary at a customer's facility where permitted. Most hospitals do not permit use of wireless equipment.
6. Tickets issued to drivers for cell phone/radio use are the responsibility of the driver and will not be paid for by L.I. Locksmith. As always, L.I. Locksmith expects all employees to behave within the boundaries of the law. Further, any employee that receives a moving violation, parking in a handicap space or area designated as a fire zone are personally liable for all fees, court costs and fines and to be paid in a timely manner. Any ticket received by the company for above listed infractions will be paid by the company and deducted over a period of time through payroll deduction.
7. Employees whose cell phones exceed their monthly allotted minutes (billing plans), will be responsible for paying for all non Company related transmissions for that billing cycle

E-Mail (Electronic Message) Policies

E-mail accounts are issued as necessary on a case by case basis with various levels of "rights and permissions," and not issued to all employees. Employees with e-mail accounts are responsible for checking and responding to e-mails in a timely manner.

1. E-mail accounts are to be used for Company business only, internally as well as for outside business contacts. Employees may not use Company email to distribute defamatory, fraudulent or harassing messages, or otherwise to engage in any illegal or wrongful conduct. As well as not to infringe the copyright or other intellectual property rights of third parties,
2. E-mail accounts should not be used to subscribe to newsgroups or to receive promotions.
3. E-mail accounts are not monitored. However, L.I. Locksmith reserves the right to monitor, read and delete any and all emails. L.I. Locksmith will not access, forward or disclose information without the need to protect system security and system maintenance, detect employee wrongdoing, comply with legal processes, or protect the rights or property of the Company.

Group I

All Group I violations will be discussed on first occurrence. If this behavior continues, an employee may be asked to go home for day without pay or suspended for a short period of time. If this behavior continues, the Company reserves the right to terminate this employee.

Rules & Regulations in Group I Are (but not limited to):

1. Failure to work assigned hours, including overtime.
2. Quitting work, wasting time, loitering or leaving assigned work during working hours.
3. Taking more than specified time for lunch.
4. Productivity or workmanship not up to required standard of performance.
5. Mistake due to carelessness.
6. Disregarding job duties by loafing or neglect of work during working hours
7. Chronic tardiness.
8. Chronic absenteeism.
9. Violating a safety rule or safety practice.
10. Absent without permission or leave.
11. Failure to report an accident or personal injury in which the employee was involved while working.
12. Engaging in horseplay, scuffling, wrestling, throwing things, malicious mischief, distracting the attention of others, catcalls, demonstrations on the job, or similar types of disorderly conduct.
13. Creating or contributing to unsafe or unsanitary conditions or poor housekeeping in the Shop, Company Vehicles or on a Customer's job.
14. Failure to wear prescribed safety gear when working.
15. Failure to have neat, clean personal and clothing appearance.

Group II

All employees who violate Group II rules will be asked to go home for day without pay or suspended for a short period of time. If this behavior continues, the Company reserves the right to terminate this employee.

Rules & Regulations in Group II Are (but not limited to):

1. Provoking or instigating a fight or fighting any time on Company or customer premises.
2. Threatening, intimidating, coercing, interfering with fellow employees and/or managers, or using abusive language at any time.
3. Sleeping on the job during working hours.
4. Making or publishing of false, vicious or malicious statements concerning any employee, manager or L. I. Locksmith and its operations.
5. Leaving the job during regular working hours without permission. (Road personnel should notify the Dispatcher when stepping out of the truck.)
6. Mistakes due to carelessness which effect the safety of L. I. Locksmith's or a customer's personnel, tools, equipment and/or property.
7. Posting or removal of any matter on L. I. Locksmith's bulletin boards, unless authorized by management.
8. Vending, soliciting or collecting for any purpose whatsoever, at any time, on Company property unless properly authorized by the General Manager. (This does not pertain to charitable solicitations on an occasional basis.)
9. Use or possession of another employee's property or equipment without the employee's consent.
10. Causing material, documents, parts or equipment to be damaged or scrapped due to carelessness.
11. Inappropriate and otherwise unwarranted use of Company funds or property.
12. Purchasing from any Company vendors using our tax number or credit backing without permission of the General Manager.

