

International Air Response, Inc.

PERSONNEL POLICY MANUAL



International Air Response, Inc.

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PERSONNEL POLICY MANUAL

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International Air Response, Inc.

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SECTION 1 - INTRODUCTION TO MANUAL

1.1 Introduction to Policies

This manual serves as a ready reference for employees. It is a summary of personnel policies, procedures and employee benefits. It is designed to be a working guide for the administration of a consistent and fair personnel program. Please read it carefully and learn its contents.

The policies are intended to:

- Prevent misunderstandings that might arise from unwritten policies, inconsistently applied policies, or lack of proper communications
- Eliminate the need to make hasty decisions in matters of personnel policies
- Assure uniformity and fairness throughout the company Communicate to everyone within the employment relationship the rights and responsibilities of all

The policies described are not an expressed or implied contract of employment between the employer and the employees and do not in any way imply or create any rights, contractual or otherwise. We reserve the right to modify, suspend, rescind, interpret and administer any of the policies, procedures, terms, conditions, and language of any or all parts of this manual. However, the “at-will” employment policy can be changed only by written notification signed by the employer. To be binding, the specific terms or benefits of any employment must be in writing and signed by the employer/manager.

Examples of the types of employment decisions that are within the discretion of the employer include:

- Hire and discharge Compensation Benefits
- Discipline
- Layoff
- Work schedules
- Work assignments
- “Extenuating circumstances” and case-by-case decisions
- Job responsibilities
- Anything else that the employer may determine to be necessary for the safe, efficient, and economic operation of the business.

This policy manual replaces all earlier policy manuals, and takes precedence over all memoranda and oral descriptions of personnel policies, practices, and procedures. Outdated manuals should be removed and saved for later reference.

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You will be informed of any revisions to these policies as they occur. Please keep current with the changes by reading the manual periodically. As policies are updated, the latest printed date will be shown at the top of the table of contents page of the personnel policy manual, thereby, making previous dates invalid.

The policy manual is located in a place where it is easily accessible to everyone. Please familiarize yourself with these policies, and sign a copy of the Employee Acknowledgment Form (Form H007).

If you have any questions, please feel free to ask your manager or the Human Resources Administrator.

1.2 Distribution of Manual

This Personnel Policy Manual is the property of the company and is located in designated places within the company for easy referral. A copy will be issued to each company satellite operating base. Please do not remove the manual from the company premises.

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SECTION 2 - EMPLOYMENT PRACTICES

2.1 Employer-Employee Relations

We believe that the strength and future growth of the company depends directly upon the contributions made by every employee. We also know that high productivity and efficiency depend on individual job satisfaction and happiness.

In our effort to implement fair and effective personnel policies, we pledge to:

- Hire people based on their qualifications and potential contributions to the company
- Provide employees with avenues for addressing job-related concerns
- Recognize each employee as an individual and valuable member of the team
- Maintain a safe environment for working conditions
- Conduct performance reviews periodically, so employees will know where they stand regarding their work performance and extend guidance and assistance as needed
- Provide a competitive compensation package based largely on industry standards in the community and the quality of the employee's work performance
- Welcome your input and suggestions

Your responsibilities are to:

- Be professional and honest in all business dealings on behalf of the company
- Keep all business and proprietary information in strictest confidence
- Give a productive day's work commensurate with your individual skills and abilities
- Be friendly and courteous to other employees and clients/customers
- Adhere to office policies
- Address complaints or grievances through established channels
(See Problem Resolution Procedure)

The company assumes responsibility to:

- Schedule hours of work, and to make changes in the work schedule
- Change work assignments or job classifications as needed Change office policies as needed taking into consideration internal circumstances, competitive forces, and economic conditions
- Dismiss, assign, supervise and discipline as necessary
- Decide and act whenever it is in the best interest of the company and employees

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2.2 At-Will Employment

You are free to terminate your employment with the company at any time, with or without a reason, and the employer has the right to terminate your employment at any time, with or without reason. Therefore, employment with the company is not for a specified term and can be terminated “at-will” by either party. This employment policy includes all employees, including those presently employed by the company. No employee or representative of the company, other than its owner, has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

The “at-will” policy constitutes an integrated agreement with respect to the nature of the employment relationship. There are no other oral or collateral agreements regarding this issue. These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the employer.

Nothing in this policy is intended to limit the rights of employees to engage in protected concerted activities as prescribed by the National Labor Relations Act.

2.3 Equal Opportunity Employment Policy

It is our policy to provide equal employment opportunities to qualified persons without regard to race, color, religion/creed, sex, national origin, physical or mental disability, pregnancy, age (after 40), genetic information or any characteristic protected by state/city/county anti-discrimination laws. This will extend into all areas of the employment relationship, including promotions, wages, benefits, and all other privileges, terms, and conditions of employment.

2.4 The Employment Selection Process

Candidates for job openings are selected on the basis of merit, competence, experience, satisfactory character and employment references. To maintain impartiality, we exercise discretion in the hiring of family members if it would place an employee in a position of supervisory, appointment or grievance adjustment authority over the family member.

