

HEARING CENTER INC.

EMPLOYEE HANDBOOK

IMPORTANT NOTICE

The policies incorporated in this manual are for the information of our employees and under no circumstances should these be deemed or construed to be an employment contract between the Company and any employee. It is understood that either the employee or the Company may end the employment relationship at will. The policies, benefits and contents of this manual are subject to change at any time at the sole discretion of the Hearing Center, Inc.

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ABOUT THIS EMPLOYEE HANDBOOK

Dear Associate:

On behalf of Hearing Center, Inc. ("Hearing Center"), I welcome you to our staff of health care professionals and to the work of caring for our fellow man. We are pleased that you have joined our team as an employee of Hearing Center. This Employee Handbook ("Handbook") has been prepared and is provided to familiarize you with Hearing Center. By acquainting yourself with the provisions of this Handbook, you will gain a basic understanding of what expected of you by Hearing Center Inc in the conduct of its day-to-day operations.

Hearing Center has grown and succeeded because of the loyalty, good service and commitment of its employees. You have been selected as an employee because we thought you could make a real contribution to Hearing Center . You are important to the Hearing Center's continued growth and success and we hope that this is the beginning of a long and pleasant association.

We are happy to provide this Handbook so that you will have ready reference to Hearing Center's policies, procedures and benefits. Hearing Center cannot, of course, answer all of your questions, as they are oftentimes too varied. By all means, if you find that something is unanswered, or if you have any questions or comments about this Handbook, please do not hesitate to ask. Any comments or suggestions, offered in the spirit of improvement, are welcomed. Again, we are pleased to have you as one of our employees, and we sincerely hope that your employment with us is mutually productive and enjoyable.

Sincerely,

Dr. L. B. Tubergen, President

INTRODUCTION

This Handbook is designed to serve as a summary guide to current personnel policies, procedures and benefits at Hearing Center. As such, it is not intended to create a contract between Hearing Center and its employees, but it is intended to reflect policies, procedures and benefits generally applicable to all employees.

Please keep in mind that the information contained in this Handbook may not cover every situation you will encounter at Hearing Center. In some instances, a separate written document, signed by the Business Manager or President, may apply to situations not addressed by this Handbook or take precedence over conflicting provisions of this Handbook. The employee handbook can be updated or changed with out notice. Updates will be emailed or mailed out to all employees.

ARTICLE 1 - EMPLOYMENT POLICIES

Section 1.1. In General.

Hearing Center is an equal opportunity employer and adheres to the principle that all decisions to recruit, hire, train, promote, and release employees will be made without regard to race, color, religion, sex, age, national origin, disability (except where a bona fide occupational qualification may exist), or any other basis prohibited by law. Hearing Center will be guided by this principle as it exercises its exclusively reserved rights of supervision, management, and control of day-to-day and long-term operations.

Section 1.2. Application for Employment.

Hearing Center's continued growth and success depends almost entirely upon its employees. Therefore, careful selection and placement of new employees is highly important. To this end, it is the policy of Hearing Center to acquire, develop, and maintain the best possible employees. When additional personnel are needed, they are hired on the basis of their training, experience, skill, aptitude, past performance, character, reliability, and any other factors relevant to their ability to do the work required. For this reason, each job applicant is required to honestly complete Hearing Center's standard written employment application form. Verification of all information regarding personal and work history will be made. In addition, a personal interview with a supervisor is required prior to actual employment.

It is Hearing Center's policy to recruit and promote from within prior to soliciting applications from the community at large. In cases where openings can best be filled from within, promotions or transfers will be strongly considered when they are in the best interest of the employee and Hearing Center. If you are ever interested in such opportunities, your request should be directed to the Business Manager. If, on the other hand, you know of qualified individuals who would add to the quality of Hearing Center's team, please inform the Business Manager and invite the individual to apply. Hearing Center values the judgment of its employees and their help in recruiting productive employees.

Section 1.3. New Hires.

The first 90 days of employment are considered a probationary or evaluation period. During this period, you will have the opportunity to adjust to your new job, to demonstrate proper abilities and attitudes for your position, and to determine whether you are pleased with your position with Hearing Center. In turn, Hearing Center will be in a position to determine your qualifications and suitability for continued employment. During this period, and throughout the full length of your employment with Hearing Center, your employment may be terminated for any reason and without further recourse. If necessary, probationary period may be extended, if necessary, at the discretion of Hearing Center.

