ATTENDANCE POINTS/REWARDS SYSTEM

Attendance and punctuality are crucial to the success of the employee and Centralized Showing Service (CSS). Due to the nature of our business, it is essential that employees report to work on time and are ready to work at their scheduled times. Employees are to be clocked in and ready to take or make their first call at the time their shift starts. In the event of a computer or technical issue that prevents clocking in, it is the employee’s responsibility to immediately notify a member of management, to avoid point deductions.

Any absence or tardiness creates poor service for our customers and additional stress and work for fellow associates. For these reasons, employees are expected to be prompt and regular in attendance. If you must be absent or tardy, you must notify the Supervisor on Duty; do not call the Trainer, Human Resources or another associate. If you are unable to report your absence yourself, it is your responsibility to have someone report to the Supervisor on Duty for you.

On October 1, 2014 the Attendance Points/Reward System replaced the "attendance and punctuality occurrences" system to reward our non-exempt/hourly contact center employees while aligning those rewards with our business needs, attendance policies, and job expectations.

Primary Features of the Attendance Points/Rewards System:

- The points/rewards system may be revised by upper management as deemed necessary and appropriate.
- Upon implementation, each current employee's "occurrences balance" automatically transferred to an equitable balance in the new "point" system
- Each New Hire will start with 100 points “in their bank”
- Doctor’s notes are not relevant in the Attendance Points/Rewards System, and will NOT be accepted to avoid points for missing any part of an assigned shift
- No doubling of points for weekend shifts
- No “aging” of points (i.e., no elimination of points after a certain period of time)
- As of July 1, 2016 the maximum balance an employee may have in their attendance bank is 250 points. If their balance reaches 251 or more points, the employee will have one week to redeem a prize that brings their balance to 250 points or less. If the employee doesn’t reduce their balance to 250 or less, a prize will automatically be redeemed for them to bring their point balance to 250 or less.

Unpaid Personal/Sick Days:

- These days can be used in lieu of receiving points for calling off
- The use of a personal/sick day will count against the employee's perfect attendance award
- These days must be used as an entire day/shift
- After each anniversary date, the eligible employee will receive 4 personal/sick days
• Personal/sick days cannot be carried over from anniversary date to anniversary date
• Unused personal/sick days can be converted to 20 points each, if not used by the anniversary date
• Unused/unconverted personal/sick days will be forfeited upon resignation/termination of employment
• New hires who begin employment with CSS after October 1, 2014 will receive 2 personal/sick days after completing training
• New hires who begin employment with CSS after October 1, 2014 will receive an additional 2 personal/sick days at their 6-month review

Unpaid Bereavement Leave:

When a death occurs in an employee's immediate family, active employees may request up to three (3) days off without pay, to attend the funeral or make funeral arrangements. The company may require documentation to verify the need for the leave. For the purpose of this leave, immediate family members are defined as an employee's spouse, parents, step-parents, siblings, children, step-children, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

Points are subtracted for tardiness/call-offs, etc.

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>1 minute &lt;10 minutes late</td>
</tr>
<tr>
<td>6</td>
<td>10 minutes &lt;30 minutes late</td>
</tr>
<tr>
<td>8</td>
<td>30 minutes &lt;2 hours late</td>
</tr>
<tr>
<td>10</td>
<td>More than 2 hours late</td>
</tr>
<tr>
<td>12</td>
<td>Leaving early any amount of time with management approval</td>
</tr>
<tr>
<td>15</td>
<td>Call off shift prior to start of shift</td>
</tr>
<tr>
<td>20</td>
<td>Call off shift after shift has started</td>
</tr>
<tr>
<td>50</td>
<td>No Call No Show</td>
</tr>
</tbody>
</table>

Earning Additional Points:

• Points may be earned for coming in early or staying late, OR coming in on scheduled day off. (NOTE: points may only be earned following Branch Manager/Supervisor On Duty request and/or approval).

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Come in Early, or Stay Late, 1 hour to 2 hours prior to or after assigned shift</td>
</tr>
<tr>
<td>8</td>
<td>Come in Early or Stay Late more than 2 hours prior to or after assigned shift</td>
</tr>
<tr>
<td>12</td>
<td>Work on day off, for a minimum of 2 hours</td>
</tr>
</tbody>
</table>

• If you come in late for your shift you will NOT receive positive points if you stay past your scheduled shift (even at management’s request).
For every satisfactory annual review, you will receive points:

30 points  For a performance-review score of 29-30
20 points  For a performance-review score of 24-28
10 points  For a performance-review score of 21-23

Corrective Actions:
CPETS will automatically generate corrective actions at the following balances:

- On or Below 75 points = Verbal
- On or Below 50 points = Written
- On or Below 25 points = Final
- On or Below 00 points = Termination

Reward Program:

- A “Reward Program” will be available for an active employee with a point-balance in excess of 150 points.
- Once the employee reaches a balance of at least 150 points, they may redeem their points, as long as their balance after the redemption does not go below 100 points.

  - 15 points  May be redeemed for an extra 15 minute break; scheduling of which is subject to Management's discretion
  - 20 points  May be redeemed for a $10 gift card
  - 20 points  May be redeemed for a CSS T-Shirt
  - 40 points  May be redeemed for a $25 gift card

- No rewards will be payable upon termination/resignation.
- Must be an active employee at the time of reward distribution.

Other policies involving situations of “occurrences” remain unchanged. For example,

- If employee leaves work premises outside of scheduled break without approval of the Supervisor On Duty, it will be considered job abandonment. If you need to leave work premises outside of a scheduled break you MUST speak with the Supervisor On Duty and gain approval; appropriate points will then be assessed.

- Excessive time away from assigned duties may result in disciplinary action.

- If there are excessive absences by employees on any particular day, we may have to ask other employees to work voluntarily through their breaks or lunch, due to business needs.
• Employees can view their Points Balance/Activity (as well as performance statistics and other important information) via our internal system called CPETS, by using their assigned CPETS login ID.

• Each employee is responsible for their own attendance.

• Upper management may offer additional points as incentives, when necessary, to meet business needs.

• Upper management may add a multiplication factor to point-deductions during times of high-absenteeism/call-off activity.