



A **xerox**  Company

ACS Employee Guidebook

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ACS Employee Guidebook

Important Information about this Guidebook

The ACS Employee Guidebook outlines many of the policies, procedures, practices, standards of conduct, rules and benefits that relate to you and your working relationship with ACS. The contents of the guidebook are presented as a matter of information only. Policies, procedures, practices, standards of conduct, rules and benefits are reviewed continuously in an effort to improve our company. Changes do occur, and may not always be reflected in this guidebook. Check with your manager or the HR Workplace Solutions Center if you have any questions or concerns.

ACS reserves the right to change specific policies because of local laws, demands unique to the locations or changes in laws and customs. ACS reserves the right to revise, rescind, deviate from or supplement the information in this guidebook whenever ACS deems such changes appropriate, with or without notice.

The ACS Employee Guidebook cannot anticipate every situation or answer every question about employment at ACS. Circumstances may arise that require change to the policies, procedures, practices, standards of conduct, rules and benefits described in the guidebook. This guidebook may be modified from time-to-time so employees should always check ACS' employee web portal InfoBank for the most current information. The month of the most recent change will generally appear on the guidebook cover.

Additional information specific to particular business groups may be provided in addenda to this employee guidebook.

Employment is at-will, i.e. at the mutual consent of you and ACS. You or ACS can end the employment relationship at will, at any time, with or without cause or advance notice. This aspect of employment cannot be changed without an individual written employment contract signed by both you and the CEO of ACS. Note to Montana employees: ACS' employment at-will policy does not apply to Montana employees after the conclusion of their probationary period.

The ACS Employee Guidebook is not intended as an express or implied employment contract between you and ACS. The policies, procedures, practices, standards of conduct and rules referenced in the guidebook are not binding employment terms. The ACS Employee Guidebook is intended to provide general information and where in conflict with an applicable local, state or federal law, that law will supersede the provisions of the guidebook.

Welcome to ACS, A Xerox Company



Lynn Blodgett

President and Chief Executive Officer
ACS, A Xerox Company

Welcome! We're glad to have you on the ACS, A Xerox Company team! As part of Xerox Corporation, you are one of over 135,000 employees comprising the world's leading enterprise for business process and document management. Our technology, expertise and services enable clients – from small businesses to large global enterprises – to operate more effectively. Your role at ACS will help free clients to focus on what matters most: their real business.

Since 1988, ACS has been delivering the highest quality of services. Our capabilities expanded greatly when Xerox acquired us in early 2010.

The ACS management team wants to see you succeed. With your help, we'll continue adding new clients and expanding the services provided to current clients. That means an ever-expanding variety of career opportunities for all ACS employees.

We've prepared this employee guidebook to help you become familiar with the company and our corporate policies and procedures. Please study it carefully and keep it handy for future reference. If you have questions that aren't answered in this book, contact your manager or human resources representative.

Again, welcome, and I wish you personal success and happiness at ACS, A Xerox Company.

A handwritten signature in black ink, appearing to be 'LB', written in a cursive style.

Lynn Blodgett, *ACS President and CEO*

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The Xerox Story

Our Purpose

We are the world's leading enterprise for business process and document management. Our technology, expertise and services enable our clients – from small businesses to large global enterprises – to operate more efficiently and effectively, freeing them to focus on what matters most: their real business.

- We're differentiated through our innovation and renowned service.
- We're global, serving a broad customer base through an extensive array of channels.
- We're relevant through a wide range of technology and services that directly address our customers' current and evolving needs.
- We're valued for our financial strength and ethical business practices.
- We're admired for our world class brand, respected reputation and great place to work.
- We succeed through talented, committed people who place and receive a high premium on performance.

ACS Mission

We will remain the world's leading provider of business process outsourcing (BPO) and information technology outsourcing (ITO) solutions.

We will marshal talented, dedicated people and create an environment in which they can grow professionally through their achievements.

We will design innovative solutions to meet our clients' business requirements and deliver only the highest quality of service.

We will generate dependable and growing revenues, earnings, and returns to our shareholders.

ACS, A Xerox Company History

ACS was formed with a clear vision and straightforward strategy: serve our clients and be the best at what we do. This approach made us one of the fastest-growing, full-service, business process outsourcing (BPO) and information technology (IT) services companies in the world. We have quickly grown in size, reach, and capabilities from a start-up company in 1988 with a single client to a company that supports hundreds of clients, and delivers services and supports clients in nearly 100 countries. With the acquisition by Xerox in 2010, capabilities and global prospects increased greatly.

Over the years, ACS grew in two ways: by delivering new services or expanding existing services to clients, and by acquisition. Growth through acquisition is accomplished by purchasing a company

and integrating its existing clients, capabilities, and market share into ACS. Since our founding in 1988, we've completed more than 70 acquisitions.

We began with a single client in the financial services industry, and since that time, we have expanded our clients, services, capabilities, and industries served to include a vast array of technologies, business processes, and experienced personnel.

ACS has become an even stronger company for our clients, by joining forces with Xerox. As part of Xerox's \$22 billion global enterprise, ACS provides you the immense resources of more than 135,000 employees in 160 countries, global brand strength, and a constant dedication to innovation.

Our history is marked by the introduction of new, strategic business units that provide specific service offerings or serve a particular industry, and the steady progression of proven leaders who are focused on advancing ACS to the next level.

With a clear vision and focus on growth objectives, ACS' history is marked with key acquisitions, service launches, and promotions.

ACS grew in part by acquiring companies such as Unibase, which launched the basic transaction-based BPO model; Dataplex, with services such as microfilming, imaging, and archiving; and Lockheed Martin IMS, Consultec, and BRC, which serve state and local governments. We entered the education industry through the acquisition of AFSA Data Corporation in 2002 and significantly expanded our presence in the healthcare and transportation vertical markets with many strategic acquisitions in 2002 and 2004. We also launched a new service offering, Human Resources Outsourcing (HRO), in 2002. We have achieved significant global expansion as well. Today, nearly half our workforce is located in offices outside the U.S.

Each of these business units was integrated into the ACS family through vertical or horizontal alignment. Vertical alignment is dedicated to a specific industry base, such as government or healthcare; and horizontal alignment is organized by the service offering, such as business process outsourcing, serving all clients, irrespective of industry.

Having grown to our current size and scope through the acquisition of so many different entities, it becomes critical that we unify along common principles and a philosophy that joins us all together into one company.

Depth and Breadth

ACS is composed of the people who make technology work for our clients. We bring powerful partnerships, experience, speed, insight, and talent to unlock the full potential of each client's business. Our solutions are designed to promote value and enhance business performance and are delivered by more than 130,000 people worldwide. ACS' client base is as diverse as the technologies needed to support our clients' needs.

ACS delivers business process outsourcing (BPO) solutions and information technology (IT) services to a diverse base of clients across a variety of industries, including:

- Communications
- Education
- Energy
- Financial Services
- Government
- Healthcare

- Insurance
- Manufacturing
- Retail
- Transportation and Travel

ACS is growing and evolving in the BPO and IT marketplace, and our talented employees are dedicated to exceeding client expectations and sustaining and surpassing our strong track record of growth and profitability.

Our Business Technology

- Office Systems
- Production Systems Services
- Information Technology

Outsourcing

- Document Outsourcing
- Business Process Outsourcing

Our Values

- We succeed through satisfied customers.
- We deliver quality and excellence in all we do.
- We require premium return on assets.
- We use technology to develop market leadership.
- We value our employees.
- We behave responsibly as a corporate citizen.

Our Leadership Priorities

- Grow Our Business
- Value Performance
- Advance Our Infrastructure
- Be Truly Global
- Operate a Cost-Competitive Business Model
- Transform Our Culture

ACS Services

In each of ACS' service lines, discrete offerings and overlapping services support the end delivery to the client. Of company revenues, approximately 75 % are derived from BPO-related services, and 25% are generated from IT and systems integration-related services.

BPO Solutions

Gartner Group, a large market research firm, defines BPO as, "the delegation of one or more IT-intensive business processes to an external provider who owns and manages the selected processes based on measurable performance metrics." We deliver BPO services from two basic models: transaction-based processing services and multiprocess services. Under the transaction-based model, we perform discrete and specific functions related to a client's business operations, such as application processing, document imaging, or print and fulfillment functions. Client examples for these types of services are MetLife, UPS, and American Express. In the multiprocess model, we deliver many overlapping functions related to a total set of services to achieve a business objective. Multiprocess models typically extend much deeper into a client's operations. An example of a multiprocess BPO model is the work we do for state Medicaid programs. Under a typical fiscal agent contract, we support the Medicaid program for a given state by delivering a variety of overlapping services. Often, we provide claims processing services (typical transaction-based BPO services) as well as related functions such as provider enrollment and training, beneficiary education and transportation, quality assurance and management programs, end-user support services, and many other functions.

ITO and Systems Integration Solutions

We began our company focused on delivering IT solutions to clients in the commercial industry. Our services included data center operations, infrastructure outsourcing, networking, and other activities associated with mainframe and midrange computing. Over time, our IT solutions expanded to encompass complex networking operations, e-business solutions, Web hosting, and a variety of new technologies designed to make technology work for our clients. We now deliver comprehensive IT services to a vast array of industries across the globe.

Systems integration services encompass the integrating, connecting, and engineering services required to make disparate systems, networks, computers, and environments work together to support the client's business operations. Most of the systems integration work we are doing today occurs in the government arena for our state and local government clients, but we also provide these services in retail, healthcare, and other target industries.

You and ACS

As a representative of ACS, you play an important role in our company's public relations program. Wherever you go and whatever you do, your words and actions directly reflect on you and on the reputation of ACS.

Company Goals

Our goal is to develop and deliver the best solutions using proven practices, cost-efficient operations and the highest service quality produced by our global delivery capabilities. Throughout our history, we have tailored our services to meet our clients' needs. Their ever-changing, diverse operations drive our global delivery and expansion, so we pioneered the "follow-the-sun" method of providing BPO and ITO solutions from a network or worldwide location

ACS strives to:

- Provide our clients with high quality services
- Recognize that our clients are the only reason for our existence as an organization and offer them courteous, competent service
- Conduct all of our operations in an ethical, legal manner so that our actions will promote our reputation as a progressive, growing company eager to make the community a better place in which to live
- Provide a reasonable profit for those who have invested in the company

These goals have driven us to the success we enjoy today. Our commitment to client service remains our highest priority

Key Priorities for Success

Lynn Blodgett, our president and chief executive officer, identified and defined the key priorities we must all practice to achieve our objectives for world-class success. By focusing on these priorities, new and better opportunities will be created for ACSers everywhere.

Grow

We will work to grow our company, our capabilities, our teams and ourselves. Growth is the necessary ingredient for success. It means continued business, new clients, new jobs and new ways we make a difference to our clients, our communities and our world. That's the fuel of ACS.

Exceed

We will work to exceed expectations set by our clients, our leaders, our teammates and ourselves. By exceeding, we add value, deepen relationships and become long-term partners for success. We must always exceed the expectations of our clients, our shareholders and each other. That's

the spirit of ACS.

Appreciate

We will work to appreciate each other, our company and our clients. We will recognize a job well done and ensure we celebrate our successes. We will cherish our clients. Valuing our clients and each other will make ACS a rewarding place. That's the heart of ACS.

Innovate

We will look for new ways to innovate. We will continually challenge ourselves to do more, do it more simply, do it better. We will use every resource, rely on the team, think outside the box and deliver flawless execution. Using the best methods, we can do everything smarter and faster, with less. That will be our hallmark to outpace the competition. That's the spark of ACS.

Simplify

We will work to simplify. We will simplify fundamental business practices to take advantage of our expertise, ease our jobs, improve our operations, eliminate barriers and have fun. By clearing the path for new growth, we'll achieve greater success together. That's the style of ACS.

Be proud to be at ACS. We're changing, we're creating and we're delivering growth and opportunity for everyone.

Our Guiding Principle:

Cherish the Client

ACS is a client-focused organization. The cornerstone of our powerful yet simple business strategy is a constant focus on enabling our clients to achieve better outcomes through outsourcing. Our recognized commitment to operational excellence results in an increase in quality and productivity, combined with a reduction in costs for our clients. ACS collaborates with clients to transform their current operations into higher performance organizations — through new ways of solving business problems and innovative technology solutions.

Clients come first and deserve our best. This is our expertise in action. Our guiding principles are:

Responsiveness is the essence of our guiding principles. We listen to our clients. We find or create a solution for every problem. If others say it can't be done, we do it.

Flexibility embodies our guiding principles. We are in the business of change. We deliver on time, as promised, doing what it takes. Our clients know we have the strength and resilience to help them through every challenge, big or small.

Reliability permeates our guiding principles. We inspire confidence and create trust. Our clients entrust their most valuable assets to us — people, information and customers — so reliability is expected of us. We perform beyond expectations. By exceeding, we add value, deepen relationships and become long-term partners for success.

Integrity is the foundation of our guiding principles. We do what we say we're going to do. We deal honestly with our clients and each other.

Human Resources

People are the key to ACS' success and Human Resources is ACS' people department. Our objective is to build and support an organization of talented and motivated people in an environment that encourages maximum development and professional growth.

To accomplish this objective, the following goals have been established:

- Employ qualified individuals on the basis of ability and merit
- Provide employees with a healthy, wholesome atmosphere in which to work
- Make sure that everyone in our organization knows what is expected in the employment relationship
- Provide sound training opportunities for employees, enabling them to work efficiently, effectively and ethically
- Offer opportunities for employees to further their career and prepare themselves for advancement
- Promote from within the organization where possible while conforming to our policy of placing the most qualified person in each position
- Make available adequate benefit programs for our employees and their dependents
- Inspire respect for ACS and its accomplishments while welcoming suggestions for its continued improvement and progress

Equal Employment Opportunity/Anti-Discrimination

ACS recognizes that equal employment opportunity benefits our employees and our company through enabling the full potential of all human resources. Through equal employment opportunity, ACS strives to employ the best-qualified person for each job while valuing and promoting diversity within the workforce. ACS is committed to promoting respect and support of one another in the workplace, regardless of our physical differences, beliefs or personal values. We respect the dignity and worth of every person. All of our dealings with people are founded on the basis of respect.

ACS provides equal employment opportunity to any applicant or employee. It is against ACS corporate policy to discriminate against or harass applicants or employees because of race, color, creed, religion, ancestry, national origin, age, gender/sex, marital status, sexual orientation, physical or mental disability, use of a guide dog or service animal, military/veteran status, citizenship status, the basis of genetic information or any other group protected by Federal or State law or local ordinance. ACS recruits, hires, promotes, transfers, trains, provides company sponsored educational, recreational or social programs, takes corrective action and makes all personnel decisions, including those related to compensation and benefits in a non-discriminatory manner and in accordance with applicable laws.

You are encouraged to review the Statement of Equal Employment Opportunity that is signed by ACS' CEO and posted on InfoBank under HR Quicklinks. ACS requires that employees report any incident of possible discrimination or harassment so that the matter can be promptly

investigated and the appropriate action taken. If you believe that you have been discriminated against or believe you have observed discrimination against a coworker or job applicant you should immediately advise your manager, your manager's supervisor, the HR Workplace Solutions Center at 1-888-471-2271 or the Ethics Office at 1-800-443-1946. ACS will not retaliate or allow retaliation against any employee or applicant who complains of discrimination.