Since first impressions are often lasting, we are concerned that our working relationship is mutually beneficial from the outset of your employment at Hearing Center. Therefore, Hearing Center will conduct an orientation program to introduce you to many aspects of the company, including the following: our goals and objectives; the policies, rules, regulations and working conditions affecting your employment; and your benefits as an employee.

Although new hires are not eligible for any of the benefits that apply to regular employees, new hires are subject to the applicable terms and conditions of this Handbook. Upon successful completion of the new hire program, you will become eligible for regular employee benefits, and Hearing Center will place your name on the employee roster.

Section 1.4. Employment At Will Relationship.

Unless there is an express written agreement to the contrary, your employment at Hearing Center is for an indefinite term and can be terminated at any time by either you or Hearing Center. No one, other than the Business Manager or the President, has the authority to enter into an agreement for employment for a specified period of time. To be effective, any agreement for employment for a specific term must be in writing, signed by the Business Manager or the President.

Section 1.5. Employment Classifications.

All employees are classified at the time of their employment as either exempt or nonexempt employees. Exempt employees are paid on a salaried basis and their compensation is not based on the number of hours they work. Exempt employees are exempt from the payment of minimum wage and overtime. Non-exempt employees are paid on the basis of the total

number of hours worked during a given week. Non-exempt employees receive overtime for working over 40 hours per week and are not exempt from the payment of minimum wage.

In addition, within the primary classifications of exempt and non-exempt employees, employees are further classified as full-time, regular part-time or temporary employees. Employees who have completed the New Hire program and work a minimum of 40 hours per week or 20 days per month on a regularly scheduled basis are classified as full-time employees. Employees who have completed the New Hire program and work at least 20 hours per week or 11 days per month on a regularly scheduled basis are classified as regular part-time employees. Employees who are employed for a specific number of hours and/or a limited period of time are classified as temporary employees.

Under our system of employee classification, therefore, you will be primarily classified as exempt or non-exempt and secondarily classified as full-time, regular part-time or temporary. Your classification is important, as it affects your eligibility for the benefits described in Article 7.

Section 1.6. Licenses and Registrations.

Employees whose positions require them to have a license or formal registration are personally responsible for obtaining the license or registration and keeping it valid. If your required license or registration expires, lapses, or is refused, you will be suspended from duty until it is renewed or reissued. Discipline, up to and including discharge, may also result.

Section 1.7. Performance Evaluation.

A formal interview and performance of evaluation will be conducted by your supervisor with at least the following frequency: on or before the completion of your 90-day New Hire period; on or before the completion of 90 days after transferring to a new position within Hearing Center; and on or before the anniversary of each year of employment. All written evaluations must be signed by you and your supervisor.

Section 1.8. Resignations and Discharges.

In fairness to Hearing Center, an employee who resigns from Hearing Center is expected to give a minimum written notice to Hearing Center of at least two full weeks (one month for supervisory employees). By giving proper notice, you will remain in good standing with

Hearing Center. If called upon to give a reference, Hearing Center recommends only former employees who leave in good standing. In addition, upon reapplication, Hearing Center gives priority to former employees in good standing.

Hearing Center reserves the right to discharge you from employment for any reason, including but not limited to when your conduct or performance is not satisfactory or when Hearing Center eliminates or reduces your job position or function.

Section 1.9. Exit Interview

Before an employee leaves Hearing Center, an exit interview is usually conducted with the employee at the home office. During this interview, the following topics will be discussed: the circumstances surrounding the employment termination; employee benefits remaining, separation pay and unused paid days off; return of company keys and other property; and delivery of the final paycheck.

ARTICLE 2 - COMPENSATION AND RELATED MATTERS

Section 2.1. In General.

It is the policy of Hearing Center to compensate all employees on a fair and equitable basis. Hearing Center operates office hours from 9:00 a.m. to 5:00 p.m. or 8:30 to 4:30, Monday through Friday. However, as the nature of our business is providing for the health care needs of the community, circumstances may require us to work extended hours. Therefore, you may be expected, when necessary, to work some Saturday and/or early or evening weekday hours.

Section 2.2. Pay Periods and Pay Days.