Group III

Violation of Group III Rules and Regulations will normally be disciplined with IMMEDIATE TERMINATION.

Rules & Regulations in Group III Are (but not limited to):

1. Being under the influence of alcohol or illegal drugs on the job.
2. Wanton or willful neglect in the performance of assigned duties.
3. Deliberate misuse, destruction or damaging of any of L. I. Locksmith's, Company employees' or customer's property.
4. Falsification of personal or L. I. Locksmith's records, including employment applications, accident records, purchase orders, time sheets, financial reports, other reports or work records.
5. Making false claims or misrepresentations in an attempt to obtain sickness or accident benefits, or Worker's Compensation, or any other benefit.
6. INSUBORDINATION by the refusal to perform work assigned, or to comply with written or verbal instructions from an immediate supervisor.
7. Unauthorized possession of firearms, explosives or weapons on L. I. Locksmith's or a customer's property.
8. Theft or removal of any of L. I. Locksmith's, Company employees' or customer's property from Company or customer locations.
9. Immoral, unlawful or improper conduct or indecency which would tend to affect the employee's relationship to the job and/or fellow employees.
10. The use and/or sale of illegal narcotics in any form.
11. Proven incompetence or inefficiency in the performance of assigned duties in the position.
12. Conviction or guilt of a felony or a misdemeanor of the first degree, as defined by State statute, which shows inability to professionally handle the responsibility of the job assigned.

AND FINALLY ...

Selling L. I. Locksmith & Alarm Co., Inc.

In a very real sense, YOU ARE L.I. LOCKSMITH!

The job you do, your personal appearance, your dealing with customers, the service you provide to them in the name of the Company - all of these things have an important bearing on our position of leadership.

Certainly efficiency is important. If we were not efficient, we would not be in business long. But, efficiency must be tempered with sincere friendliness and understanding in order to attract and hold our market share.

L. I. Locksmith & Alarm prides itself on being a friendly, courteous organization. We believe this to be one of the reasons why we have enjoyed steady and substantial growth.

No matter what your job, remember that courtesy and friendliness will pay big dividends - to you and to our Company - and will contribute to your own job satisfaction.

APPENDIX A

Emergency Telephone Numbers

Fire:	Hicksville Fire Department	931-0026
	Plainview Fire Department	938-2727
Ambulance:	Hicksville Fire Department	931-0026
	Plainview Fire Department	938-2727
	or Nassau County Ambulance	911
Poison Control:		542-2323
Hospital:	North Shore Hospital at Plainview	681-8900
Emergency Room:	North Shore Hospital at Plainview	681-8900
Emergency Care:	Bethpage Primary Care 530 Hicksville Rd Bethpage, NY 11714	937-5000
Eye Doctor:	Dr. Jeffrey Willig 50 Underhill Boulevard Syosset, NY 11793	921-1155
Police:	Nassau County 2nd Precinct	573-6200
Gas Only Emergencies:	National Grid	1-800-490-0045
Electric Emergencies:	LIPA-Electric Emergency	1-800-490-0075

APPENDIX B
Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA)

On April 7, 1986, a new federal law (COBRA) was enacted (Public Law 99-272, Title X) requiring that most employers sponsoring group health plans offer employees and their families the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the plan would otherwise end. This notice is intended to inform you, in a summary fashion, of your rights and obligations under the continuation coverage provisions of the new law. Both you and your spouse should take the time to read this notice carefully!

If you are an employee of L. I. Locksmith covered under the Group Health Plan, you have a right to choose this continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part).

If you are the spouse of an employee covered under L. I. Locksmith's Group Health Plan, you have the right to choose continuation coverage for yourself if you lose group health coverage under L. I. Locksmith's Group Health Plan for any of the following four reasons:

1. The death of your spouse;
2. A termination of your spouse's employment (for reasons other than gross misconduct) or reduction in your spouse's hours of employment with L. I. Locksmith;
3. Divorce or legal separation from your spouse; or
4. Your spouse becomes eligible for Medicare.