Any employee who violates the Equal Employment Opportunity/Anti-Discrimination policy will be subject to corrective action. If you have a suggestion, problem or concern regarding this policy contact the HR Workplace Solutions Center.

Protection from Harassment and Discrimination in the ACS Workplace

ACS employees at all levels are entitled to a work environment that is free from all forms of harassment including harassment based on race, color, creed, religion, ancestry, national origin, age, gender/sex, marital status, sexual orientation, physical or mental disability, use of a guide dog or service animal, military/veteran status, citizenship status, the basis of genetic information or any other group protected by Federal or State law or local ordinance. Additionally, employees are to use courtesy, common sense and respect for the rights of others in their working relationships. ACS has a firm Zero Tolerance Policy regarding all forms of harassment. An employee who brings a complaint of harassment in good faith will not be subjected to any adverse treatment. However, if the company's investigation reveals that an employee has intentionally provided false information in making a complaint or during an investigation of a complaint, the employee will be subject to corrective action and/or termination of employment. This does not mean that a complaining employee will be disciplined if the company's investigation does not find evidence to support his or her claims—the company urges employees to come forward with any complaint of harassment without fear of retaliation.

Consequently, ACS' policy prohibits:

- Requests for sexual acts or favors, with or without accompanying promises, threats or reciprocal favors or actions
- Unwelcome sexual advances
- Other verbal or physical conduct of a sexual nature made to an employee when submission to such conduct is made (a) either explicitly or implicitly a condition of an individual's employment (b) so that submission to or rejection of such conduct by an employee is used as the basis for employment decisions, (c) so that such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment
- Other verbal or physical conduct of an offensive nature related to any other protected trait or category, including but not limited to age, disability, sexual orientation or citizenship
- Racial or ethnic slurs, joking or comments

Additional examples of prohibited conduct include, but are not limited to:

- Lewd or sexually-suggestive comments
- Intentional provocative physical contact, including touching, pinching, patting, grabbing, poking or brushing against another person's body
- Off-color language or jokes of a sexual nature
- Any display of sexual and explicit pictures, greeting cards, articles, books, magazines, photos or cartoons
- Fighting, assaulting or injuring another person

Persons who supervise others are responsible for ensuring that discriminatory treatment and harassment does not occur in their work areas. Managers are expected to treat any observed or reported incident of harassment, discriminatory treatment or coercion based on race, color, creed, religion, ancestry, national origin, age, gender/sex, marital status, sexual orientation, physical or mental disability, use of a guide dog or service animal, military/veteran status, citizenship status, the basis of genetic information or any other group protected by Federal or State law or local ordinance as a very serious violation of ACS policy. The complaint and the complainant's identity will only be revealed within ACS strictly on a "need to know" basis.

Any employee who has experienced or witnessed harassment must report the alleged act immediately to his or her manager, other members of management, the ACS Ethics Office or the HR Workplace Solutions Center. If the complaint involves someone in the employee's direct line of supervision, the employee may inform another manager who is not in his or her direct line of supervision, the HR Workplace Solutions Center or the Ethics Office. Any reports of discriminatory treatment, harassment or coercion will be investigated. The HR Workplace Solutions Center or the Ethics Office must be notified of all claims of discriminatory treatment, harassment or coercion by any manager.

Any employee or member of management who is determined to have violated the harassment policy will be subject to appropriate corrective action and/or termination of employment. Substantiated incidents or failure of a manager, who receives a complaint, hears about or witnesses such behavior to contact the HR Workplace Solutions Center or the Ethics Office will result in corrective action and/or termination of that manager.

Employees must avoid, at all costs, behavior that is offensive and/or sexually suggestive when dealing with other employees and visitors. It is each ACS employee's responsibility to ensure that our workplace is free from harassment at all times. Any questions concerning this policy may be directed to the HR Workplace Solutions Center.

ACS will hold any employee found to have engaged in harassment personally responsible for any and all claims arising from such action.

Affirmative Action

It is the policy of ACS to recruit, hire, train and promote the most qualified persons for any given position without regard to race, color, creed, religion, ancestry, national origin, age, gender/sex, marital status, sexual orientation, physical or mental disability, use of a guide dog or service animal, military/veteran status, citizenship status, the basis of genetic information or any other group protected by Federal or State law or local ordinance. The benefit of an active affirmative action program is the promotion of a diverse workforce that places the best-qualified person in each job. All U.S. ACS employees are covered by affirmative action plans.

ACS expects all of its employees to give its affirmative action program their full support.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

ACS adheres to the legal requirements encompassed by the Americans with Disabilities Act (ADA). A reasonable accommodation will be made upon request whenever necessary for a disabled individual who is qualified and able to perform the essential functions of the job

provided such accommodations do not impose an undue hardship. Such accommodations will be determined on a case-by-case basis.

It is your responsibility to inform your manager that an accommodation is needed to perform the essential job functions of your job. Once ACS is aware of the request for accommodation, it will take appropriate action in accordance with statutory requirements.

If you believe your manager has failed to adequately address a request for an accommodation, you may contact your manager's manager, the HR Workplace Solution Center at 1-888-471-2271 or the Ethics Office at 1-800-443-1946 to help resolve this issue.

Your Job at ACS

Your Job at ACS

ACS retains the right to exercise customary employer functions, including, but not limited to, the right to:

- Select, hire, assign, supervise, correct and dismiss employees
- Determine and change performance standards and expectations and evaluate employees' performance
- Determine and change report-to-work times, work schedules, quitting times and shifts
- Determine and change pay and benefits
- Transfer employees within departments or into other departments and other job classifications
- Determine and change the size and qualifications of the workforce
- Determine and change the methods by which operations are carried out
- Manage and control the premises and equipment
- Assign duties to employees according to the needs and requirements decided by management
- Establish, change, revise, rescind, vary from, supplement and abolish policies, procedures, practices, rules, and standards of conduct

Orientation Period

You will go through an orientation period of up to ninety (90) calendar days. This orientation period will be a time for getting to know your fellow employees, your manager and the tasks involved in your job, as well as becoming familiar with ACS' products and services. During the orientation period you are expected to discuss the essential functions of your job with your manager.

Successful completion of the orientation period does not change our at-will employment relationship after the orientation period.

New Employment Orientation (NEO) is a required training for all ACS employees and is available to you online from InfoBank, the ACS employee intranet, <https://infobank.acs-inc.com>. NEO provides an overview of each business group as well as an overview of services and benefits offered to employees of ACS.

You are also required to successfully complete the Xerox Code of Business Conduct New Hire Training within thirty (30) days of beginning employment. This training is located on InfoBank>My ACS>Learning@ACS>Assigned Training.

If NEO is not scheduled for you within a few days of your starting employment with ACS, please notify your manager.

Employment Classifications

Your employment classification is designated at the time you are hired. You are classified as a full-time, part-time or project-based employee and it is also determined whether or not you qualify for overtime pay (non-exempt vs. exempt status). Eligibility for overtime is determined for each job classification and based on criteria established under the Fair Labor Standards Act (FLSA) and applicable state law.

Full-Time Employees

An employee who is regularly scheduled to work at least thirty (30) hours per week is considered a full-time employee.

Part-Time Employees

An employee who is regularly scheduled to work less than thirty (30) hours per workweek is considered a part-time employee. If you are a part-time employee, you are not eligible for ACS benefits including vacation, sick, paid time off, and company observed holidays) unless otherwise specified. ACS will provide part-time employees any and all benefits mandated by law

Project-Based Employees

ACS may hire employees for specific periods of time, to cover peak workloads or for the completion of a specific project. An employee hired and designated as such under these conditions will be considered a project-based employee. The job assignment, work schedule and duration of the position will be determined on an individual basis by the manager and is subject to change by ACS. Project-based employees are not eligible for ACS benefits including vacation, sick, paid time off and company observed holidays unless otherwise specified. ACS will provide project-based employees any and all benefits mandated by law. Employment beyond any initially stated period does not in any way imply a change in classification. Employment as a project-based employee does not alter the employee's at-will status.

Special Hourly/Hourly Professional

ACS may enter into written agreements with employees to provide services at special hourly pay rates. Unless specified otherwise in these agreements, these employees will not be eligible for benefits outlined in this guidebook.

Some business units may hire professional staff at an hourly rate. These employees will be paid at the hourly rate for all actual hours worked. Hourly Professionals receive only those fringe benefits required by law such as FICA, Unemployment Insurance and Workers' Compensation Insurance. They will not be eligible for any paid time off (except jury duty). If they are regularly scheduled to work at least 30 hours per week, they may purchase benefits such as medical, dental, vision, life insurance and disability income protection by paying the actual total ACS cost

of the coverage. Hourly professional employees who meet the qualifications of the programs will also be eligible to participate in the ACS 401(k) Plan and Employee Stock Purchase Program (ESPP).

Non-Exempt and Exempt Status

When you are hired, or when your job responsibilities change, you are classified as either non-exempt or exempt based on the job duties associated with the position. Actual duties, responsibilities and pay rate determine this status based on strict criteria established by federal and applicable state law.

Federal and/or state law dictate that employees performing certain job duties are entitled to overtime pay for physical hours worked in excess of forty (40) hours per work week or as otherwise specified by state law. These employees are referred to as non-exempt.

Exempt employees are generally executive, professional, administrative, outside sales, as well as certain computer and highly compensated personnel who are “exempt” from overtime pay provisions as provided by the federal Fair Labor Standards Act (FLSA) and any applicable state laws.

Improper Payroll Deductions (Exempt Employees)

It is ACS policy to comply with the salary basis requirements of the FLSA. Therefore, ACS prohibits all managers from making any improper deductions from the salaries of exempt employees. ACS wants employees to be aware of this policy and that the company does not allow deductions that violate the FLSA.

Circumstances in Which the Employer May Make Deductions from Pay

Exempt employees will receive their full salary for any workweek in which work is performed regardless of the number of days or hours worked. However, under federal law, exempt employees' salary may be reduced for certain exceptions without the employee losing his status as an exempt employee. For example, absent contrary state law requirements, an exempt employee will not lose his exemption if his salary is reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation.
- Full day absences for sickness or disability if the deduction is made in accordance with ACS sickness or disability benefits policy.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).

- To offset amounts received as payment for jury duty, attendance as a witness or temporary military leave.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event the employee works less than a full week.

Exempt employees' salary also may be reduced for certain types of deductions, such as: the employee's portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k). In any workweek in which an exempt employee performed any work, his or her salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absences because the employee is unable to work for the sole reason that the facility is closed on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which the employee has performed any work.
- Any other deductions prohibited by state or federal law.

Please note: exempt employees will be required to use accrued vacation, sick or paid time off for full day absences for personal reasons, sickness or disability. However, exempt employees' salary will not be reduced for partial day absences if they do not have accrued paid time off.

What to Do If an Improper Deduction Occurs

If an exempt employee believes that an improper deduction has been made to his or her salary, he or she should immediately report this information first to his or her manager for resolution. The Workplace Solutions Center and the ACS Ombudsman are also available for escalated issues. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the exempt employee will be promptly reimbursed for any improper deduction made.

In addition, ACS will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in ACS's investigation of such reports. Retaliation is unacceptable. Any form of retaliation in violation of this policy may result in disciplinary action, up to and including termination.

ACS Workplace Solutions Center: 1-888-471-2271

ACS Ombudsman: 1-800-443-1946

Non-Employee Classifications Independent Contractors

ACS may contract with independent contractors to provide services to ACS for completion of a project or other basis. These individuals are not ACS employees and are normally subject to the

terms of a specific, approved written agreement between ACS and the individual. Independent contractors are not eligible for ACS benefits.

Normally, an independent contractor will not provide services to ACS for more than six (6) months. Independent contractors are not eligible for ACS benefits.

Contingent Workers

A contingent worker is any temporary or contract worker employed by a supplier whose services are provided to and for the benefit of ACS. Contingent workers are employees of the supplier and are not employees of ACS. Contingent workers are not eligible for ACS benefits.

Employment Verification Requests

Employment Verification Requests for such items as a mortgage application, apartment lease, automobile loan, credit card application or any other instance where proof of employment or income is needed, must be processed through ACS' vendor The Work Number as described on InfoBank in the HR Quicklinks section.

You may access the Work Number by calling 1-800-367-5690 or online at www.theworknumber.com/verifiers and entering the ACS employer code 11435.

Your Employee File

Keeping your employee file up to date is important, specifically with regard to pay, deductions, benefits and performance appraisals. If changes occur in your personal status, e.g. name, address, phone number, marital status, emergency contacts, etc., these can be updated through Employee Self Service on InfoBank or by contacting the HR Workplace Solutions Center

ACS reserves the right to withhold from your access any documents in your file which ACS in its sole judgment, deems to invade, impair, compromise or in any way affect the rights or legitimate expectations of others to privacy or confidentiality or which ACS deems private, confidential or privileged.

ACS complies with all state laws with regard to employee file access. The official employee file resides in the Human Resources Department. You may request a copy of your employee file in writing to your manager. In response to such a request ACS will make a copy of your employee file available to you (limited to those documents that you have signed) within a reasonable period of time.

Employment of Minors

ACS complies with the child labor provisions of the Fair Labor Standards Act and any applicable state laws. As a business practice, ACS does not routinely employ persons less than eighteen (18) years of age except as part of student or internship programs. Additionally, individuals under the age of eighteen (18) are generally disqualified from employment if they have a family/personal

relationship with another ACS employee. Any employee encountering a deviation from this practice should immediately report this information to the HR Workplace Solutions Center immediately.

Employment of Relatives

ACS permits the employment of family members in the workplace subject to certain conditions. A family relationship exists where an employee and/or applicant is related by blood, domestic partnership or marriage to another employee or applicant. Family relationships include an employee's spouse, common-law spouse, domestic partner, children, parents, grandparents, brothers, sisters, aunts, uncles, cousins, nephews, nieces, step and foster relations and in-laws. In addition, this section may apply to other relationships that may exist between employees or an employee and applicant, such as a dating relationship.

You are required to promptly disclose to your manager and the ACS Ethics Office any instance where a family member of yours works for ACS or any instance where you are involved in a personal relationship with another employee.

Individuals with family/personal relationships may not be part of the same line of supervision unless there are two (2) management levels separating them. Additionally, individuals with family/personal relationships cannot be assigned to jobs in the same work areas. As indicated above, individuals under the age of eighteen (18) who have a family/personal relationship with another ACS employee are generally disqualified from employment. Any requests for exceptions must be provided in writing to the Ethics Office.

Preferential treatment given to applicants and/or employees based on a family/personal relationship is prohibited. Please refer to the Family/Personal Relationships in the Workplace Policy for additional information.

ACS intends to maintain a work environment that is free from intimate, romantic, or dating relationships between managers and their subordinates or between employees involved in any other power-differentiated relationship. Power-differentiated relationships can lead to sexual harassment (or the appearance of harassment) and adversely affect company morale, operations and productivity because of favoritism, bias or unfair treatment (or the appearance of favoritism, bias or unfair treatment).