Hearing Center functions on a bi-weekly basis with a total of 26 pay periods per year. You must submit authorization in writing for your checks to be received by another person.

Section 2.3. Deductions from Pay

Only those amounts required by law, authorized by law, or not prohibited by the law will be deducted from employee paychecks. Exempt employees will not receive reductions in pay based on the quantity or quality of work in any particular week, subject to the exceptions allowed by federal regulations. If an employee suspects that an improper pay deduction has been made, the employee should report the matter to the Business Manager, and, if the deduction is found to be improper, the employee will be reimbursed.

ARTICLE 3 - CONDUCT AND WORK RULES

Whenever people gather together, some work rules and regulations are needed to help everyone work together harmoniously. Because Hearing Center needs to have efficient operations, responsibilities for proper conduct are shared by everyone. You have a responsibility to Hearing Center and fellow employees to conduct yourself in an appropriate manner, and Hearing Center will attempt to be fair and consistent in its treatment of all employees.

Your conduct while at work is expected to reflect a positive attitude toward Hearing Center, a recognition of the importance of productive and quality work, an awareness of the rights of others, and an appreciation for the authority of management. These work rules are nothing more than a common sense approach to running a safe and efficient operation. You will be expected to comply with these rules and any violations will be documented by your supervisor with a written notice to you. Violations may result in disciplinary action, depending on the seriousness of the violations, up to and including discharge. These work rules include the following:

- (a) Come to work with a pleasant and friendly attitude.
- (b) You are expected to report for work dressed in neat and businesslike attire.
- (c) In the event of a disagreement with a patient, you are not to argue with the patient. Refer all complaints you are unable to resolve to the Business Manager.
- (d) Specific cash handling policies have not been printed for your protection. Nevertheless, it is important that you understand these policies. Do not discuss these policies with anyone who is not an employee of Hearing Center. The Business Manager will carefully review these policies with you before you begin employment with Hearing Center.

- (e) For those required by law, you are responsible for properly completing your time card on a daily basis.
- (f) Hearing Center will not tolerate any unlawful action on its premises.
- (g) Regular attendance is crucial.
- (h) You are expected to show respect towards co-workers , managers, and customers. Abusive language and confrontations will not be tolerated.
- (i) Insubordination will not be tolerated.
- (j) Your best effort on behalf of Hearing Center, along with competency and proficiency, is necessary.

Your conduct outside the work place may also reflect on Hearing Center. Because Hearing Center's image with the public is highly important to its success, it is expected that you will conduct yourself in such a manner that immoral or improper actions do not reflect on either Hearing Center or other employees.

ARTICLE 4 - SAFETY

Section 4.1. In General.

A good safety record is a result of a positive attitude toward your job and the safe working conditions Hearing Center tries to provide to all employees. We ask that you follow common sense safety practices when on the job.

Section 4.2. Reporting of Unsafe Conditions, Accidents and Injuries.

Hearing Center requests that you report any unsafe working condition or defective equipment to your supervisor. Any and all injuries, no matter how small, must be immediately reported to your supervisor and the home office. All reported injuries must include a written record stating the following: time, place and circumstances of the injury; the names, addresses and telephone numbers of all persons involved; and the names, addresses and telephone numbers of all witnesses. Disciplinary action for employees involved in accidents may be required when an employee fails to report an accident or an employee could have prevented an accident.

Section 4.3. Disposal of Medical Waste.

In accordance with federal, state and/or local law, medical waste must be disposed of pursuant to established procedures. If you have any questions about proper disposal, please contact the Business Manager.

ARTICLE 5 - QUESTIONS OR DISPUTES

By providing this Handbook, Hearing Center has attempted to inform its employees of what is expected of them on a day-to-day basis. It is hoped that this will result in a sound and productive relationship. Nevertheless, should a question or dispute arise regarding your employment, the following procedure may apply:

Step 1: The first attempt to settle any such question or dispute should be made with your supervisor.

Step 2: If, after full consideration of the question or dispute, you believe the supervisor did not make a fair and equitable decision, you may forward a written statement of the dispute or question to the Business Manager of Hearing Center.

Step 3: The Business Manager will arrange a meeting to resolve the question or dispute.