In the case of a dependent child of an employee covered under our Group Health Plan, he/she has the right to continuation coverage if group health coverage under L. I. Locksmith's Group Health Plan is lost for any of the following five reasons:

1. The death of a parent;
2. The termination of a parent's employment (for reasons other and gross misconduct) or reduction in a parent's hours of employment with L. I. Locksmith;
3. Parents' divorce or legal separation;
4. A parent becomes eligible for Medicare; or
5. The dependent ceases to be a "dependent child" under L. I. Locksmith's Group Health Plan.

Under the new law, the employee or a family member has the responsibility to inform the Management of a divorce, legal separation or a child losing dependent status under our Group Health Plan.

Under the new law, you have at least 60 days from the date you would lose coverage because of one of the events described above to inform Management that you wish continuation coverage.

If you do not choose continuation coverage, your group health insurance coverage will end.

If you choose continuation coverage, L. I. Locksmith is required to give you coverage which, as of the time coverage is being provided, is identical to the coverage provided under the plan to similarly situated employees or family members.

It should be understood that continuation coverage is at the recipient's own expense plus a 2% administration fee.

The new law requires that you be afforded the opportunity to maintain continuation coverage because of a termination of employment or reduction in hours. In that case, the required continuation coverage period is 18 months. However, the new law also provides that your continuation coverage may be cut short for any of the following five reasons:

1. L. I. Locksmith no longer provides group health coverage to any of its employees;
2. The premium for your continuation coverage is not paid by you;
3. You become an employee covered under another group health plan;
4. You become eligible for Medicare; or
5. You were divorced from a covered employee and subsequently remarry and are covered under your new spouse's group health plan.

You do not have to show that you are insurable to choose continuation coverage. However, under the new law, you have to pay all of the premium for your continuation coverage. (The new law also says that, at the end of the 18 month or three years continuation coverage period, you must be allowed to enroll in an individual conversion health plan provided under L. I. Locksmith's Group Health Plan.)

This new law applies to our Group Health Plan beginning on September 1, 1986. Also, if you have changed marital status, or you or your spouse has changed address, please notify Management.

THIS IS A NOTICE OF NEW RIGHTS FOR YOU, YOUR SPOUSE AND YOUR DEPENDENTS UNDER COBRA; AND NOTHING CONTAINED IN THIS NOTICE IS INTENDED TO REDUCE ANY BENEFITS OR RIGHTS TO WHICH YOU, YOUR SPOUSE OR YOUR DEPENDENTS MAY OTHERWISE BE ENTITLED.

In the event that regulations interpreting COBRA would require any change in compliance procedures as described above, or if there is any other change in the law, we will attempt to keep you informed.

APPENDIX C
Group Health Insurance

TO BE DISTRIBUTED BY INSURANCE CARRIER DIRECTLY TO YOU.

Visit our employee web site for links to your plan.

<http://www.lilocksmith.com/employee>

APPENDIX D
Dental Insurance Plan

TO BE DISTRIBUTED BY INSURANCE CARRIER DIRECTLY TO YOU.

Visit our employee web site for links to your plan.

<http://www.lilocksmith.com/employee>

APPENDIX E

In an effort to have all vacation periods fall within the calendar year, the following schedule for the first year of employment will prevail. That is to say, an employee hired in year one is eligible for the following vacation in year two. Following the first full year of employment, the regular vacation schedule will apply.

Weeks of Employment	Days of Paid Vacation	Days of Sick Leave
8	1	1
12	2	1
16	3	2
20	4	2
24	5	3
30	6	3
36	7	4
42	8	4
48	9	5

Any individual taking a leave of absence will forfeit, in the next calendar year, vacation prorated by the length of the leave. However, seniority and benefits accrued will not be affected.