A "power-differentiated relationship" is any manager-subordinate work relationship or other work relationship in which one employee manages (directly or indirectly) another employee or makes decisions concerning another employee's terms, conditions or privileges of employment. ACS does not otherwise discourage friendship or social activities among its employees.

When an intimate, romantic or dating relationship develops between a manager and a subordinate it must be reported immediately to the manager's manager, the ACS Ethics Office, or the executive vice president of Human Resources.

Once a power-differentiated relationship is reported, the company may attempt to modify the work relationship through transfer within the company or by any other available options. ACS may also give the employees the option to either terminate the relationship or to continue it, at which point one of the employees will be required to resign.

Employee Referral Plan

ACS recognizes employee referrals as a good source of obtaining qualified candidates for job openings. We rely on your assistance to find the best talent in the industry. A referral bonus may be paid to a full-time, employee provided that the referring employee is the first to submit a completed Employee Referral Form for an applicant who is ultimately hired and who successfully completes three (3) months of continuous employment with ACS in a full-time position. Employee Referral bonuses will not be paid for certain referrals, including referrals of family members; referrals of former employees who have been separated from ACS for less than one (1) year or referrals of individuals from client organizations. Referral bonuses will not be paid to ACS officers, vice presidents, directors, recruiters, members of the Human Resources Department and certain employees within the Human Capital Management Solutions line of business. Employees are encouraged to review the eligibility requirements contained in the Employee Referral Program. For more information on the Employee Referral Program please e-mail employee.referrals@acs-inc.com.

Please note that variances related to the Employee Referral Plan exist in certain business units which may affect your eligibility for a referral bonus.

Business Hours

Our regular operating hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. However, hours and shifts may vary to meet the geographic and business needs of different business units and locations. Your manager will provide you with the specific operating hours for your location. Your particular hours of work and the scheduling of your lunch/meal period and rest breaks will be determined and assigned by your manager or department head.

Standard Work Week

The ACS work week for purposes of payroll is 12:00 a.m. Saturday through 11:59 p.m. Friday.

Work Availability

Due to the workload at ACS, it is a job responsibility of all employees to work overtime, extended shifts, weekends or holidays when assigned to do so. Being available for such assignments and maintaining a reliable means of contact with ACS are necessary requirements for continued employment with ACS.

You will be given advance notice where it is feasible to do so, but this is not always possible. Managers will attempt to assign non-regularly scheduled work time in a fair and consistent manner. Non-regularly scheduled time may involve an entire department or operation. This type of overtime becomes part of the required workweek of the employees who are members of the department or operation. If you need to be excused from performing scheduled overtime, please consult your manager. He or she will consider your situation and the requirements of the department or operation in deciding whether you may be excused from performing the scheduled overtime.

Overtime Pay

Non-exempt employees who work overtime will be paid one and one-half (1 ½) times their regular rate of pay for any time worked over forty (40) hours per work week or as required additionally by state law. If, during that work week a non-exempt employee is away from the job on paid or unpaid time off, those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay unless otherwise specified. However, failure to secure approval from management for hours worked as overtime may result in disciplinary action including termination.

Exempt employees are paid a salary regardless of the number of hours it takes to complete a job. They do not receive additional compensation for hours worked outside of scheduled hours.

Work Performed on Company Holidays

In many operations, full-time non-exempt employees who work on a company holiday are eligible for holiday pay and will be compensated for the hours they work on an ACS observed holiday at the straight time rate. If the actual time worked results in overtime, then overtime will be paid for any hours actually worked in excess of forty (40) or as required by state law.

Generally full-time non-exempt employees are paid for ACS-approved holidays which they do not work, even if the observed holiday falls on a day that they are not scheduled to work.

Non-exempt employees who are not scheduled to work or are “on call” for the holiday, and who are called in as a business necessity, may receive four hours of “time worked” even if they work less than four hours on the holiday.

Project-based and part-time employees are not eligible for holiday pay.

Different rules may apply at various worksites or depending on whether or not an employee is on a paid time off (PTO) plan. Please consult with your manager for the practices at your worksite or contact the HR Workplace Solutions Center.

Shift Differential

Non-exempt employees who work on a second or third shift operation may be paid an additional amount per hour over and above the regular rate of pay for that job as a shift differential. Shift differential amounts may vary by location and job requirement. A shift differential is generally available for non-exempt employees only, and is considered for those employees who work more than five (5) hours of their normal work period after standard working hours of 8:00 a.m. to 5:00 p.m. or work more than five (5) hours before the standard working hours of 8:00 a.m. to 5:00 p.m. Shift differential amounts may vary by location and job requirement, and are at the discretion of the senior manager of a business unit based on business need.

Lunch/Meal Periods

The scheduling of your lunch/meal period will be determined and assigned by your manager or department head. Scheduled lunch/meal periods may vary among departments, depending on the needs of each department. Please discuss your lunch/meal period with your manager.

If you are a full-time, non-exempt employee, you are provided an unpaid lunch/meal period daily. To the extent that applicable law imposes additional or different requirements regarding lunch/meal periods, ACS policy is to comply with such requirements.

You may not “work through your lunch/meal period” in order to arrive late or leave early or to work extra time, unless authorized in advance by your manager.

If you are a non-exempt employee, you are to take your fully allotted time for lunch/meal period. You are not to perform any work during your regularly scheduled lunch/meal period unless specifically directed to do so by your manager. In that event, your lunch/meal will be rescheduled or you will be paid for the time that you worked. Non-exempt employees are strongly encouraged to leave their work areas during their allotted lunch/meal period to avoid performing, or the appearance of performing, any work during a regularly scheduled lunch/meal period.

Failure to adhere to assigned lunch/meal periods without advance approval by your manager may result in corrective action.

Rest Breaks

ACS provides paid rest breaks in those states where paid rest breaks are required by state law. In accordance with federal law, ACS pays employees for authorized rest breaks where local operations permit such rest breaks. The scheduling of any rest breaks will be determined and assigned by your manager or department head.

Rest breaks cannot be combined and substituted for lunch/meal periods to receive payment for a lunch/meal period. Employees cannot extend their work schedules to justify taking longer rest breaks or request additional time off, longer lunch/meal periods, or extra pay in exchange for foregoing a rest break.

Time Reporting

Non-exempt (hourly) employees are obligated to keep accurate records of the time worked in accordance with the timekeeping procedures in effect at their work location. In some instances, exempt employees may be required to maintain time records for various reasons, including contract purposes. Generally, a completed time record requires manager approval.

Check with your manager regarding the established procedure for recording hours worked, including arrival and departure times from work, rest breaks, lunch/meal periods and other brief absences, such as appointments with a doctor or dentist.

You are responsible for accurately recording time worked. If you make an error in recording time worked, you must immediately notify your manager so that the error can be corrected. It should

be noted that, on government contracts, managers are prohibited from altering information on the time sheet of an employee.

Non-exempt employees must obtain their manager's approval in advance to work hours in excess of their regularly scheduled hours.

Employees must not record hours worked for another employee tamper with or alter another employee's recorded time or influence anyone else to alter their own record. Such acts may result in corrective action and/or termination of employment of both employees.

All requests made by non-exempt employees for paid time off (PTO), vacation, floating holidays, bereavement; jury duty and sick time require approval from their manager.

All time off with pay requests made by exempt employees, must be made in advance, whenever possible and approved by their manager. Generally, all time taken by exempt employees will be in full day increments. Exempt employees should use the Employee Paid Time Off feature in Employee Self Service on InfoBank to request and report time off.

Paydays

ACS has standardized the domestic payroll schedule across all business groups. Unless otherwise required by state law, ACS pays domestic employees bi-weekly seven (7) days in arrears. "In arrears" means that on payday you are paid for the work performed during the two-week payroll period ending seven (7) days prior to the issuance of your paycheck. Please see your manager or call the HR Workplace Solutions Center for details regarding your paydays.

Payroll Deductions (Mandatory)

ACS is required by law to make certain deductions from employee paychecks. These deductions include, but are not limited to, federal, state, and local income taxes and your contributions to Social Security and Medicare, as required by law. These deductions will be itemized on your paycheck stub available on InfoBank. The amount of the deductions may depend on your earnings and/or the information you furnish on your Form W-4 regarding the number of dependents/exemptions allowances you elect.

Many changes such as name, address and telephone number can be submitted through the Employee Self Service on InfoBank.

Changes in the number of exemptions and marital status are submitted via a W-4 Form by fax HR Data Operations at 1-888-247-5304. The W-4 Form can be found on InfoBank>HR Quicklinks> Payroll. You should update your information immediately to ensure proper credit for tax purposes. Some changes such as marriage or otherwise change their name, requires the employee information update form with supporting documentation be faxed to HR Data Operations at 1-888-247-5304. The employee information update form can be found on InfoBank>HR Quicklinks>Forms

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, child-support withholding orders, will be made as required by law. Please be aware that some states may require additional payroll deductions.

Payroll Deductions (Voluntary)

You may authorize ACS to make certain additional deductions from your paycheck to pay for voluntary benefits and programs offered by ACS in which you have elected to participate. Such benefits and programs include but are not limited to, group health insurance plans, the ACS 401(k) Savings Plan, Employee Stock Purchase Plan. These deductions will be itemized on your paycheck stub. It is your responsibility to review your paycheck stub to ensure that such deductions are correct. ACS is not responsible for your non-receipt of benefits due to any administrative error that you failed to report to the HR Workplace Solutions Center.

Improper Deductions

If you believe an improper deduction has been made, please contact the Workplace Solutions Center.

Direct Deposit

ACS offers direct deposit of payroll checks to all employees. It is easy to set up or to make changes to your direct deposit account. New or existing employees can sign up for direct deposit by going to Employee Self-Service on InfoBank. To set up or make changes you may access your pay account on InfoBank > My ACS > HR Self-Service > Employee Self Service > Myself > Pay > Direct Deposit Summary and then click Add Direct Deposit to set up or make changes. You'll need to provide the required information to set up the direct deposit; such as the bank name, routing number a nine (9) digit number found at the bottom left of a personal check or deposit slip and your bank account number. You may receive a paper check for up to two (2) pay periods as your bank account is verified. It is your responsibility to verify that your direct deposit has been received by your financial institution before attempting to use your funds.

ACS Pay Card

As an alternative to direct deposit ACS also offers a safe and convenient pay card supplied by Comdata. Each ACS employee who has not signed up for direct deposit will receive the ACS Pay Card. Each payday, your net pay will be "loaded" to the ACS Pay Card electronically. Funds are deposited into a secure bank trust that is FDIC insured, and you will be able to access your funds by using the ACS Pay Card that has been assigned to you.

Funds may be assessed by using the ACS Pay Card at any CIRRUS or Allpoint automated teller machine, hundreds of thousands of retail locations that accept Maestro debit cards, or by writing a Comcheck draft (check). The ACS Pay Card is not a credit card. It is a prepaid card and may not be used to make purchases or withdraw funds in amounts greater than the amount of funds that are available on the card. Your first transaction through Comdata after each payroll load to your pay card is free. Certain fees may be assessed by either Comdata or other financial institutions for subsequent use as outlined in the welcome kit that is issued with the ACS Pay Card. To reach a Comdata customer service representative you can call 1-800-226-3931, 365 days a year, 24 hours a day, 7 days a week. You may also use the Voice Response Unit (VRU) at 1-800-741-6060.

Error in Pay

Every reasonable effort is made to avoid errors in your paycheck. If you believe an error has been made first contact your manager immediately. If your manager is unable to provide a satisfactory explanation or resolution you and/or your manager should call the HR Workplace Solutions Center. All corrections of pay require management approval before the Payroll Department will take the necessary steps to assure any required correction is made properly and promptly within the next payroll-processing period.

In the event that you receive an overpayment it is your duty to notify ACS immediately upon discovery.

You will be promptly notified if ACS learns of any overpayment to you, and you will immediately, upon notice, be obligated to repay the amount of the overpayment or work out an agreeable schedule for repayment. Upon any termination of employment with ACS, you will still be responsible for the repayment of any monies owed to ACS. ACS may to the extent allowable under law deduct the overpayment from all net or “take home” wages and other payment due or thereafter becoming due to you in satisfaction of your obligation to reimburse ACS for the money owed.

Expense Reimbursement

You must have your manager’s verbal authorization prior to incurring an expense on behalf of ACS. To be reimbursed for all authorized reasonable expenses, you must submit an approved expense report accompanied by all requested receipts via the ACS expense reporting procedures set forth on InfoBank. Please submit your expense report in a timely manner, preferably as you incur authorized reimbursable expenses. Failure to submit an expense report within sixty (60) days of the incurred expense may lead to forfeiture of your reimbursement.

If you are asked to conduct business of behalf of ACS using your personal vehicle, you will be reimbursed at a standard rate per mile as set by the company’s travel policy. Please refer to the Global Travel and Expense Reimbursement Handbook for further guidelines.

Attendance and Punctuality

From time to time, it may be necessary for you to be absent from work. ACS is aware that emergencies, illnesses or unforeseen personal business that cannot be scheduled outside your work hours may arise.

If you are unable to report to work or you will arrive late, it is your responsibility to contact your manager. Call you manager directly and give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are to request this time off in advance directly from your manager.

If you will be absent without prior approval and your manager or operation has not established other procedures for communicating this absence or tardy, you should do the following; Telephone your immediate manager before or within thirty (30) minutes of the start of the shift. Speak to an alternate (designated by the manager) if the manager is unavailable. If there is no one in authority available you are to leave a message or voice mail with a phone number where you can be reached.

When you call in to inform ACS of an unexpected absence or late arrival, ask for your manager directly. For late arrivals, please indicate when you expect to arrive for work. Notifying the receptionist or a fellow employee is not acceptable unless authorized by your manager. If you are unable to reach your manager leave a phone number where you may be reached. If you are unable to personally call because of a serious illness or emergency, be sure to have someone call on your behalf. If your manager is not available to take the call, a message may be left with another manager or designated representative along with a phone number where you may be reached. Procedures and guidelines for reporting expected and unexpected absences may vary by department and location.

If you are absent due to illness you may be required to provide documentation from a doctor before you are cleared to return to work.

If you are absent from work for three (3) scheduled-to-work consecutive days without properly notifying your manager or other authorized designated representative it will generally be considered abandonment of your position.

Check with your manager as many business units have different practices, policies and procedures or work rules regarding attendance and punctuality and for reporting any expected and unexpected absences or tardiness.

Excused Absence

An excused absence may be granted when you notify your manager in a timely manner and substantiate the following: personal illness, work-related accident, death in the family, prearranged leave of absence for personal reasons, business or religious observations, military service, jury duty or witness duty. Excused absences are not necessarily paid, unless you use accrued vacation time, sick time, paid time off or other authorized paid time for the absences. Although an absence may be substantiated, if you have not notified your manager and gained approval, it may not be excused or authorized for use of vacation time, sick time, or PTO. Please note that some ACS business operations with “no fault” attendance policies may treat an otherwise excused absence as a disciplinary matter.

Excessive Absenteeism or Lateness

Be aware that excessive and/or repeated absenteeism, failure to report to work on time, taking extended rest breaks or lunch/meal periods or leaving early without your manager’s approval may lead to corrective action or termination of employment.