Step 4: After the meeting has taken place, the President of Hearing Center will forward a letter to you indicating Hearing Center's position regarding the question or dispute and its reasons therefor. A copy of this letter will be placed in your personnel file, and a copy will be given to your supervisor. In rendering a decision, you can always expect fair consideration of any such question or dispute, and you can rest assured that the President of Hearing Center will carefully balance the facts favoring your position with those facts favoring Hearing Center's decision so that a fair and equitable decision can be made.

Hearing Center, in its sole discretion, may decide that the above process should be altered in any given instance in order to better effect resolution of the dispute.

ARTICLE 6 - STATE AND FEDERAL INSURANCE PLANS

The following plans are required by the state and federal governments and are strongly supported by Hearing Center in order to protect your income.

Section 6.1. Unemployment Compensation.

Unemployment compensation is for the benefit of persons who become unemployed through no fault of their own. It provides economic security for an employee in the event a lay-off becomes necessary due to lack of work. Weekly payments are received by the employee while the employee looks for other work. The entire cost of this protection is paid for by Hearing Center.

Section 6.2. Workers' Compensation.

Workers' compensation protects your income and pays medical expenses in the event of an on-the-job injury or work-related illness. The entire cost of this protection is paid for by Hearing Center.

Section 6.3. Social Security.

Hearing Center helps fund your Social Security retirement account. The cost of Social Security contributions is made on an equal basis by you and Hearing Center. As it now stands, you will be entitled to a monthly income from the federal government when you retire at the age provided by the Social Security Act, or in certain cases, in the event of long-term disability.

ARTICLE 7 - COMPANY BENEFITS

Section 7.1 Eligibility.

Only full-time employees will receive the benefits described in Article 7. Regular part-time and temporary employees are eligible for reduced benefits on a case by case basis, to be prorated.

Section 7.2. Holidays.

To prevent a loss of earning in the observance of holidays, all full-time employees are entitled to holiday pay benefits for the following six days: New Year's Day; Memorial Day; Independence Day; Labor Day; Friday + Thanksgiving Day ; and Christmas Day.

Non-exempt employees receiving holiday pay will be paid for eight hours at their regular hourly rate of pay. However, unless vacation time is taken, non-exempt employees must work the day prior and subsequent to a paid holiday in order to receive compensation for the holiday.

Section 7.3. Vacations.

With its concerns about the well being of employees and the efficient rendering of service to patients, Hearing Center believes that employees benefit mentally and physically by a period of rest and relaxation away from duties and responsibilities of their jobs, at least for some period during each calendar year. For this reason, the following vacation policy shall apply:

- (a) Hours Earned You will earn vacation time on calendar year basis according to the following schedule: (i) no vacation during the first six months of employment; (ii) five vacation days between the seventh and twelfth month of employment; (iii) ten vacation days per year after one year of employment, (iv) fifteen vacation days per year after five years of employment, (v) twenty vacation days per year after ten years of employment and (vi) twenty five vacation days per year after twenty years of employment.

Vacation time is not earned incrementally throughout the year, but is instead earned all at once at the beginning of calendar year-January 1. Vacation time may vary for newly hired employees based on previous work experience, but only if the employee receives notice in writing from the President. Note this applies only to full-time employees.

- (b) Scheduling. You are expected to take the full vacation during the year earned. Unused vacation time cannot be carried into subsequent years, nor will you receive pay in lieu of unused vacation time. Although our desire is to provide every employee the specific vacation period preferred, our responsibility to meet the needs of the patient population we serve may necessitate the scheduling of vacations at various times throughout the year. A written request for vacation

should be submitted no less than one month in advance and not more than two months in advance. Requests for vacation will be considered and approved at the home office, so that company operations will not be adversely affected. Individual preferences will be considered based upon the availability of personnel to perform the technical specialties demanded by the patient population throughout the year. Employees will not be allowed to take a vacation associated with a holiday more than once a year. No more than Three audiologist may be on vacation at a time.

- (c) Unused Vacation Time. Once vacation time is earned, it must be used before the calendar year expires. At the end of the calendar year Dec. 31, all unused vacation time off is lost and no pay will be substituted in lieu of taking vacation time off.

- (d) Termination of Employment. Because Hearing Center does not carry vacation time into subsequent years and because it does not pay employees for unused vacation time, Hearing Center does not pay employees for any accumulated vacation time upon termination of employment.