APPENDIX F.
VACATION POLICY

All Vacation Requests must be submitted in writing or electronically via the web-site / e-mail requests are handled on a first come, first serve basis (seniority will prevail when two or more requests are received on the same day by 5:00pm). E-mailed requests, will be considered submitted as of the following business day. All vacation requests for dates in an upcoming year will be considered received the first business day after December 1st. for seniority to take precedence.

1. Requests for a Full Week (5 consecutive business days) will take precedence over a request for single day(s), regardless of seniority, when two (2) or more request forms are submitted on the same day. If you work on a Saturday, your scheduled day will determine if your vacation week start or ends on Saturday
2. No more than two (2) road technicians (per division) and one (1) shop technician (per division) will be granted vacation time for any given day.
3. In order to be fair to all employees, The following holidays, Memorial Day and Labor Day, Independence Day and Thanksgiving, Christmas and New Years, will be considered "paired holidays." If you are granted one set of days, you are prohibited from taking its companion, regardless of seniority status or how far in advance it is requested. Christmas Eve and New Years Eve work schedule will be assigned. This will no longer be decided based on seniority or convenience
4. Single days surrounding a holiday are prohibited, at first, from being granted to anyone, unless taken in conjunction with a full week. Thirty (30) days prior to the holiday, these dates may be released depending on availability. Once released it may bar an individual from taking the entire week and rule three above will be in effect.
5. All employees are limited to a maximum of five (5) vacation days for the month of November and five (5) days for the month of December. Please note; if you fail to use your vacation in a timely manner and it ends up that there are no available days in November and December, you will lose all vacation time in excess of the three (3) days that the company pays you for not using. There will be no exceptions to this policy and you will not be permitted to carry unused vacation days into the next calendar year. Since the company policy is "in an area where only a limited number of employees work, only one individual may be off at any given time." On the request form there is a list of groups, to give you an idea of how work areas are put together. Furthermore, on the day(s) an individual in your group is off, the other member(s) must be prepared to work additional hours if needed. In other words, do not make plans to be somewhere after work, it is necessary for your schedule during that week to be flexible.
6. Vacation requests still must be approved! Please do not make any plans or commit your self in any way (i.e., deposit to a travel agent for a trip) until you are sure your request has been granted. Do not assume that because no member of your work group is off, that you are automatically granted the day(s) requested. Work schedules and other requests' factor into the decision making process. If a request for vacation is denied, and coincidentally, you do not show up for work on that day (i.e.sick) you will not be paid for that day regardless of time remaining.

APPENDIX G
401(K)

This is totally your responsibility. Enrollment and management is done through ADP

Visit our employee web site for links to your plan.

<http://www.lilocksmith.com/employee>

Appendix H
Workplace Discrimination Grievance Procedure

PURPOSE

L.I. Locksmith & Alarm Co., Inc. has adopted these internal procedures to provide prompt and equitable resolution of complaints alleging violation of the Company's Statement on Non-Discrimination and/or federal and state laws protecting employees from workplace discrimination on the basis of race, sex, religion, age, national origin, marital status, veterans status, sexual orientation, disability, and any other legally protected characteristic. This includes, but is not limited to, Title VII of the Civil Rights Act of 1964, Sections 503 and 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA), ADEA, ERISA, and the Washington State Law Against Discrimination (RCW 49.60) and their implementing regulations.

These procedures are applied to

protect the substantive rights of interested persons;
provide an appropriate and fundamentally fair resolution process;
assure compliance with the above named laws and their regulations

APPLICATION

Employees

This procedure should be used by all employee classifications (Executive, Administrative and Technicians) for resolution of complaints alleging discrimination arising out of the employment relationship.

Job Applicants:

This procedure should be used by applicants for employment with the Company for resolution of complaints arising out of the recruiting, application, or employment process.

PROCEDURES

Informal Process

Reports or discussions: Any person wishing to informally discuss or report matters of concern which could give rise to a complaint is encouraged to contact the Company's General Manager acting as the company's EEO compliance officer.

General Manager
L.I. Locksmith & Alarm Co., Inc.
26 West Old Country Road
Hicksville NY 11801-4002
516-931-2273

The General Manager will listen to the concern, inform the person of his/her rights, and explain options.