Job Responsibilities

You and your manager should discuss the essential functions and responsibilities of your position and the performance standards that are expected of you. Honest communication between you and your manager will go a long way toward making your job at ACS satisfying and personally rewarding. If you have any uncertainty regarding your job responsibilities you should take the initiative to discuss your questions with your manager.

Performance Requirements

Quality workmanship, effective use of time, professional behavior and solid client and co-worker relations are important components of your performance, including but not limited to the following:

Quality Control - It is your responsibility to produce high quality work in a timely manner. Learn your job and perform it to the best of your ability – accurately, safely and efficiently.

Use of Time - If you are frequently late or absent from work or waste time on the job, you are jeopardizing your job, the success of your business unit and the job security of fellow employees. Meeting deadlines and satisfying customers are important. Wasting time during working hours is not acceptable.

Performance Management Assessment Reviews

Your manager is continuously evaluating your job performance and your day-to-day interactions should give you a sense of how your manager perceives your performance. You are encouraged to take ownership of your career and to engage in discussions regarding performance with your manager.

To further facilitate your personal development and encourage detailed communication between you and your manager, ACS has designed a performance evaluation system to provide all employees with a consistent, clear framework for detailing responsibilities, expectations and receiving feedback on performance.

Performance assessment reviews are normally conducted annually on a common review (focal point) date, or on or around an employee's anniversary date. An off-cycle review may also be conducted in the event of a promotion or a change in duties and responsibilities. Between scheduled focal or annual assessment reviews, managers and employees should discuss performance on an informal, periodic basis.

Compensation and Compensation Reviews

It is our goal that all ACS employees are paid fairly and equitably for work performed. ACS strives to provide compensation opportunities that attract, retain and reward employees that contribute to the achievement of ACS' success.

Generally, employees receive compensation reviews on an annual basis. Pay increases may be recommended based on individual performance, responsibilities, results and business conditions

but are not guaranteed. Employees on an Activity-Based Compensation (ABC) plan are not eligible for annual compensation reviews or increases but should receive annual performance assessment reviews.

Occasionally an employee may be moved into a position with a lower level of responsibility that requires a decreased level of knowledge and skills. Such instances, which include demotions, may result in a reduction in the pay rate. Compensation decreases may also occur due to business considerations or where the quality and/or quantity of an employee's work declines.

Activity Based Compensation (ABC)

Activity Based Compensation is offered in many ACS business units and departments. ABC is a pay method under which employees are rewarded for individual efficiency, productivity and quality. Activity Based Compensation is a “win-win-win” because it helps to achieve maximum efficiency and earnings for ACS, employees and our clients. As the quality and quantity of work performed increases, the opportunity for recognition and higher wages increases. With ABC we strive to provide income opportunities that reward tangible effort and performance rather than the amount of time spent on the job.

Opportunities within ACS

ACS encourages employee development and provides opportunities for existing employees to fill job vacancies within the company. Jobs will be awarded based on individual skills, qualifications, experience and past job performance. ACS may also look outside the company for potential employees as well.

Procedure – The majority of vacant or new positions are normally communicated through internal job postings on InfoBank and updated on a regular basis. ACS may however simultaneously recruit outside the company. Also, an existing employee within a department where a vacancy exists may be selected for a position without that position being posted.

Employees with six (6) months of service in their current position are eligible to apply for a new position for which they are qualified based on requisite skills, education, experience and current job performance. Employees with less than six (6) months of service may change positions before the six (6) month period if both the employee's current manager and the manager of the open position agree and a transition date is agreed upon. Additionally, if an employee is currently on any type of written warning, their candidacy will not be considered for an open position.

Interested employees should contact Recruiting within five (5) working days of the date of the job posting to obtain an internal job application form and apply for the position. The internal application can be found on InfoBank by going to Employee Self Service (ESS) and then clicking on Staffing Self Service.

Exceptions – Employees may not apply for or hold a second position for additional pay at the same time as, and in addition to, their primary job within ACS. For example a full-time employee may not apply for or be offered a part-time job within the company in addition to their current position within ACS.

Changing Employment within ACS

Please note that if you change companies within ACS or its affiliates, for tax purposes, it can be compared to leaving ACS and starting a new job with an external company. Separate W-2s will be issued for each company under which you were employed. Additionally, please note that some differences in benefits exist between business units and that your benefits will be modified to reflect any differences which apply to your new ACS company.

ACS in the Community

At ACS, our people are the difference. We're active community advocates and we're driven to contribute and improve the cities and towns where we work and live. The ACS Community Services Program demonstrates our caring and commitment by helping ACSers participate in corporate-sponsored programs, as well as support local activities. ACS appreciates the desire and willingness of employees to make a difference in their communities and we are committed to helping ACS build on our heritage of corporate citizenship through Community Services and Corporate Philanthropy. Through volunteer programs and the Employee Giving Program we can fulfill our social responsibility. ACS provides many great opportunities to get involved in community and corporate sponsored programs. Most ACS locations have an Employee Activity Council (EAC) that coordinates ideas and activities such as fundraisers, charity events, volunteering, collecting donations, and supporting youth in education. There are many diverse programs in which to participate such as the Military Appreciation Program that enables ACS employees to write or send items to other ACS employees serving our country. There are ways to get involved with education initiatives, such as school supply donations, mentoring, and the Readers are Leaders program. ACS offers an employee giving program that allows you to make donations to our ACS Philanthropic Foundation through payroll deduction that aides our community efforts. To learn more about the different projects and ways to get involved, log on to InfoBank > ACS Village or EmployeeExtras@acs-inc.com.

ACS Internship Opportunities

ACS is proud to have many education programs for our youth. Many offices participate and provide ways for students to jumpstart their career before they even graduate through internships with ACS. Internships are offered in various departments to ensure many diverse types of internships. Internship positions are generally posted on our external job board and often times are posted on college job boards. There is a manager's guide to opening an internship position on the InfoBank under Recruiting. At any given time there may be opportunities at ACS for college students to gain valuable knowledge while working for a FORTUNE 500 company.

Benefits

Eligibility for Benefits

All full-time employees (see definitions under “Employment Classification” section) are eligible for ACS benefits. An eligible employee is classified as full-time who is regularly scheduled to work at least thirty (30) hours per week. Employees who are regularly scheduled to work at least thirty (30) but less than forty (40) hours per week will be eligible for benefits such as time off with pay, prorated based on regularly scheduled hours.

Eligibility periods will vary by benefit. Generally, all eligible employees and their eligible dependents begin benefit eligibility, with the exception of those employees in Hawaii, following a waiting period as defined by the Summary Plan Description.

Exempt or non-exempt employees with an annual base salary of \$30,000.01 or more are eligible for most health and welfare benefits on the first of the month following thirty (30) days of full-time employment.

Employees who are non-exempt with an annual base salary of up to and including \$30,000 are eligible for most health and welfare benefits on the first of the month following ninety (90) days of full-time employment.

Benefits coverage must be elected by the deadline indicated on BenefitsWeb, or you will generally not have an opportunity to enroll in benefits coverage until the next annual enrollment period. Also, once coverage is selected, you will normally not be able to drop the coverage until the next annual enrollment period, unless you experience a Qualified Life Status Change.

A Qualified Life Status Change (QLSC) is defined as a birth or adoption of a child, marriage or divorce, significant and continuous change of hours resulting in a full-time or part-time employment status change, gain or loss of other coverage, or death. For a more comprehensive listing of QLSC events please refer to the Summary Plan Description. Unless you experience a Qualified Life Status Change, you may not drop the coverage selected until the next annual enrollment period. A QLSC must be submitted through BenefitsWeb on InfoBank within thirty-one (31) days following the event to allow changes to your group insurance benefits, and sixty-one (61) days following the birth or adoption of a child. If you have additional questions regarding a QLSC contact the HR Workplace Solutions Center.

The following pages outline general summary information about each benefit. In all cases, official plan documents will prevail concerning any questions of eligibility or interpretation. Specific information and policies related to some of these benefits are contained in the Summary Plan Description related to those benefits. Benefit plans are subject to change and you should ensure that you base benefits-related decisions on a review of the most current plan documents effective at the time of such decisions.

ACS may at any time request documentation supporting the family member relationship to validate eligibility for coverage.

Part-time employees, project-based employees, independent contractors, contingent staff and contracted staff are not eligible to receive benefits.

HR Workplace Solutions Center

The HR Workplace Solutions Center is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Central Time to answer human resources and benefits-related questions. The toll-free number is 1-888-471-2271. If you have a question about the policies, procedures, practices, standards of conduct and rules in your work area, you should talk to your manager or contact the HR experts at the center. If you have questions about ACS benefits or payroll, you have a resource that is as near as your phone.

Reinstatement

If you have previously completed one (1) year of continuous employment with ACS and you are re-hired within twelve (12) months of your separation date, your original date of hire will be reinstated.

Your hire date may affect your eligibility for benefits and the amount of benefits payable to you. For benefits purposes, your original date of hire will be reinstated if you have previously completed one (1) year of continuous employment with ACS and you are re-hired within twelve (12) months of your separation date.

Group Insurance

Many insurance plans and options can be confusing and complicated. Refer to the Summary Plan Description for details on benefits provided to eligible ACS employees.

ACS is committed to providing a comprehensive benefits program for eligible employees. The following benefits are made available to you and in some cases your eligible dependents, some at a cost, as defined and limited by the specific policy or policies selected by the employee:

- Medical Coverage
- Dental Care Coverage
- Vision Care Coverage
- Group and Supplemental Life Insurance and Accidental Death & Dismemberment
- Short-Term Disability
- Long-Term Disability
- COBRA
- Flexible Spending Accounts
- ACS Employee Stock Purchase Plan (ESPP)
- ACS Savings Plan/401(k)
- Accident and Critical Care Plans
- Cancer and Critical Illness Coverage
- Long-Term Care Plan
- Personal Property and Casualty Insurance
- Pet Insurance
- Legal Plan Coverage
- Transportation Benefit Program

- Roadside Assistance Plan

You may review the Summary Plan Descriptions (SPD) on-line through BenefitsWeb, or you may request a copy be provided to you. The SPD provides more detail regarding the benefits for which you may be eligible. In all cases, official plan documents will prevail concerning any questions of eligibility or interpretation.

When Coverage Ends

Coverage for you and your dependents ends:

- For medical, dental and vision the coverage ends either on the fifteenth day of the month (if your last day of work is on or between the first day and the fifteenth day of the month) or on the last day of the month (if your last day of work is on the sixteenth or later day of the month) when your employment ends.
- For life and AD&D insurance, disability coverage and all voluntary benefits, coverage ends on the date your employment ends.
- When you fail to make an agreed contribution to premium when due
- When you cease to be eligible for coverage under the terms of our group insurance program
- When you or your dependents no longer meet the eligibility requirements described in the Summary Plan Descriptions
- Upon failure to meet any eligibility requirements established by ACS.

You are responsible for notifying ACS when a dependent is no longer eligible for coverage. This includes notifying ACS of a divorce, dissolution of a domestic partnership, death, a child reaching the maximum age for coverage and/or a change in your child's student status.

You may be eligible to continue certain coverages after your coverage as an employee ends. See the Summary Plan Description for details.

Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA)

In the event of your termination of employment with ACS, or loss of eligibility to remain covered under our group health, dental and/or vision insurance programs, you and your eligible dependents may have the right to continue coverage under our health insurance program for a limited period of time at your own expense under the provisions of the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA). Contact the HR Workplace Solutions Center at 1-888-471-2271 for more information.

Group Life Insurance and Accidental Death & Dismemberment

If you are a full-time employee of ACS, you are covered by our group life insurance as well as by our accidental death and dismemberment program. You can purchase additional life and

accidental death and dismemberment insurance up to the limits outlined in the plan, including coverage for your eligible dependents.

Life insurance is payable in the event of your death while you are insured. Accidental Death and Dismemberment covers you in the event of death by accident regardless of time or location and covers you for accidental loss of sight or limb. Refer to the life insurance and accidental death and dismemberment certificates or the summary plan descriptions provided by ACS for details of your coverage.

Short-Term Disability

The ACS Short-Term Disability (STD) Plan provides a continuing source of income, once your claim is approved, if you are unable to work for an extended period of time because of an accident or illness that is non-occupational. STD benefits begin after the waiting period outlined in the plan. During the waiting period, accrued sick time, vacation or PTO is available at 100 percent. If your accrued sick hours, vacation or PTO exceed the waiting period, your benefits will begin after the waiting period outlined in the plan, and your remaining accrued sick hours, vacation or PTO may supplement the income that the STD plan does not cover.

STD benefits are designed to bridge the gap between your accrued time off that may be used for illness and your company provided Long-Term Disability (LTD) Insurance. The STD program works with Social Security and other employee-sponsored and government-provided disability benefits to ensure you receive a percentage of your monthly salary up to the maximum defined in the policy. Your premiums are based on the amount of coverage you elected to receive in the event of a continuing disability.

ACS does not have an emergency sick bank program.

Long-Term Disability

ACS provides coverage for basic Long-Term Disability (LTD). Long-Term Disability Insurance provides a percentage of your monthly salary up to the maximum established for the program upon approval of your claim. You can find more information about LTD insurance in the Summary Plan Description or from the HR Workplace Solutions Center.

ACS Savings Plan – 401(k)

The ACS Savings Plan provides an opportunity for you to build a financial future reserve. The ACS Savings Plan is for all eligible full-time or part-time employees, and you may enroll in the plan at any time.

You can defer up to 75 percent * of pay (including base pay, overtime and commissions), up to the maximum allowed by the plan or the annual Internal Revenue Service (IRS) limit. Additionally, if you are or will be age fifty (50) or older by the end of the year, you will be able to make additional contributions each year above the maximum allowed by the plan or the annual IRS limit.

You choose whether to save under the ACS Savings Plan's pre-tax feature, the ACS Savings Plan's after-tax Roth 401(k) feature, or a combination of both.

You will have an opportunity to select from a variety of investment options that allow for diversification of your funds.

For information regarding the 401(k) plan, investment options, and vesting periods, you should contact the ACS Customer Care Center at 1-888-401-4636 or by going to BenefitsWeb via InfoBank.

*Salary deferral by highly compensated employees may be further limited if necessary to permit the plan to pass IRS requirements.

Workers' Compensation

ACS complies with all federal and state laws and regulations regarding work related injuries or illnesses. You should report all work related injuries and illnesses immediately to your manager, no matter how small or insignificant they may seem. You should contact the HR Workplace Solutions Center for current procedures and benefits for the state in which you work. If you fail to promptly report work related injuries or illnesses, you may jeopardize your workers' compensation or health benefits. Texas employees are typically provided benefits under ACS On the Job Injury Plan rather than state worker's compensation.

Education Assistance Program

ACS offers an Education Assistance Program designed to encourage and assist employees in their development and self-improvement. With prior management approval, this program provides tuition reimbursement for courses that are directly related to an employee's job duties, or are part of a career development plan. This benefit is generally available only to full-time employees who have been employed with ACS for at least one (1) year. The program provides 100 percent tuition reimbursement up to \$4,000 per calendar year for approved courses. More information about this benefit and how to apply is available on InfoBank.

Time Off

Eligible full-time employees will accrue both vacation time and sick time, or paid time off (PTO) as detailed below. If you are a non-exempt employee generally time off for any reason during a working day will count against your accrued vacation, accrued sick days or accrued PTO days, as appropriate and available.