Section 7.4. Sick Days.

The importance of each individual employee's contribution to the overall services provided by the company cannot be overstated. Since we are in the health care business, it is imperative that we encounter our patients and fellow employees in good health. Therefore, Hearing Center recognizes that employees may become ill and find it necessary to be absent from their regular work activities. In addition, Hearing Center recognizes that it may ask an employee to be absent in the best interest of other employees and patients.

In view of the preceding statements, Hearing Center provides for the accumulation of "paid days off" to all full-time employees. You accumulate paid days off at a rate of one-half day per month. Paid days off cannot be carried over into subsequent years. However, at the end of each calendar year, all unused sick days will be paid at a rate of one hour's wage for each hour of unused sick time. To use paid days off for sickness or accident, you are required to notify your supervisor as soon as you know that absence from work is necessary. In addition, you are required to use paid days off in four-hour blocks of time.

Employees who are discharged from employment of Hearing Center will not be paid for any remaining unused sick days. Employees who voluntarily quit without giving Hearing Center two full weeks advance notice will also not be paid for any remaining unused sick days. Employees who quit voluntarily after giving the required two weeks advance notice to Hearing Center or who terminate due to death, military service or retirement will be paid for any remaining unused sick days or vacation days on a pro rated basis.

Note: Any signed employment contracts have precedent over the above vacation and sick policy.

Section 7.5. Jury Duty.

The Company will grant employees time off for mandatory jury duty. A copy of the court notice must be submitted to the employee's supervisor to verify the need for such leave. The employee is expected to report for work when doing so does not conflict with court obligations. It is the employee's responsibility to keep his or her supervisor or manager informed about the amount of time required for jury duty and to provide documentation.

Section 7.6. Military Leave.

Employees in service in the uniform services of the United States, as defined by the provisions of the Uniform Services Employment and Re-employment Rights Act ("USERRA"), Title 38, U.S. Code Ch. 43, shall be granted all rights and privileges provided by USERRA and/or other applicable state and federal laws. This shall include continuation of any benefits to the extent required by USERRA. Employees shall be subject to all obligations contained in USERRA which must be satisfied for the employees to be covered by this statute.

Section 7.7. Personal Leave.

Occasions may arise when you may request time off for which you are otherwise not entitled. Hearing Center may grant a personal leave of absence without pay for such purposes as an extended illness, maternity, military duty or other personal reasons. Your request will usually be granted provided that Hearing Center, in its sole discretion, determines your absence will not interrupt the continuity of service offered by Hearing Center and that you have worked with Hearing Center full-time for a period of one full year.

Personal leave is without pay and without accumulation of benefits. If it becomes necessary to apply for personal leave, you must submit a written request well in advance. Before Hearing Center will grant a leave of absence, all unused vacation and sick time must first be

exhausted. Before returning to work after taking leave of absence for medical reasons, a physician's statement will be required as proof of your physical ability to return to work. No more than 30 days of leave time may be taken within any consecutive 12 month period.

Section 7.6. Benefits During Leave from Work.

Except as provided by state or federal law, Hearing Center will not pay for any benefits identified in Article 7 for more than 30 calendar days for any employee granted a leave from work. Thus, during such leave, you are responsible for paying for your benefits and making suitable arrangements with Hearing Center in advance for payment of any such benefits.

ARTICLE 8 - OPERATIONS

Each employee's responsibility for the day-to-day operations of the Hearing Center varies according to the position within the company. In order to promote a positive work environment, Hearing Center has adopted operational rules for your position, including regulations to promote efficiency, security, and the best possible service to our patients. Your specific operational responsibilities will be covered in the New Hire program, and any questions on day-to-day operations should be immediately referred to your supervisor or the Business Manager.

ARTICLE 9 - MISCELLANEOUS REGULATIONS

Section 9.1. Customer Relations.

Even simple errors on the part of Hearing Center can have serious health implications. Aside from health matters, any type of poor service can cause unnecessary inconvenience and irritation. It is, therefore, important that you place the quality of your work in a high priority.

Patients appreciate prompt, courteous and professional service; it lets them know they are important to Hearing Center. A pleasant manner and helpful attitude are to be extended, no matter what circumstances exist at the time.