Informal complaint:

If a person wishes to proceed with an internal complaint of workplace discrimination, the complaint must be communicated to the General Manager within fourteen days of the most recent alleged discriminatory action. Complaints filed after fourteen days will be processed at the General Manager's discretion.

The General Manager will investigate the matter and will attempt to resolve the complaint informally through the parties' direct supervisory levels so as to avoid need for a formal complaint.

The informal process should normally be completed within fourteen days of the filing of the informal complaint. The General Manager will notify appropriate persons if additional time is needed, and an approximate time for completion.

Normally the informal process will be used before a complainant can file a formal grievance. At the General Manager's discretion, a complaint may be resolved formally without first using the informal process, depending on the seriousness of the situation or other factors.

FORMAL PROCESS

If a complaint cannot be resolved informally, a formal grievance may be filed by employees or job applicants and should be addressed to the following

General Manager:
L.I. Locksmith & Alarm Co., Inc.
26 West Old Country Road
Hicksville NY 11801-4002
516-931-2273

who will review the matter or designate another person to do so.

The person filing the grievance will submit the following information in writing to the General Manager, no later than fourteen calendar days after completion of the informal process:

The name of the person filing the grievance (the complainant)

A brief description of the alleged discriminatory actions

The date(s) the action(s) occurred

The name(s) of the person or person responsible for the alleged discriminatory actions (the respondent).

Additional investigation beyond that under the informal process will be conducted by the General Manager acting as the company's EEO Compliance Officer, who will provide results to the President.

The complaint will be resolved by the General Manager based on investigation reports unless the General Manager directs the parties to personally appear before the President. This process affords appropriate parties and their representatives, if any, opportunity to submit evidence to the General Manager relevant to the complaint.

A written determination as to the validity of the grievance and a description of the resolution, if any, will be issued by the General Manager, with a copy to the complainant and respondent(s) normally no later than thirty days after the formal grievance has been received by the General Manager.

If extenuating circumstances necessitate an extension of time, the General Manager will notify the complainant and respondent in writing of the delay, and a reasonable time estimate for completion.

The General Manager acting as the company's EEO General Manager will maintain all files and records of the grievance.

APPEAL

Either the complainant or respondent may appeal the decision if either part is dissatisfied with the General Manager's decision. Notice of appeal will be in writing to the President within fourteen calendar days after the date of the General Manager's decision. The appeal notice should contain the reasons for the appeal. The President will provide a copy of the appeal to the other party involved in the complaint, who will then have fourteen days to respond in writing to the President.

The appeal will be heard and resolved by the:

President
L.I. Locksmith & Alarm Co., Inc.
26 West Old Country Road
Hicksville NY 11801-4002
516-931-2273

who will either personally hear the appeal or designate another person to do so. Verbal argument, if any, will be at the President's or designee's discretion.

The President or designee will normally issue a written decision on the appeal within fourteen days of the date the appeal was received by the President or designee. The decision will address the validity of the appeal and its resolution, if any. Copies of the appeal decision will be provided to the complainant and respondent.

If extenuating circumstances necessitate an extension of time, the President or designee will notify the complainant and respondent in writing of the delay and approximate time for completion.

The appeal is the final recourse within the Company.

The General Manager will maintain all files and records for this complaint process.

OUTSIDE REMEDIES

The right of a person to prompt and equitable resolution of complaints is not impaired by the pursuit of other remedies, such as filing a complaint with appropriate federal/state department or agencies. A person is not required to use this grievance procedure before pursuing other remedies. These agencies are:

WASHINGTON STATE HUMAN RIGHTS COMMISSION
905 West Riverside, Suite 416
Spokane, WA 99201
(509) 456-4473

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Federal Office Building
909 First Avenue, Suite 400
Seattle, WA 98174
(800) 669-4000

U.S. DEPARTMENT OF LABOR
Office of Federal Contract Compliance Programs
1111 Third Avenue, Suite 610
Seattle, WA 98101
(206) 553-4508