Non-exempt employees may use accrued time in one (1) hour increments unless use of a smaller increment is required by law.

Exempt employees may use accrued paid time in full one (1) day increments. Exempt employees' vacation, sick and PTO time must be requested through, and may be monitored via, the Employee Paid Time Off Request System that is available from the HR Self Service section on InfoBank.

Vacation, sick, and PTO time generally may not be taken during the orientation period. Employees generally are paid for holidays that occur during the ninety (90) day orientation period.

Vacation and Paid Time Off (PTO)

Employees need a certain amount of time each year to renew their energy, take care of personal business and maintain good health. ACS encourages employees to use their accrued vacation and paid time off (PTO) hours.

Some ACS operations have vacation plans while others have PTO plans. Check with your manager or the HR Workplace Solutions Center to determine which plan your operation uses.

Vacation or PTO normally accrues in equal installments each pay period unless capped. Vacation or PTO should generally not be taken during your orientation period in order to promote a smooth transition to ACS. However, your manager may approve an exception for employees on vacation plans particularly for employees who are hired between October 1 and December 31 of the calendar year.

The vacation plans require that employees use their vacation during the calendar year it is accrued. There will be no carryover of accrued vacation into the next calendar year unless legally required. Up to one year's accrued but unused vacation will carry over in those states where carryover is mandated by law, unless state law requires carryover of more than one year's accrued but unused vacation.

Generally, PTO accruals stop once an employee's accrued but unused PTO reaches the maximum one hundred sixty (160) hours unless otherwise required by state law or by business unit specific plans with higher maximums.

In states where a cap applies, you may accrue more vacation or PTO only by taking some vacation or PTO time to bring your balance back below the cap.

Every reasonable effort will be made to grant vacation or PTO at the time you desire. This includes use of vacation or PTO to handle personal matters. However, vacations or PTO cannot interfere with your department's operation and therefore must be approved by your manager. Requests submitted in advance enable better planning and have a greater likelihood of approval. Vacations or PTO that are longer than two (2) weeks may be especially difficult to cover on the job and require the greatest lead-time for approval. In this case, you should provide at least six (6) weeks notice.

Vacation or PTO for non-exempt employees may be taken in one (1) hour increments, unless use of a smaller increment is required by law.

Vacation or PTO days for exempt employees must be taken in whole day increments. In instances where an exempt employee has a vacation balance that is less than eight (8) hours at the end of a calendar year, the employee is typically paid for a full day off during that calendar year.

Exempt employees' vacation, sick and PTO time can be monitored via Employee Self Service on InfoBank. Vacation time or PTO which has been used but not yet accrued will be deducted from your final paycheck.

Any unused vacation or PTO will be forfeited at termination, unless you work in the following states:

- Alaska
- California
- Colorado
- Idaho
- Illinois
- Louisiana
- Maine
- Massachusetts
- Minnesota
- Montana
- Nebraska
- North Dakota
- Rhode Island
- South Dakota
- Tennessee

This list reflects ACS' practices as of March 2009 and is subject to change without notice.

Vacation and PTO plans including accrual rates may vary by location or business. Employees should reference any applicable addendum for their business group due to variances from the standard ACS vacation or PTO policy. Employees should contact their manager for specific information applicable to them.

Pay in lieu of vacation will not be granted under any circumstances. If you have any questions about vacation or PTO, please contact your manager or the HR Workplace Solutions Center.

Where state or local laws require employers to provide paid sick days to employees, PTO days are made available to employees under PTO plans for such purposes. ACS complies with any/all laws prescribing treatment of paid time off for any purpose.

Holidays

ACS-approved holidays are observed throughout the year by closing company offices to general business. This standard list of designated holidays is available on InfoBank. Holidays may vary in different locations according to local custom, business or client needs. Different practices may also apply to employees on paid time off (PTO) plans. You should consult with your manager regarding holiday practices specific to your business unit and worksite.

Eligible exempt and non-exempt employees are eligible for holiday pay from date of hire, i.e. employees generally are paid for holidays that occur during the ninety (90) day orientation period.

Part-time and project-based employees are not eligible to be compensated for the observed holidays. Employees on a leave of absence are not eligible to receive holiday pay; holidays occurring during a leave of absence will be forfeited.

Holidays that fall on a Saturday are generally observed on the preceding Friday; holidays that fall on a Sunday are generally observed on the following Monday. (This is subject to change by management.)

If a holiday occurs during scheduled vacation, holiday pay typically will be substituted for the vacation day in question. Finally, in order to be compensated, an employee must not take any unscheduled time off preceding and following the holiday. If an employee calls in sick the day before or the day after a holiday, the manager may require a doctor's statement in order for sick time to be paid. Different practices may apply under the PTO plan please contact your manager or the HR Workplace Solutions Center.

Holiday hours paid to non-exempt employees who do not work on the holiday will not be counted as hours worked for purposes of calculation of overtime compensation due.

An employee cannot terminate employment on a holiday in order to receive holiday pay. If an employee will not be returning to work following a holiday, the effective termination date will be the last day worked preceding the holiday.

Floating Holidays

Many employees accrue additional floating holidays. Floating holidays are additional discretionary days for which you may be compensated.

The availability and number of floating holidays available to an employee varies. Employees should consult with their manager to determine eligibility for floating holidays for their business unit or worksite.

Floating holidays accrue one (1) per quarter on the first day of each calendar quarter until the maximum number of floating holidays in a calendar year have accrued. New employees must be employed on the first day of the beginning quarter to be eligible for the floating holiday.

Floating holidays are to be taken as whole days, and the maximum number of hours paid for a floating holiday will be eight (8) hours. If your scheduled workday is more than eight (8) hours, you may use additional vacation or paid time off hours to address the difference in scheduled hours.

Floating holidays may be requested for any date, provided sufficient advance notice is given to your manager and the time is approved. Floating holidays must be used during the calendar year in which they accrue and do not carry over. Floating holidays are not subject to the policy of working the day before or the day after in order to be compensated for the floating holiday.

Floating holidays are not paid out upon termination, unless mandated by state law.

Employees should contact their manager regarding floating holiday practices at their site.

Religious Holidays

Requests for time off to observe a religious holiday or other obligation required by your faith will be accommodated, as long as they do not constitute an undue hardship on your department or co-workers. Requests for religious accommodation must be submitted to your manager with reasonable advance notice before the holiday occurs.

Employees have two (2) options when requesting time off for religious observance:

- Unpaid - Employees may request up to three (3) days of unpaid leave per calendar year for the purpose of religious observance
- Paid - Employees may use floating holidays, vacation or PTO for the purpose of religious observance

Sick Time

You may use PTO, vacation or sick days to avoid financial hardship if you are unable to work due to illness. All full-time employees not on a PTO plan accrue sick time beginning the first pay period worked. All full-time employees not on a PTO plan working forty (40) hours per week accrue sick time at a rate of 3.08

hours per pay period worked. Full-time employees who are regularly scheduled to work at least thirty (30) hours, but less than forty (40) hours per week will accrue sick time on a prorated schedule.

Unused accrued sick time is carried over each calendar year up to the maximum accrued accumulation of seven hundred-twenty (720) sick hours. Unused accrued sick time is not paid out at termination of employment unless mandated by state law. Accrued sick time is intended to provide you with compensation for absences due to illness or injury. It is not intended for other absences or treated as extra vacation, personal or PTO days. Any employee found abusing the sick policy may be subject to corrective action including termination of employment.

You can use up to three (3) days of sick leave in a twelve (12) month period for family emergencies (such as caring for a sick child). Where applicable state law authorizes the use of sick time other than for an employee's own illness, ACS complies with such law.

To take time off with pay due to illness, you must be a full-time employee and have completed your orientation period. Time off taken before this will be without pay. Please advise your manager as soon as possible and within the timeframe required by your site if you will be absent from work due to illness.

If you expect or are out more than three (3) working days due to illness, injury or serious medical condition, you must notify your direct manager, and report the claim by phone to MetLife, **ACS' Absence Management administrator at 1-800-823-1703**.

Information regarding this process can be obtained on InfoBank or by calling the HR Workplace Solutions Center. Your manager may request a doctor's note indicating you are able to return to work anytime sick leave is taken. Non-exempt employees are to document all time away from work consistent with their site time-keeping practices.

Accrued sick time will not be paid in the event of absence due to a work-related illness or injury to an employee. Compensation for authorized absence due to work-related injuries or illnesses may be provided through Worker's Compensation or On-the-Job Injury plans when a claim has been properly filed and approved.

Paid sick leave cannot exceed the maximum amount of sick days the employee had available before the request. Once sick leave is exhausted, an employee must pay his or her own employee benefit premiums. ACS does not pay out unused sick time upon separation unless mandated by state law.

Employees should consult their manager regarding any sick time practices applicable to their worksite.

ACS complies with state and local laws regarding sick leave to the extent they may differ from the sick leave practices described in this guidebook, including laws which require employers to make sick leave available for additional purposes.

Bereavement Leave

You are eligible to take up to three (3) workdays off with pay to attend a funeral and/or take care of personal matters related to the death of a member of your family. Family is defined as spouse, children, common-law spouse, domestic partner, parents (-in-law), brothers (-in-law), sisters (-in-law) and grandparents (-in-law), grandchildren, legal guardian or any relative residing with you. Floating holidays, accrued vacation or paid time off (PTO) may be used for the death of anyone not covered above.

Additional time may be approved at manager's discretion. If approved, additional time will be without pay or an employee may use vacation, PTO or floating holidays for the approved additional days.

If a holiday or part of your vacation occurs on any of the days of absence, you may not receive bereavement pay in addition to holiday or vacation pay.

Jury Duty/Witness Leave

If you are summoned for jury duty or subpoenaed as a witness, ACS will provide you the necessary time off and pay. Pay for jury/witness leave will be at your regular rate of pay and is only paid for the days and hours that you are regularly scheduled to work up to thirty (30) days within a thirty-six (36) month period or for the period mandated by state or local law. This is not considered as time worked for the purpose of overtime computation.

An employee who is required to appear because he or she is a plaintiff or defendant in a civil case or a defendant in a criminal case will not be paid jury/witness leave for time off unless required by law, but may use available accrued vacation, PTO or floating holidays.

You must notify your manager within forty-eight (48) hours of receipt of the jury summons or subpoena. If chosen for a jury, you must inform your manager how long the trial is expected to last and periodically contact your manager so that ACS knows when you are likely to return to work.

You are expected to report for work on those days when not required to be in court, or when you would be able to complete three (3) hours of work in a normal workday before or after the court appearance.

In order to receive jury duty or witness pay by ACS, you must provide proof of service issued by the court.

Family and Medical Leave

In accordance with the federal Family and Medical Leave Act (FMLA), employees who have been employed for at least twelve (12) months (continuous or non-continuous), and have worked at least 1,250 hours during the previous twelve (12) month period preceding the start of the leave, are usually eligible for up to twelve (12) weeks of unpaid or, if applicable, a paid leave of absence during each rolling twelve (12) month period for one (1) or more of the following reasons:

- Birth of the employee's child, and to care for the child within twelve (12) months of birth
- Placement of a child with the employee for adoption or foster care (leave must be within twelve (12) months of placement)
- To care for a child, spouse, or parent of the employee who has a "serious health condition"
- The inability of the employee to perform the functions of his or her position due to a "serious health condition"
- For qualifying exigencies arising out of the fact that the employee's spouse, son, daughter or parent is on active duty or called to active duty status as a member of the National Guard or Reserves in support of a contingency operation
- To care for a spouse, son, daughter, parent or next of kin who has a serious injury or illness and who is a current member of the Armed Forces (including a member of the National Guard or Reserves) up to a total of twenty-six (26) workweeks of unpaid leave during a "single twelve (12) month period".

If your need for family or medical leave is foreseeable, you must provide your manager with at least thirty (30) days notice. If unforeseeable, as much notice as practicable should be given. Failure to provide required notice may result in the denial or delay of your requested leave. If medically necessary, intermittent or reduced leave may be available under certain circumstances, provided an attempt to

schedule leave is made so as not to disrupt business operations. Requests for leave due to a serious health condition must be supported by certification by the health care provider.

To maintain your group health coverage during the leave, you must continue to pay your portion of the premium for coverage, if any, on the same basis as if you had been continuously working during the leave.

During your FMLA leave of absence, you will have the option to use all available vacation, sick leave and paid time off to substitute for unpaid leave. Additionally, paid leave such as short-term disability (if applicable), and Workers' Compensation (to the extent that the illness or injury is also a "serious health condition") will run concurrently with FMLA leave. The remainder of the leave will be unpaid.

ACS or its administrator may require as a condition of your return to the workplace from medical leave of absence that you obtain and present a current medical certification that you are able to resume work. Employees who return from an approved FMLA leave at or before the expiration of the leave have the right to return to their previous position or an equivalent position, except that employees do not have a greater right to reinstatement than they would have had if they had not gone out on leave, e.g., if their positions were eliminated for reasons unrelated to the leave.

If you have a spouse also employed by ACS, you and your spouse are limited in the amount of family leave that may be taken for the birth and care of a newborn, placement of a child for adoption or foster care, or to care for a parent who has a serious health condition to a combined total of twelve (12) weeks or twenty-six (26) weeks if leave is to care for covered service member with a serious illness or injury is also used.

Additional FMLA information can be located on InfoBank. If you have questions about your rights and obligations you are encouraged to contact your manager or the HR Workplace Solutions Center.

ACS complies with state and local laws on family and medical leave including laws which authorize leave for reasons not required under federal law, impose lesser eligibility requirements for such leave, or provide for paid or longer leaves.

Note to California employees regarding family care and medical leave (CFRA leave) and pregnancy disability leave:

Under the California Family Rights Act of 1993 (CFRA), if you have more than twelve (12) months of service with us and have worked at least 1,250 hours in the twelve (12) month period before the date you want to begin your leave, you may have a right to an unpaid family care or medical leave (CFRA leave). This leave may be up to twelve (12) workweeks in a twelve (12) month period for the birth, adoption, or foster care placement of your child or for your own serious health condition or that of your child, parent or spouse.

Even if you are not eligible for CFRA leave, if you are disabled by pregnancy, childbirth or related medical conditions, you are entitled to take a pregnancy disability leave of up to four months, depending on your period(s) of actual disability. If you are CFRA-eligible, you have certain rights to take BOTH a pregnancy disability leave and a CFRA leave for reason of the birth of your child. Both leaves contain a guarantee of reinstatement to the same or to a comparable position at the end of the leave, subject to any defense allowed under the law.

If possible, you must provide at least thirty (30) days advance notice for foreseeable events (such as the expected birth of a child or a planned medical treatment for yourself or of a family member). For events which are unforeseeable, we need you to notify us, at least verbally, as soon as you learn of the need for the leave. Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until you comply with this notice policy.

ACS may require certification from your health care provider before allowing you a leave for pregnancy or your own serious health condition or certification from the health care provider of your child, parent or spouse who has a serious health condition before allowing you a leave to take care of that family member. When medically necessary, leave may be taken on an intermittent or reduced work schedule.