Section 9.2. Attendance.

An employee's tardiness or absence from work means reduced service to Hearing Center's customers and additional work loads for other employees. You, therefore, are expected to meet acceptable standards of punctuality and attendance.

If you are ill, it is your responsibility to notify Hearing Center promptly. If time off is required for personal reasons, whenever possible, your request should be made in advance in order to reduce inconvenience to fellow employees and Hearing Center's patients.

Unsatisfactory attendance, including absence without notice or permission, reporting late or quitting early, may result in disciplinary action in accordance with Article 3 of this Handbook.

Section 9.3. Telephones.

Telephones must be kept free for conducting business. Therefore, the use of company telephones should be restricted to company business, to the extent possible. When it is necessary to make or accept a personal call, you should be prepared to interrupt it for other incoming calls. Personal long distance calls are not to be made or charged to the company telephone.

Section 9.4. Visitors and Access.

Due to safety, security, and operational considerations, no visitors will be permitted unless authorization is obtained beforehand from your supervisor or the Business Manager. You are not to enter the premises outside normal working hours without the approval of your supervisor or the Business Manager.

Section 9.5. Personnel Records.

It is important that the company personnel records be kept up-to-date. You should promptly notify your supervisor or the Business Manager in writing of any change of address, marital status, telephone number, etc.

Separate personnel files are established and maintained on each employee. Internal use of the information contained in the personnel file will be limited to incidents where it is necessary for employment decisions, and any disclosures outside Hearing Center will be strictly limited, unless authorized by you.

Employees may review their own personnel records by appointment. Employee records may not leave the home office. Appointments may be obtained by phoning the home office.

Section 9.6. Outside Employment.

Hearing Center maintains that employees need time to relax and to spend time with their families in order to handle full-time jobs in an efficient manner. Therefore, steady outside employment is discouraged, and working in situations which can be considered a conflict of interest is prohibited. Such conflicts of interest would include working for a competitor or vendor of Hearing Center.

Section 9.7 Payroll Advances.

Because you are expected to properly maintain your personal financial affairs, advances against payroll will not be made.

Section 9.8. Harassment Avoidance Policy.

Hearing Center Prohibits All Forms of Harassment. In order for all employees to enjoy a work environment free from all forms of discrimination, Hearing Center prohibits the harassment of any employee, male or female, by managers, other employees, or outside parties. It is contrary to our policy for any employee to be subjected to harassment in the workplace because of sex, race, color, religion, national origin, age, or physical or mental disability. Harassment in the workplace negatively affects morale, motivation, and job performance. It is inappropriate, offensive, and will not be tolerated.

Sexual Harassment. The Company strictly prohibits all forms of sexual harassment. No employee should be subjected to unsolicited and unwelcomed sexual advances or conduct, either verbal, written, recorded, or physical. Prohibited harassment may include, but is not necessarily limited to:

- 1. Unwelcome verbal, written, or recorded behavior such as comments, suggestions, jokes, or derogatory remarks which are based on sex. This would include verbal, written, or recorded innuendos, suggestive comments, off-color jokes, discussing**

sexual activities, commenting on physical attributes, offensive gestures or sounds, and repeated unwelcome flirtation;

2. Physical behavior such as pats, squeezes, grabbing, groping, intentionally brushing against someone's body, unnecessary touching, displaying sexually suggestive pictures, or impeding or blocking normal work or movement;

3. Unwanted sexual advances;

4. Pressure for sexual favors; and/or

5. Acts of aggression, intimidation, hostility, threats, or unequal treatment based on gender.

Sexual harassment consists of any unwelcome behavior of a sexual nature which creates a hostile work environment. It is also sexual harassment when submission to sexual advances is a condition of a job benefit (e.g. employment, continued employment, fair treatment, promotions, etc.).

Other Forms of Harassment. Hearing Center also prohibits harassment based on race, color, religion, national origin, age, or disability. Such harassment may include, but is not necessarily limited to, derogatory remarks, jokes, and comments based on these characteristics. It may also include physically intimidating behavior.

Complaint Procedure. Any employee who believes that he or she has suffered sexual harassment or any other form of harassment should report the conduct to the Business Manager or the President as soon as possible so that prompt action may be taken. Further, any employee who is aware of any instance of harassment concerning any other employee should report the conduct as soon as possible.