Applicants and the information they have provided either on the employment application form, the resume, or during the interview will be thoroughly screened for accuracy. Any misrepresentation, falsification or omission of material information may result in a denial of an offer or, if the applicant is hired, be cause for immediate dismissal without any liability to the employer other than for payment of services actually rendered.

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During the screening process, we will review:

- The employment application (Form H017)
- Education and work experience
- Prior work history
- References
- License verification (if applicable)
- Copies of certificate of training
- Personality assessment results to ascertain skill and potential job performance (if applicable)
- Compliance with the Immigration Reform and Control Act (IRCA) of 1986
- Results of a medical examination (if applicable)

A word of caution in the treatment of job applicants and their references: It is important that we maintain good public relations throughout the screening and interviewing process with applicants. Therefore, it is our policy to look upon job applicants as potential clients/customers and treat them with the same professional courtesy and consideration.

2.5 Medical Examinations

After an offer of employment has been made, applicants may be required to pass, or produce proof of, a medical examination. Normally, these examinations will be the responsibility of the applicant or employee. At the discretion of the company, such examinations may be funded by the employer. Examinations should be submitted to the company as soon as possible. Such records will be treated in a confidential manner and will be made available only to the employee, persons designated and authorized by the employee, relevant insurance companies, or the employee's certified healthcare practitioner.

Some personnel may be required to maintain a current FAA Medical Certificate. The Class of the Medical Certificate must be appropriate to their flight crew position in accordance with company policy. The cost of maintaining the medical certificate is the responsibility of the employee. If an employee cannot maintain the appropriate class of FAA Medical Certificate he/she may be removed from flight duties. In cases where the employee's primary duties are flight related, he/she may be placed on a Leave of Absence at the discretion of the company (see Leave of Absence). In some cases the employee may have additional duties that do not require a Medical Certificate and a Leave of Absence may not be necessary. Each case is unique, and the company will address such situations individually.

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2.6 Immigration Law Compliance

All employers are required to comply with the federal immigration laws. In keeping with this obligation, all new employees working in the US or required to maintain US citizenship must fill out Form I-9 and provide satisfactory evidence of identity and legal authority to work in the United States no later than three business days after beginning the new job. All new employees working primarily outside the US at satellite locations must maintain the appropriate immigration and employment documentation required by the government of that respective location. All offers of employment and continued employment are contingent upon presenting such proof.

2.7 New Employee Orientation Program

During your first few days of employment, you will participate in an orientation program. During this program, you will receive important information regarding the performance requirements of your position, basic personnel policies, your compensation, benefits programs, plus other information necessary to acquaint you with your job. Your orientation will partially be structured with our New Employee Orientation Checklist (H009).

You will also be asked to complete all necessary paperwork at this time, such as medical benefits plan enrollment forms, beneficiary designation forms, and appropriate federal, state, and local tax forms. At this time, you will be required to present information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law.

We encourage you to ask any questions you may have during this orientation period so that you will understand all the guidelines that affect and govern your employment relationship with us.

You may be required to attend specific educational and training sessions to improve your skills or performance.

2.8 New Hire Reports

The federal "Personal Responsibility and Work Opportunity Reconciliation Act" (PRWORA), requires all states to operate a child support enforcement program. Under PRWORA, all employers must report new hires to their state within 20 days of hiring. Employers may use Form W-4 or equivalent forms for new hire reporting purposes, at the employer's option. Certain states encourage use of the forms developed for their own new hire reporting programs for ease of processing. The following information must be reported:

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- Employee's full first and last names, social security number, home address and start of work date
- Employer's name, address, account number, and Federal Employer Identification Number

2.9 Employee Performance Reviews

The evaluation of an employee's job performance is an ongoing process. The performance review serves as a guide to evaluate progress, address areas for improvement, as well as plan further training and establish and commit to future goals. The frequency of evaluations may vary depending upon the length of service, job position, past performance, changes in job duties, or recurring performance problems.

A performance review will generally be scheduled yearly for every employee by their manager and the human resources department. It will normally occur around the employee's anniversary date of employment. After the review, you may be required to sign a performance evaluation report simply to acknowledge that the items have been discussed with you and that you are aware of its contents.

2.10 Reference Requests

It is our policy that all requests for information concerning current and former employees are handled in a consistent and appropriate manner. Such requests usually involve employment information, personal and business references, descriptions of job duties, etc. The procedure outlined below is to be followed by all employees who are approached, either formally or informally, and asked to provide information about present or former employees.

All written, oral, or informal requests for information about employees or former employees are to be referred to the HR Manager. Consequently, no employee may provide (either on or off-the-record) any information regarding current or former employees to any non-employee. By following this policy, we can ensure that the information released about an employee is accurate, authorized, and representative of the company's position.

In addition, to avoid charges of slander or defamation claims, employees and former employees are cautioned to be very careful about what they say about other employees and the company when they are away from the workplace.

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2.11 Anti-Harassment Policy

It is our policy to provide a work environment that is free from any form of discrimination or harassment based on any protected characteristic under federal, state, or city/county laws. Protected characteristics include, but are not limited to, sex, race, national origin, genetic information, religion, etc.