If you are taking a leave for the birth, adoption or foster care placement of a child, the basic minimum duration of the leave is two weeks and you must conclude the leave within one year of the birth or placement for adoption or foster care.

Taking a family care or pregnancy disability leave may impact certain of your benefits and your seniority date. If you want more information regarding your eligibility for a leave and/or the impact of the leave on your seniority and benefits, please contact the HR Workplace Solutions Center.

Note to Tennessee employees regarding leave for adoption, pregnancy, childbirth and infant nursing:

Employees who have been employed by ACS for at least twelve (12) consecutive months as full-time employees, may be absent from such employment for a period not to exceed four (4) months for adoption, pregnancy, childbirth and nursing an infant, where applicable, referred to as “leave” in this section. With regard to adoption, the four-month period shall begin at the time an employee receives custody of the child.

Employees who give at least three (3) months’ advance notice of their anticipated date of departure for such leave, their length of leave, and their intention to return to full-time employment after leave, shall be restored to their previous or similar positions with the same status, pay, length of service credit and seniority, wherever applicable, as of the date of their leave.

Employees who are prevented from giving three (3) months’ advance notice because of a medical emergency that necessitates that leave begin earlier than originally anticipated shall not forfeit their rights and benefits under this section solely because of their failure to give three (3) months’ advance notice.

Employees who are prevented from giving three (3) months’ advance notice because the notice of adoption was received less than three (3) months in advance shall not forfeit their rights and benefits under this section solely because of their failure to give three (3) month’s advance notice

Leave may be with or without pay at the discretion of ACS. Such leave shall not affect the employees’ right to receive vacation time, sick leave, bonuses, advancement, seniority, length of service credit, benefits, plans or programs for which the employees were eligible at the date of their leave, and any other benefits or rights of their employment incident to the employees’ employment position; provided, that ACS need not provide for the cost of any benefits, plans or programs during the period of such leave, unless ACS provides for all employees on leaves of absence.

If an employee’s job position is so unique that ACS cannot, after reasonable efforts, fill that position temporarily, then ACS shall not be liable under this section for failure to reinstate the employee at the end of the leave period.

The purpose of this section is to provide leave time to employees for adoption, pregnancy, childbirth and nursing the infant, where applicable; therefore, if ACS finds that the employee has utilized the period of leave to actively pursue other employment opportunities or if ACS finds that the employee has worked part time or full time for another employer during the period of leave, then ACS shall not be liable under this section for failure to reinstate the employee at the end of the leave.

Whenever ACS shall determine that the employee will not be reinstated at the end of the leave because the employee’s position cannot be filled temporarily or because the employee has used the leave to pursue employment opportunities or to work for another employer, ACS shall so notify the employee.

Personal Leave of Absence

Employees may occasionally need to request time off from work for a reason or time period that may not be covered specifically under another ACS leave policy or otherwise required by law.

You may be granted a personal leave of absence at ACS' discretion once you attain at least three (3) months employment depending upon the individual circumstances. Personal leaves are not available for time off:

- If required by the Family Medical Leave Act or similar state laws
- Related to an occupational illness or work-related injury
- Related to jury duty or witness service
- For bereavement purposes
- Related to military service

Such leaves are treated separately. An employee may not be placed on a personal leave as a disciplinary or corrective action.

A request for personal leave should be made as far in advance as possible, but at least thirty (30) days in advance, where such leave is foreseeable. If the need for leave is not foreseeable, you must give as much notice as possible.

Personal leave may be conditioned on initial and follow-up supporting information, certification or documentation satisfactory to ACS. All personal leaves require advance written approval from management.

Personal leaves must be for at least three (3) consecutive business days. Ordinarily, personal leave may not extend beyond the end of the first full calendar month after the leave commences. Generally, the maximum personal leave that an employee may take during a twelve (12) month period is two (2) months. Extensions must be requested, whenever possible in writing fourteen (14) days in advance of the employee's scheduled return date. The extension of personal leaves require the approval of the executive vice president of Human Resources.

The employee's accrued paid time off (PTO) or vacation time, available floating holidays and if the personal leave is related to the employee's medical condition, accrued sick time (in that order), will be deducted from an employee's available paid time off during any period of personal leave unless the employee elects otherwise. Employees on personal leave are not required to use accrued PTO or vacation time, floating holidays or sick time.

PTO or vacation and sick leave, and any other benefits that accrue according to an employee's length of service, will not accrue during Personal Leave. Credited service, required premium contributions, and requirements of other ACS benefit plans will be determined in accordance with the provisions of those plans.

Personal leaves of absence do not guarantee any right to return to work or to reinstatement of your job. Personal leave may be conditioned on initial and follow-up supporting information, certification or documentation satisfactory to ACS. An employee's failure to provide requested follow-up supporting information, certification or documentation satisfactory to ACS may result in termination of an already approved leave and/or termination of employment.

Unless otherwise agreed in writing in advance, failure to return to work promptly after the authorized personal leave expires may be deemed as job abandonment.

If you have questions or for further information, contact your manager or the HR Workplace Solutions Center.

Military Leave of Absence

ACS employees may take a leave of absence while on active military duty or certain types of service in the National Disaster Medical System in accordance with the Uniform Services Employment and Reemployment Rights Act of 1994 (USERRA). You must advise your manager as soon as possible of your need to take military leave.

If you are a full-time or part-time employee and are inducted into the U.S. Armed Forces or are a member of the Reserves and are called to active duty, you will be eligible for re-employment after completing military service, provided:

- You show your orders to your manager within the time frame required by law
- You satisfactorily complete your active duty service
- You enter the military service directly from your employment with ACS
- You request reinstatement and report back to work within the time frame required by law

Certain military leave requests qualify under the Family and Medical Leave Act. Check with your manager and the HR Workplace Solutions Center if you believe this applies to your situation. More information is also available in the FMLA section of this guidebook.

ACS complies with state laws which require provision of military leave for state National Guard, militia, and training for actives and reserves.

Insurance Premium Payment During Leave of Absence

Except as may otherwise be provided in this guidebook, while you are on any unpaid leave of absence from ACS, you will be responsible for paying the employee portion of the premiums for your insurance coverage and that of your dependents. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated.

Return to Work

Failure to return to work on or before the first working day after expiration of any leave of absence may be considered abandonment of your position.

Life-Threatening Illnesses

ACS recognizes that employees with life-threatening illnesses, such as cancer, heart disease and AIDS, may wish to continue their normal pursuits, including work, to the extent that their condition allows. As in the case of other disabilities, ACS will make reasonable accommodations

in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs. Medical information on individual employees is treated confidentially, and ACS will take reasonable precautions to protect such information from inappropriate disclosure.

Final Pay

Final pay will generally be direct-deposited or posted to your ACS Pay Card and will include deductions for any previously-advanced, unaccrued vacation, sick and PTO time, legally or contractually authorized repayment of debt to ACS and other items. During the final two (2) weeks of employment, any PTO, vacation and/or sick leave taken by an employee will not be paid unless otherwise required by state law. ACS does not pay out unused accrued vacation, sick or PTO time upon termination of employment unless mandated by state law (see “Vacation and Paid Time Off” section of this guidebook for a list of states). You are expected to return all ACS materials and property before the final paycheck is issued.

General Information

Tobacco-Free Workplace

ACS is committed to providing a safe and healthy environment for our employees and visitors. In keeping with this philosophy, ACS maintains a tobacco-free environment which prohibits the use of tobacco including cigarettes, cigars, pipes and other tobacco products anywhere on ACS property. ACS property includes all property, buildings, structures, parking lots and means of transportation owned by or leased exclusively to ACS. This prohibition applies to personal cars while located on ACS property except where state law would conflict). While on client's premises, employees are required to follow clients' policies on tobacco use in the workplace.

Professional Conduct

All successful organizations have certain policies, procedures, practices, standards of conduct and rules that employees must follow. You are to become acquainted with the performance criteria for your particular job and with all policies, procedures, practices, standards of conduct and rules established by your department and by ACS, as summarized in this guidebook. Furthermore, your conduct away from work must not adversely affect ACS, its reputation, operational success, or relationship with its employees, customers or others doing business with ACS.

If you do not fulfill the responsibilities set out by such performance criteria, policies, procedures, practices, standards of conduct and rules you may be subject to corrective action, the severity of which will depend upon the circumstances.

The following are examples of employee conduct that are not permitted and may result in corrective action or termination of employment. This list is not intended to be exhaustive:

- Conduct that you have been informed is unacceptable
- Failure to maintain satisfactory work performance standards
- Violation of law when at work on the premises or off the premises when engaged in a work assignment, or at any time when such violation would have, as determined by ACS, an adverse effect upon your ability to continue employment with ACS
- Falsification of employee records (including employment applications) time records, or other company records.
- Tobacco use at ACS facilities
- Gambling, participating in lotteries, or any other games of chance on the premises at any time
- Violations of the Drug and Alcohol-Free Workplace Policy
- Soliciting, collecting money, or circulating petitions on the premises other than within the policies, procedures, practices, rules and regulations of the company
- Possession of firearms, explosives, or other lethal weapons on the premises (including parking lots except where specifically authorized by law)
- Abuse or waste of company tools, equipment, fixtures, property, supplies or goods
- Creating or contributing to hazardous, unhealthy, or unsanitary conditions
- Violations of safety rules or acceptable safety practices

- Failure to cooperate with a manager or co-worker
- Failure to cooperate in an investigation
- Interference with the function of a work unit or disruptive conduct
- Disorderly conduct, harassment of other employees (including sexual harassment), use of threatening abusive or vulgar language, or disrespectful behavior
- Insubordination (provided however employees will not be disciplined for refusing to follow instructions that will violate the law or create a safety risk for themselves or others)
- Fighting, encouraging a fight, or threatening, attempting or causing injury to another person on or off the premises when engaged in a work assignment
- Sleeping on the job or appearance thereof
- Dishonesty; violation of the ACS Code of Conduct
- Unauthorized possession, removal or use of company or another employee's property, including records and confidential information
- Pranks, practical jokes, horseplay
- Engaging in illegal behavior on company premises, including parking lots
- Engaging in lewd or sexual behavior on company premises, including parking lots
- Creating a condition hazardous to another person on the premises
- Destroying or defacing company property, records or the property of another employee or customer
- Refusal to follow instructions, perform assigned work, or follow established policies, procedures, practices, rules and regulations
- Repeated tardiness or absences, absence without prior notification to the manager or without satisfactory reason, or unavailability for work
- Violation of the policies, procedures, practices, rules or standards of conduct of ACS

Employees may be subject to corrective action or termination for other reasons not listed.

It is our practice to ensure that unacceptable employee conduct is appropriately addressed with corrective action. ACS reserves the right to use any type of corrective action, up to and including termination of employment. ACS may utilize any of the following types of corrective action, at any time and in any order, at its discretion:

- Verbal counseling or coaching
- Written warning, which may include a probationary period
- Suspension; with or without pay
- Termination of employment

Violence and Threats of Violence in the Workplace

ACS seeks to provide a safe work environment free from acts and threats of violence, and to respond effectively in the event such acts or threats of violence occur. Acts of violence and threats of violence, including any conduct involving the workplace or work relationships that cause an individual to fear reasonably for his or her safety, the safety of his or her family, friends, associates or property, are prohibited.

Firearms or weapons of any kind are strictly prohibited on ACS property or on your person. Further, firearms or weapons are not allowed in an ACS vehicle or in your personal vehicle while

on company property or while conducting company business unless such a prohibition is contrary to state law.

ACS takes violence and threats of violence in the workplace seriously. Employees should take care not to make any jokes or offhand remarks about violence. If you suspect that any employee or visitor is in violation of this policy, immediately advise your manager or the HR Workplace Solutions Center. ACS will not tolerate retaliation against any employee who reports a suspected violation.

Employees are free to contact law enforcement agencies directly when they have reason to believe that doing so is essential to prevent actual or imminent unlawful harm to themselves, others or property. If law enforcement agencies are contacted first, then the HR Workplace Solutions Center should be contacted immediately thereafter.

Once an act or threat of violence has been substantiated, ACS will take prompt and effective action. Such action may include a referral for evaluation, referral to law enforcement agencies, corrective action, and/or termination of employment.

Solicitation and Distribution

To avoid disrupting the workday, interfering with our customers, visitors or fellow employees or jeopardizing the quality of our services; ACS has set for the following solicitation and distribution policy.

Employees may not solicit other employees while either or both are supposed to be working. Prohibited employee conduct includes but is not limited to:

- Any verbal or written communication which encourages, advocated, demands or requests contribution of money, time efforts
- Personal involvement with or membership in any organization (charitable or otherwise e.g., athletic teams, social, fraternal, religious, civic or labor),
- Participation in sports' pools, collections, raffles, lottery or the like

Solicitation activities are permitted during an employee's nonwork time as long as it does not interfere with another employee who is supposed to be working.

Visitors, customers and other nonemployees may not solicit for any purpose on Company property at any time. The only exception is for bona fide vendor sales representatives who must receive proper authorization from the purchasing department and follow the procedures established by that department. Employees are not to solicit customers or visitors at any time.

To avoid disturbing our customers, visitors, fellow employees, and to maintain a clean and wholesome working environment, the distribution of literature or nonwork materials by employees is not permitted during their work time; and during their nonwork time, it is not permitted in work areas.

The distribution of literature by visitors, customers, and other nonemployees is not permitted on Company property for any purpose at any time.

At ACS, we want every employee to work in an environment free from unnecessary and inappropriate distractions. While either you or others are working, you are prohibited from selling merchandise, requesting financial contributions, distributing any pamphlets or literature not

related to your job or any other type of solicitation or distribution not related to your job at any ACS work location.

The company normally prohibits solicitation and distribution on its premises by non-employees but may determine it is prudent and beneficial for community relations to support a particular charitable cause or community organization. These determinations require the approval of senior management and the executive vice president of Human Resources.

Employees are encouraged to volunteer to assist in ACS-sponsored events or drives. However, employees who do not participate will not be discriminated against.

Complaint Procedure

ACS endeavors to provide a safe work place where employees can work without harassment, discrimination, illegal drug and alcohol use, violence or unsafe or work unhealthy conditions. If you witness or are subject to inappropriate conduct/conditions related to work, immediately notify your manager. ACS has established mechanisms for employees to report, confidentially and anonymously, questionable conduct or good faith suspicions that a violation of law or policy has or will occur. Individual employees also may discuss their concerns with their manager, or any other member of management, the Ethics office, the Legal department or the HR Workplace Solutions Center so that ACS can take action to address the matter.

ACS has established an Employee Helpline, available twenty-four (24) hours a day, seven (7) days a week at 1-800-443-1946 or ethics@acs-inc.com to report to the Ethics Office suspected unethical, illegal conduct, violations of laws and policies and concerns about financial reporting and accounting or to seek guidance on Compliance or Ethics concerns.

Managers who receive complaints about, hear of, or witness any inappropriate conduct are required to notify the HR Workplace Solutions Center at 1-888-471-2271 or Ethics Office at 1-800-443-1946 immediately. Investigations will be initiated for complaints alleging harassment or discrimination. Complaints will be handled as confidentially as possible. ACS will take corrective action at the conclusion of the investigation if appropriate. ACS prohibits retaliation against any employee who makes a complaint or participates in an investigation. If you believe you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, please report the matter to the Ethics Office.