All harassment complaints will be investigated promptly, impartially, and in as discreet and confidential a fashion as possible. However, complete anonymity cannot be guaranteed. While the Company will take reasonable steps to maintain the confidentiality of the complaint, a fair and effective investigation may necessitate the disclosure of names of complaining parties and witnesses. Any individual who has been found to have harassed an employee in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment.

Hearing Center Prohibits All Forms of Retaliation. Hearing Center strictly prohibits any form of retaliation against employees who exercise their rights to raise complaints about violations of this policy. No person will be adversely affected in their employment as a result of bringing good faith complaints of harassment or truthfully participating in an investigation. Any employee who feels that he or she has been the subject of retaliation, or adverse or different treatment as a result of having complained about prohibited discrimination or harassment, or having participated in an investigation, should immediately bring the matter to the Company's attention through this same complaint procedure.

Conclusion. We trust that Hearing Center employees will act responsibly to maintain a pleasant working environment, free of discrimination and harassment, allowing each employee to perform to his/her maximum potential. Hearing Center encourages any employee to bring questions he or she may have regarding sexual harassment or other types of harassment to his or her supervisor or any officer of the Company.

Section 9.10. Personal Appearance and Conduct.

Prompt and courteous attention to the needs of our patients must be our prime concern. Anything less than professional behavior, dress and language befitting the image of Hearing Center, may result in discipline deemed appropriate by Hearing Center.

Your conduct greatly affects the attitudes of both our patients and other employees. Arguing or fighting, theft or misuse of Hearing Center equipment or funds, and possession or use of drugs and alcoholic beverages on company property will result in immediate suspension and may result in dismissal.

An employee's personal grooming, hygiene and attire reflects not only personal attitudes but also the image of Hearing Center. Personal neatness, cleanliness and professional apparel will give the desired professional image which is in the best interest of the patients, employees and visitors. Extreme fads and unusual styles will not be permitted. Certain job titles may require an employee to wear an approved uniform.

You are expected to be physically and mentally capable of carrying out your duties when reporting to work. Do not report to work under the influence of alcohol or drugs.

Section 9.11. Confidential Information.

All records, including, but not limited to, patient charts, ledger cards and lists are property of Hearing Center. This property should be used only when conducting company business and never for personal gain. Unauthorized dissemination of information contained in company records by any means is prohibited, whether to other employees or the public. Upon termination of employment by either party for any reason, you may not use Hearing Center records or their contents.

Section 9.12 Revisions.

As we continue to update our policies and procedures, changes in this Handbook may be required. You will be informed by written notification of all such revisions. However, we cannot assume the responsibility of updating your personal copy of this Handbook. For your convenience, a master copy will be available at the home office. If you have any comments or questions concerning Hearing Center's policies and procedures, please feel free to discuss them with your supervisor or Business Manager.

Hearing Center, Inc. **Employee Handbook**

Inclement Weather. Inclement weather rarely warrants closing of the company's offices during normal hours of operation. On occasion, however, the Company may be forced to close the office due to inclement weather. On such occasions, loss of work time by employees will be charged to each employee's vacation or personal day allowances. If non-exempt employees (those who are eligible to receive overtime pay for working more than 40 hours in a week) have no vacation time or personal days available to them, the time off will be without pay.

ACKNOWLEDGEMENT FORM

I hereby acknowledge receipt of the Employee Handbook of Hearing Center, Inc., which outlines my privileges and obligations as an employee of Hearing Center, Inc. I will read this Employee Handbook within the next three days to familiarize myself with its contents, as the Employee Handbook sets forth the basis of my employment and serves as a summary guide to the general personnel policies of Hearing Center, Inc. I understand that nothing contained in this Employee Handbook is intended to create an employment contract between Hearing Center, Inc. and me for either employment or the providing of any benefit. I also understand that my employment is “at-will” and may be terminated by me or by Hearing Center at any time for any reason.

Printed Name

Dated:

DISTRIBUTION:

One Copy to Employee

One Copy to Employee's Personnel File

Updated Section

Article 7 Company Benefits

- **Section 7.1 Eligibility**
- **Section 7.2 Holiday**
- **Section 7.3 Vacation (a),(c)**
- **Section 7.4. Sick Days**