Dispute Resolution Plan (DRP)

Under ACS' Open Door Policy, employees are encouraged to report concerns relating to work. Please feel free to discuss any questions, concerns, ideas or problems related to your employment at ACS with your immediate manager, or your manager's manager if you do not feel comfortable discussing it with your manager. Concerns may also be addressed with the HR Workplace Solutions Center at 1-888-471-2271, the ACS Ombudsman at 1-800-443-1946 or the ACS Ethics Office at 1-800-443-1946.

The Open Door Policy is one (1) of four (4) options under ACS' Dispute Resolution Plan (DRP), which serves as the exclusive means of resolving the majority of work-related issues. Its purpose is to give employees flexible options for airing and settling almost every kind of workplace conflict, ranging from minor, everyday misunderstandings to violations of legally-protected rights. Other options under the DRP include an internal conference with the ACS Ombudsman

and an appropriate management representative; the external options are mediation by a third party and mandatory binding arbitration by a neutral arbitrator.

Reduction in Workforce

It may be necessary to reduce staff positions for reasons such as loss of business, lack of work, consolidation of jobs, elimination of certain jobs or a part of our business, closure or sale of a facility or any other business reason. Such reductions are permanent unless stated otherwise in writing. ACS will select the person or persons to be terminated based on its business judgment. No employee terminated due to staff reductions has any right to be recalled unless otherwise provided by a collective bargaining agreement.

Inclement Weather

ACS policy is to remain open for business despite adverse weather conditions in order to meet our commitments to customers. We are equally concerned for your safety. You should exercise your own judgment about personal safety. Be sure to follow the call-in procedure established in at your site.

Whenever non-exempt employees are absent from or late for work or leave early because of inclement weather, they must charge such time away from work to accrued vacation time or PTO to be paid for the time off. If sufficient vacation time or PTO is not available to cover the absence, late arrival or early departure, the time off will be without pay.

Exempt employees who miss an entire day of work due to inclement weather when the office is open should charge it to accrued vacation or PTO to avoid being charged with an unpaid absence.

Safety Awareness

It is the intention of ACS to provide a safe work environment for our employees. By the same token, employees are expected to maintain a "Think Safety" attitude. You should maintain your workstation free of potential tripping hazards and unauthorized electrical devices (such as space heaters) that can pose a safety hazard. Make sure that your workstation is set up properly. Extra care should be given whenever bending or lifting. Be alert to potential workplace hazards, avoid them, correct if possible or report them to management immediately.

Safety/First Aid

The Occupational Safety and Health Administration (OSHA), requires that ACS keep records of certain work-related illnesses and accidents that occur during the workday or on Company premises. Workers' Compensation laws also require that you report any illness or injury on the job, no matter how slight. If you are injured or become ill, please contact your manager immediately. If you fail to promptly report an injury or illness, you may jeopardize your workers' compensation or health benefits.

If there is an emergency that requires evacuation from the worksite, proceed quickly and calmly to the fire exits. Should you have any questions or concerns contact your manager, or refer to the Emergency Action Plan (EAP) booklet located on InfoBank under the ACS Library and clicking on Physical Security.

Incident Response Crisis Management

ACS places an important priority on the investigation and resolution of any possible incidents or issues that could affect either our clients' assets or ACS. The Incident Response /Crisis Management (IRCM) Team was formed to help prevent, handle, and respond to all security events that may threaten or target ACS, or employees. To report possible incidents contact the **HR Workplace Solutions Center 1-888-471-2271**.

The following are examples of just a few of the possible types of events that may need to be reported:

Information Security Events

- A hardware or software failure that prevents access to critical business applications and/or systems
- A computer virus, worm, Trojan horse, or other code-based malicious entity that infects a host
- An attack that prevents or impairs the authorized use of networks, systems, or applications by exhausting resources
- A person gains logical or physical access without permission to a network, system, application, data, or other resource
- Breach of confidentiality and integrity, unauthorized or misuse of information system resources, the loss or theft of hardware and software components, as well as the unauthorized use of the services they provide

Physical Security-Related Events

- Break-ins, vandalism, or unauthorized access to ACS facilities
- Internal or external theft or loss of personal information
- Theft of ACS equipment (e.g. laptops) from homes or vehicles; failure to return ACS equipment by terminated employees in the designated time frame
- Fraud, bomb threats, power failure

Crisis-Related Events

- Natural disasters (hurricanes, tornadoes, earthquakes, volcanic action, etc.)
- Mechanical problems: (ruptured pipes, metal fatigue, discharge of hazardous chemicals or other materials into environment, etc.)
- Fires, pandemic flu outbreak, workplace violence or significant threats involving employees/family members

Outside Employment

If ACS employs you in a full-time position, ACS expects that your position with the company is your primary employment. Any outside activity should not interfere with your ability to properly perform your job duties at ACS.

ACS requires that your activities and conduct away from the job not compete with, conflict with, or compromise its interests; adversely affect your job performance and ability to fulfill all responsibilities to the company; or cause embarrassment to or discredit the company. This requirement, for example, prohibits employees from performing any services for customers on non-working time that are normally performed by ACS personnel. This prohibition also extends to the unauthorized use of any ACS tools or equipment and the unauthorized use or application of any confidential trade information or techniques.

In addition, employees may not solicit or conduct any outside business during paid working time.

Employees engaged in outside employment must immediately inform their manager of such activity

Resignation

While we hope you and ACS will mutually benefit from your continued employment, we realize that it may become necessary for you to resign your job with ACS. As it is a customary business practice to provide two (2) weeks' notice, those employees who elect not to notify their manager in writing, at least two (2) weeks in advance of the date they plan to leave, may be considered ineligible for rehire.

Exit Interviews

If you voluntarily leave the company, ACS would like to know the reason for your decision and any recommendations you may have about ACS. An online exit interview is available on InfoBank in the HR Quicklinks section under Terminations.

Reference Checks

ACS does not provide, nor are any managers authorized to provide, references or employment-related letters of recommendation. However, ACS will respond to employment reference check inquiries from other employers by confirming a former employee's first day of work, last day of work, and job title. Only the HR Workplace Solutions Center or its designated representative is authorized to provide this information on current and former employees.

Other Policies

Personal Appearance

A neat, tasteful appearance contributes to the positive impression you make in the workplace and on our customers. You are to be suitably attired and groomed during working hours or when representing ACS. A clean and professional appearance bolsters your own poise and self-confidence and greatly enhances our company image. When working at a customer's site, please observe what the customer is wearing and dress appropriately.

Employees are to present a professional, business-like image to customers, prospects, and the public at all times. Favorable personal appearance is an ongoing requirement of employment with ACS. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.

If your attire or grooming habits are not suitable as determined by your manager, you may be asked to leave work until you are properly attired. Non-exempt employees will not be paid for the time they are off the job for this purpose. Your manager has the sole authority to determine the appropriate attire and anyone who deliberately or repeatedly violates this standard will be subject to appropriate corrective action.

Please advise your manager of any special dress or grooming needs related to your religion, ethnicity, race or disability so that a reasonable accommodation may be considered.

Attire

Clients visit our offices from time to time. As such, we request that you dress in a professional manner in order to best reflect ACS and yourself. Some offices and departments may adopt a business casual policy. Due to the nature of their work, company executives, sales professionals, and related staff will dress in standard business attire. Business casual is defined as clean, neat professional clothing. The guidelines are that you look neat, sharp, and professional, even though you are dressed casually. Extremes in makeup, dress, and hair styling should be avoided as they reflect unfavorably on both the individual and the company.

Our goal is to allow everyone to feel comfortable at work, yet always look professional. If you have any questions about particular clothing items, please ask your manager or call the HR Workplace Solutions Center.

Management reserves the right to change this policy or to disallow business casual should appropriate attire become an issue.

The bottom line is wear clothes our clients would consider professional.

Client Relations

The success of ACS depends on the quality of the relationship between ACS, our employees, our clients, our vendors, and the general public. Our clients' impressions of ACS and their interest and willingness to retain our services are formed by the people who serve them. Professional courtesy is expected from all ACS employees.

Personal Property

All employees should make every effort to safeguard their personal belongings. ACS cannot and does not assume any responsibility for theft, loss or damage to the personal property of any employee.

Property and Equipment Care

It is your responsibility to understand the equipment needed to perform your duties. Good care of any equipment that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and ACS. If you find that equipment is not working properly, or in any way appears unsafe, please notify your manager or the Facilities Department immediately so that repairs or adjustments may be made. You should not start or operate equipment you believe to be unsafe under any circumstances, nor should you adjust or modify the safeguards provided.

Return of Company Property

Any ACS property issued to you, such as keys, building security cards, phones, laptops, pagers or other equipment must be returned to ACS at the time of your termination or resignation or as requested by your manager or another authorized member of management. You may be responsible for replacement costs of certain lost or damaged items such as, but not limited to, pagers, computers or cellular phones. To the extent permitted by law the value of any property issued and not returned and the cost of repairing/replacing any damaged property may be deducted from your final paycheck pursuant to a wage deduction authorization executed for this purpose.

Security Inspection

Employees do not have a right to privacy in their work areas or on any other property belonging to ACS. To protect our employees and ensure the safety and security of our facility, and to ensure compliance with our safety, workplace violence, drug and alcohol-free workplace and other policies ACS reserves the right to search employees, their locked or unlocked cars, desks, files, lockers and belongings while on company premises at any time and without notice.

You are expected to cooperate in an investigation or search. Failure to cooperate can lead to corrective action including termination of employment.

Company vehicles, workstations, desks, offices, equipment and storage containers provided to you remain the sole property of ACS. Unauthorized storage of company property and overnight storage of food in employee desks and lockers is not permitted. Only company-provided locks may be used to secure employee desks and lockers.

Consistent with existing policy, the company accepts no responsibility for theft or damage to personal property placed in employee vehicles, workstations, offices or desks or other property.

ACS reserves the right to inspect all packages or closed containers brought into or taken out of the work area by employees, visitors or contractors.

Every employee is responsible for ensuring that only authorized individuals are allowed to enter ACS facilities. After-hour access is limited to those employees who need to work outside normal office hours. Authorized visitors must wear identification badges and be accompanied at all times by an ACS employee.

Surveillance

ACS reserves the right to periodically monitor, survey or review employee work performance and conduct through the use of mechanical, electronic or other surveillance techniques as permitted by applicable law. These methods may include but are not limited to photographs, videotape, direct or indirect observation, telephone or computer monitoring, beepers, transponders, pen registers, electronic devices or touch-tone decoders. This may be done with or without further notice to employees.

Work Areas

Neatness and good housekeeping are signs of efficiency. You are to keep your work area neat and orderly at all times. It is a required safety precaution. Trash receptacles are located throughout our facilities. Please place all confidential media to be discarded in the appropriate receptacles.

Items to give special attention to include:

- Think safety and never place unauthorized personal equipment such as portable heaters, in your work area
- Turn off and secure all personal equipment before leaving and never leave confidential information unsecured in your work area
- Keep your workstation neat and in good repair. Report equipment malfunctions to your manager immediately
- Always be aware of good health and safety standards, including fire and loss prevention

Personal Phone Calls and Mail

You are permitted to make limited local area calls on company telephones for essential personal business during lunch/meal periods, or rest break periods unless otherwise advised by your manager. Emergency calls regarding illness or injury to family members, changed family plans or calls for similar reasons may be made at any time with manager approval.

Some worksites have strict policies, practices and rules regarding the use of cell phones, cameras and other electronic devices. These policies are for the protection of client and employee data, and violations will result in disciplinary action or termination of employment.

You should not use an ACS address as a personal mailing address, and should not put personal mail in the out-bound mail stacks. All mail coming to an ACS address is considered business mail belonging to ACS under postal regulations.

Use of Company Name

Exercise care to avoid using the ACS name in any manner that could be misinterpreted to indicate a tie between the company and an outside activity. For example, if an employee endorses an advertised article, the company name and address should not be used and any statement connecting the employee with ACS should be avoided.

Confidential Information

You are exposed daily to a great deal of confidential information. None of this information should be repeated or discussed except with the customers or principals involved, or with other employees only as necessary for the conduct of business.

Certain employees may be privy to health information of other employees and their family members. Any use or disclosure of such information must be done in accordance with privacy rules and regulations of the Health Insurance Portability and Accountability Act (HIPAA). Protected health information (PHI) under HIPAA includes any individually identifiable health information. Identifiable refers not only to data that is explicitly linked to a particular individual. It also includes health information with data items which reasonably could be expected to allow identification of an individual.

Discussing confidential information displays poor judgment and undermines the confidence ACS has placed in you. The ability to keep information confidential is one (1) of the criteria by which you are measured when opportunities for advancement are considered.

For many of you, working at ACS is not your first employment experience. If you received confidential or proprietary information from a previous employer, please give them the same courtesy that we ask of you now. Return to any former employers all confidential and trade secret information and property, if any, associated with your former employers' businesses before beginning work for ACS. Do not divulge confidential information from previous work experiences. If you feel this information will impact your ability to perform your responsibilities here at ACS, please share your concerns (but not the actual information) with your manager, the Ethics Office, the Privacy Officer in Human Resources or the Legal Department. If you have signed a confidentiality agreement, an agreement regarding competing with a previous employer, or an agreement concerning soliciting clients or employees of a former employer you must provide a copy of it to the Legal Department, or if you do not have a copy, you must request copies from your previous employers.

The privacy of fellow employees should also be respected. Personal information about fellow employees should not be given out. All such inquiries should be referred to the HR Workplace Solutions Center.

Your obligation not to disclose ACS confidential information continues after your employment with ACS ends.

Requests for Information

Any inquiries from the press or any outsiders who are neither customers nor principals in a matter are to be courteously referred to Corporate Marketing.

Any inquiries from governmental agencies are to be courteously referred to the ACS Legal Department or appropriate corporate function.

Voting

We encourage you to exercise your voting privileges in local, state and national elections. Since the polls are open for long periods and in some cases early voting is available, you are encouraged to vote before or after your regular working hours. If it should become necessary, you may take up to two (2) hours of unpaid leave from work to vote in a governmental election or referendum. You will be expected to notify your manager at least two (2) days in advance. ACS complies with all legal obligations imposed by state laws regarding voting.

Parking

Where available, parking is provided for the convenience of employees. Each ACS site may have specific rules regarding its parking facilities. Please see your manager for details. Your cooperation in keeping parking lots neat and orderly is requested.

ACS is not responsible for the theft, loss or damage of personal property on company premises including parking lots.

Bulletin Boards

Please read company bulletin boards as they provide a convenient way to stay up-to-date with current events in ACS and government regulations. Bulletin boards are for posting of authorized company materials by managers only. An employee altering or removing bulletin board notifications currently posted or posting unapproved notices may be subject to corrective action and/or termination of employment.

Compliance

Code of Conduct

As a fast-growing, leading provider of business process and information technology outsourcing solutions to government and commercial clients worldwide, ACS continues to pursue global ambitions and leadership in a variety of marketplaces. However, our business reach must never exceed our moral grasp.

ACS has set in place a systematic, company-wide program to govern the ethical treatment we afford ourselves, each other and our clients. We must do everything we can to protect one of our most valuable assets - our reputation. Our comprehensive ethics program ensures employees are aware of the proper conduct appropriate in a variety of business circumstances. The ACS Ethics Program is designed to maintain an environment in which:

- It is acceptable for employees to acknowledge they have an ethical dilemma
- Resources are readily available to enable employees to work through dilemmas before making decisions

A professional ethics program is a very sound business practice. It reassures our clients, employees and stakeholders that we take the integrity of our business very seriously. By maintaining and enforcing a formal program, we share this message with the rest of the world.

Our ethics program serves to protect employees, clients and ACS from unethical and/or possibly criminal behavior. This ethics program enables employees to step forward and report unethical or potentially unethical behavior without fear of reprisal. All reports are treated seriously and confidentially. Our program will help to ensure that business decisions and behavior are reflective of the high level of honesty, respect, and trustworthiness that consistently reinvigorates ACS' reputation.

All ACS Board members, employees, subsidiaries and affiliates are asked to carefully review the Xerox Code of Business Conduct. Each of us can use the Code as a guide when we face ethical dilemmas at work. All new employees must sign the Xerox Code of Business Conduct New Hire Receipt and Acknowledgment Form confirming that they received the Xerox Code of Business Conduct, and will read the Code within one week of employment. In addition, by the close of your first full month of employment, you are responsible for completing the Xerox Code of Business Conduct New Hire Training which can be accessed via InfoBank at <http://infobank.acs-inc.com>.

Finally, all ACS employees must complete ethics refresher training as required and review their personal copy of the Xerox Code of Business Conduct. Please contact the Ethics Officer or the Ethics Helpline with questions or suggestions for the program or to report any possible violations of the code. As mentioned above, all inquiries are treated confidentially. For further guidance, or to report any business conduct issues, contact the Ethics Office at 1-800-443-1946 or send an e-mail to ethics@acs-inc.com.

Complaints may be made anonymously to Ethics. The ACS Helpline is a confidential outside line made available to raise concerns about potential unethical or illegal behavior or violations of ACS policies. The ACS Helpline is staffed by an independent organization and callers may remain anonymous when they call. It is available twenty-four (24) hours a day, seven (7) days a week. Language translators are also available to assist you, if necessary. The Helpline number is 1-800-443-1946.

Allegations of unethical conduct brought to the attention of the Ethics Office will be investigated.

Conflict of Interest

ACS prohibits employees from entering into contracts, agreements, or circumstances that may conflict with the interests of the company or its financial goals. You should act in good faith at all times in the best interests of ACS, and refrain from placing yourself in a position that would produce a conflict between your self-interests and the interests of ACS. A conflict of interest exists in any situation in which your loyalty to ACS is diminished or in which the appearance of impropriety exists, for example:

- Performing services for, or having an ownership interest in a competitor, customer or vendor
- Using ACS resources or your position with ACS for personal gain
- Hiring family members under your supervision

ACS prohibits “kickbacks”, i.e., payments, cash or anything of value demanded or made in return for a referral of a transaction, contract or other advantage.

Civil and Criminal Background Investigations

ACS routinely conducts background investigations on applicants who are offered and accept an offer of employment. The nature of the background check or investigation may vary. Additionally, ACS may conduct background checks at any time during your employment for the purpose of evaluating your suitability for continued employment, promotion, reassignment, or retention as an employee. Regardless of when a background check is conducted, your employment with ACS is contingent on successfully passing a background check. Unless prohibited by law an applicant’s failure to disclose a criminal conviction or pending conviction (other than for a minor traffic offense) on an application will be treated as falsification of an application and may disqualify the individual from employment. In addition, unless prohibited by law, a current employee’s failure to disclose a criminal conviction or pending conviction (other than for a minor traffic offense) to their manager or to Human Resources may result in disciplinary action up to and including termination. Information obtained during the course of a civil and criminal background investigation may be released to third parties, clients or government officials due to business need.

Proof of Work Eligibility

As a condition of employment, federal regulations require that all employees complete a Federal Form I-9 (Employment Eligibility Verification Form) and present appropriate documentation satisfying requirements for proof of identity and work eligibility in the U.S. within three (3) business days of their first day of work. It is your responsibility to ensure that all documents you presented previously that provided proof of eligibility to work are current where required by applicable law if the documents expire at any time during the course of employment. Failure to provide updated current work authorization will result in termination of employment.

ACS is a participant in the E-Verify program which is an Internet-based system operated by U.S. Citizenship and Immigration Services (USCIS) in partnership with the Social Security Administration (SSA) that provides an automated link to federal databases to help ACS determine employment eligibility of new hires and the validity of their Social Security numbers.

Drug and Alcohol-Free Workplace

We are committed to maintaining a safe and productive work environment for our employees consistent with meeting our professional and legal responsibilities to our clients. Employees who abuse drugs or alcohol at work or who come to work under the influence of alcohol or illegal drugs, harm themselves and ACS' work environment. We expect you to report for work on time and in a condition to perform your duties.

Due to the nature of the work we perform and some of our client base, when applicable, we comply with the Drug-Free Workplace Act of 1988 and the Department of Defense Drug-Free Workforce regulations. We follow all contract-specific regulations regarding the use of drugs and ACS makes a Drug-Free Awareness Program available to educate all employees on the dangers of drugs in the workplace. More information can be found on InfoBank.

As a condition of employment all employees are required to abide by the terms and provisions of our Drug and Alcohol-Free Workplace Policy.

The unlawful use, purchase, sale, possession, distribution, dispensation, manufacture or transfer of controlled substances by any employee on the premises of ACS or ACS clients, at Company-sponsored activities or while performing any aspect of their job is prohibited. In addition, off-the-job unlawful use, purchase, sale, possession, distribution, dispensation, manufacture or transfer of controlled substances by any employee may subject you to corrective action if such actions impact job performance, workplace safety or company interest.

Similarly, the improper use of prescription or over-the-counter drugs or substances such that job performance is impaired or threatens the safety, health, security or property of ACS and its employees is also prohibited.

If you are convicted of violating federal or state laws governing controlled substances in the workplace as a result of a trial, a guilty plea or a failure to contest such a charge, have been arrested for a drug-related offense, or you have received a positive drug test result, you must inform the Workplace Solutions Center in writing within five (5) calendar days of such arrest, conviction, plea, failure to contest or positive test result. Where required, ACS, in turn, will notify the appropriate government agency, client representative and security officials who have a "need to know". Your failure to notify us within the requisite time frame will result in corrective action and/or termination of employment.

In order to comply with certain legal requirements, as well as any contract specific requirements, we may conduct random tests for illegal substances including but not limited to those ACS employees in sensitive positions, and/or who are working on other contracts or subcontracts that either:

- Involve access to classified information
- Are determined by the relevant government-contracting officer to involve issues of national security, health, safety or other functions requiring a high degree of trust or confidence

Unless restricted by law, ACS reserves the right to conduct employee drug testing in its discretion, e.g., when an employee is suspected of being under the influence of illegal drugs or the sale, purchase, use or distribution of illegal drugs on ACS premises or while performing job duties.

Results will be sent to federal agencies where required by law. If the employee is to be referred to a treatment facility for evaluation, the employee's test results may also be made available to the employee's treatment counselor.

Whether or not it is prescribed by a physician, you must notify your manager prior to starting work if you are taking a drug or other medication that is known to possibly impair judgment, coordination, or other senses important to safe and productive work performance. Your manager will determine whether you can work and impose any necessary work restrictions.

ACS prohibits the use, sale, purchase, transfer or possession of alcohol while on ACS premises. When there is evidence to suspect that an employee has reported to work, or is working in an alcohol or drug impaired condition, or is in possession of drugs or alcohol, the employee may be asked to submit to alcohol and drug testing. As a requirement of your employment with ACS, you authorize the release of the alcohol and drug screening test results and examinations to ACS.

Any employee involved in a job-related accident or incident that did or could have resulted in serious injury or property damage may be asked to submit to alcohol and drug testing.

Anyone found to be in violation of this policy, including anyone found to be under the influence or in possession of alcohol or controlled substances, other than medically prescribed drugs, while performing duties for ACS, as well as anyone who refuses to submit to testing, will be subject to corrective action and/or termination of employment.

If you need help overcoming alcohol or substance abuse, you may meet with your manager or a contact the HR Workplace Solutions Center to discuss the situation. Some ACS benefits programs provide resources, including counseling, to employees with substance abuse problems. In addition, ACS may grant leave to employees who would like to participate in rehabilitation programs. Employees who are seeking assistance for their substance abuse problems are still expected to meet performance and behavior standards expected of other employees. Drug test result information may be made available to third parties, e.g., clients or government officials due to business need.

Computer Software (Unauthorized Copying)

All software must be properly licensed and used in accordance with its software licensing agreement. Employees may not copy any ACS software programs, install company software programs on home computers, install personal software on ACS computers or download any software programs from the Internet without permission from the Chief Information Security Officer or their designate.

All software should be registered with the manufacturer to ensure proper support and proof of ownership, in case of loss of original disks or documentation.

LAN Support is responsible for conducting periodic PC audits to ensure compliance with software licensing regulations. Employees who are found to be pirating software will be subject to legal action as well as appropriate corrective action and/or termination of employment.

Acceptable Use of Computer Systems, Software, Electronic Communication Systems and the Internet

ACS provides computer hardware, software, and access to electronic communication systems or devices and the Internet for business use by its employees. This includes ACS telephones, facsimile machines, voice mail, personal computers, laptops, copiers and Internet systems. Unless specifically prohibited by your manager or business unit, occasional personal use by employees of these systems is permitted within the following guidelines:

- The use is of reasonable duration and frequency
- ACS incurs no significant additional costs
- The use does not impact the availability of these resources for legitimate business purposes
- The use does not allow for unauthorized sharing of files.
- The use is not related to any illegal activity or the conduct of an outside business
- The use would not cause embarrassment to ACS or customers
- The use is not in support of any religious, political or outside organization activity, except for ACS-requested support to nonprofit organizations
- The use does not interfere with the performance of ACS business, the employee's assigned duties, the assigned duties of other employees, and does not adversely affect performance of the employees or the employee's organization
- The use does not violate applicable law or other ACS policies or procedures, including Preventing Harassment in the ACS Workplace, Sexual Harassment or Equal Employment Opportunity

Employees can unknowingly compromise the security and integrity of ACS information through the improper use of company equipment. Employees using such equipment for personal purposes are accountable for their use and must ensure that no compromises result. Employees must ensure that the use of such equipment does not adversely affect the company or its public image or that of its customers, partners, associates or suppliers. Any work an employee performs on a company computer is subject to monitoring or reviews by ACS with or without notice. E-mail messages sent or received using ACS equipment are ACS property, even if denominated as personal. ACS reserves the right to monitor, access, read or copy email messages and to monitor employee use of the Internet for any reason with or without prior notice. Any actual or suspected misuse of ACS computing assets must be immediately reported to the Ethics Officer and the Chief Information Security Officer, or his/her authorized delegate.

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Insider Trading

In addition to our duty to protect against unauthorized disclosures of confidential information, we also have a duty not to use information for personal gain or any other purpose that may appear improper. For example, securities laws prohibit the use of confidential information for purposes of buying or selling ACS securities by any employee or anyone to whom an employee discloses confidential information. We are also prohibited from trading in securities of any public company in which ACS has indicated a prospective interest. For further guidance, or to report any business conduct issues, contact the Ethics Office at 1-800-443-1946 or send an e-mail to ethics@acs-inc.com.

False Claims Policy

ACS is committed to conducting business in accordance with applicable federal and state laws, regulations and contract obligations. ACS has put in place a variety of controls designed generally to prevent and detect abuse, fraud and criminal acts by employees, contractors and agents with regard to government-sponsored activities performed by ACS on behalf of governmental entities including, without limitation; healthcare, transportation, Medicare and Medicaid services. ACS has implemented specific controls in conformance with requirements of federal and state false claims laws and regulations.

ACS has developed a False Claims Policy in accordance with the Federal False Claims Act (FCA), the Deficit Reduction Act (DRA) of 2005, and various State False Claims Acts. The FCA prohibits persons from making false, fictitious or fraudulent claims to the government. Violations of the FCA can result in significant fines as well as debarment or suspension from future contracts with federal, state, and local governmental entities.

The ACS Policy sets forth guidelines regarding the reporting of known or suspected violations of law or the Policy, employee education and "whistleblower" protections. The policy and standards

contained in it apply throughout ACS and establish minimum requirements to promote consistency in ACS operations worldwide.

The policy applies to all ACS employees, independent contractors, consultants, temporary employees, interns and all other individuals or entities (workers) that support ACS government-sponsored contracts. Contracts with customers and suppliers may contain additional requirements relating to the prevention and detection of fraud and abuse. In all cases, contractual requirements will control to the extent they are more stringent than the standards in this policy and associated procedures.

Examples of prohibited fraud and/or abuse activities include but are not limited to:

- Billing for services not rendered.
- Misrepresenting services rendered
- “Double billing” or charging more than once for the same goods or services
- Submitting a claim for physician services performed by an unlicensed individual
- Billing for unlicensed or unapproved drugs
- Forging physician signatures when such signatures are required for reimbursement from Medicare or Medicaid
- Making false statements or representations related to Medicaid, Medicare, and other government sponsored health programs
- Retaining Medicare or Medicaid funds that are improperly paid
- Billing multiple funding streams for the same services

Under the FCA and applicable state laws, ACS employees may be protected as whistleblowers. No discipline or retaliatory action shall be taken because a person (who may or may not be an ACS employee) informs ACS of any known or suspected violations of the law or the FCA Policy. If however, a person, including an employee makes an intentionally false statement or otherwise knowingly misuses the violation reporting process, the person shall be subject to disciplinary action through the appropriate channels.

The FCA protects employees who report a violation of the law. Any employee who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment because of lawful acts done by the employee on behalf of the employee or others in furtherance of an action under the FCA, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed under the FCA, shall be entitled to all relief necessary to make the employee whole.

Please note that additional compliance information may be found on InfoBank.

Family and Medical Leave Act

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV



U.S. Department of Labor | Employment Standards Administration | Wage and Hour Division WHD Publication 1420 Revised January 2009

Conclusion

You are an important part of ACS and we welcome you aboard. We are proud of ACS and excited about our future. We hope this guidebook has conveyed some of the reasons for our pride and has given you the information you need to be as successful as possible.

We hope your ACS Employee Guidebook is helpful to you. If you have any questions about the material presented in this guidebook, ask your manager or contact the HR Workplace Solutions Center. It is your responsibility to ask questions if you do not understand the policies and programs outlined here.

The contents of the ACS Employee Guidebook are for general information only, and the language used is not intended to create or constitute a guarantee of employment for a definite period of time. Policies and programs are presented here in summary form, are not inclusive, and are subject to management interpretation and ACS practices. No manager has the authority to modify the contents of this guidebook. ACS reserves the right to make final decisions concerning the interpretation and application of its policies, procedures, practices, rules, standards of conduct, and programs, and to vary from or discontinue them at any time with or without further notice to employees. The ACS Employee Guidebook will be updated and reissued periodically.

This guidebook is intended to provide general information and where in conflict with an applicable local, state, or federal law, that law will take precedence.