Harassment can take many forms: written, verbal, and non-verbal, and can occur with any type of medium: phone, email, texting, social networking, etc. In all cases, discrimination or harassment is prohibited at all times.

Jokes, name calling, etc., especially relating to protected characteristics are prohibited. Sexual harassment includes but is not limited to: verbal, physical, or visual behavior of a sexual nature; graphic or suggestive comments about an individual's dress or body, or actual or perceived sexual orientation; making unwanted sexual advances and requests for sexual favors where either (1) submission to such conduct is made an explicit or implicit term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any incident of discrimination or harassment, including threats, intimidation and assault to our employees or any other person by our employees or any other person, must be reported immediately to the person(s) listed on the Designated Name(s) page. The report should state the time; place, the type of harassment, the person or persons involved and the name of any possible witnesses (see Problem Resolution Procedure and use the Problems/Concerns Report Form H012).

A prompt investigation will be conducted as discreetly as possible. Confidentiality will be maintained to the degree feasible given the need to investigate and act upon allegations made. Only those with a need to know about such a complaint will be advised of its existence. The person or persons accused of prohibited conduct will have an opportunity to explain the conduct in question.

Any person who has been found in violation of this policy shall be subject to appropriate disciplinary action, including letters of reprimand, suspension, demotion, termination, and the possibility of civil liability. It is the responsibility of every employee to conscientiously follow this policy.

Employees who are dissatisfied with the resolution of the investigation should file a written appeal. No employee will be subject to any form of retaliation or discipline for pursuing a harassment complaint.

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2.12 Problem Resolution Procedure

The purpose of a resolution procedure is to ensure fair and equitable treatment for all employees.

We are eager to learn of any condition that may be causing problems for you on the job. Such conditions cannot be corrected unless you make them known. A problem may involve work conditions, policies, alleged discrimination, harassment, or anything else that prevents a fair and productive work environment.

You are encouraged to use the following procedure so a problem can be addressed and resolved as soon as possible. Please state the situation as clearly as possible, preferably in writing (Form H012), within ten working days after you become aware of the situation. Any complaints of harassment must be reported immediately to the site manager, the department manager, or the employer who will then follow through according to the Problem Resolution Process described earlier in this manual.

Step 1: The Site Manager or Department Manager

(If not applicable, go to step 2)

- The manager checks the circumstances and provides a solution to the problem within five working days
- In the event you are not satisfied that the problem has been resolved—proceed with Step 2

Step 2: The Employer

- The employee brings the situation to the attention of the employer in writing within ten working days
- The employer investigates the circumstances and returns a decision within five working days
- The employer's decision on a given issue does not set precedence for future decisions

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SECTION 3 - HOURS OF EMPLOYMENT

3.1 Hours of Work

Personnel not Performing Emergency Response Flight Crew Duties (not obligated to meet FAA “crew rest” requirements)

Hours of work are normally set by the department manager or site manager. While the company strives to maintain consistent and predictable work shifts that fall within “normal business hours”, the needs of the customers, regulators, and company may require work outside of those hours. An example of “normal business hours” would be Monday through Friday, from 7:00am to 3:30pm.

Personnel Performing Emergency Response Flight Crew Duties

Hours of work will be established by the Flight Operations department manager, Chief Pilot, or Site Manager. Because these personnel performing these duties are required by regulations to maintain “crew rest”, the intent of scheduling will be to observe applicable crew rest requirements.

Lunch and Breaks

Employees not scheduled as a member of an emergency response flight crew are expected to take a 30 minute lunch break and two additional 15 minute breaks. Working through lunch break or 15 minute breaks requires prior authorization of your supervisor. If working a shift that is significantly longer than 8 hours, an additional break period may be added at the department manager’s discretion.

Planned and/or Unanticipated Work Outside of Normal Business Hours

Due to the company’s emergency response business, work outside of normal business hours and/or longer-than-normal shifts may be necessary from time to time in order to meet our commitments to our customers and government regulators. Although they are not common, these situations are often “last minute” in nature and normally arise when an aircraft needs an unplanned repair, etc. When work outside of normal business hours is necessary, managers will request that employees participate on an “as needed” basis so as to minimize impact on the workforce. In addition, managers will make every effort to meet personnel requirements with volunteers and inform affected employees as far in advance as possible. The company will make all efforts to be considerate of employees’ schedules and obligations outside of normal business hours. However, an individual employee’s unavailability for work outside of normal business hours may not only jeopardize his/her future advancement possibilities within the company, but can negatively impact the company’s ability to meet its contractual obligations. This can

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have a very severe impact on the company's future success and job security for all employees. Repeated unavailability may result in disciplinary action up to and including discharge.

Once work outside of normal business hours is confirmed with the employee, it will stand as a scheduled shift. Absences will be treated as they are for shifts during normal business hours.

The employer reserves the right to assign employees to shifts outside of normal business hours and to jobs other than their usual assignments when required.

Keeping Track Of Your Time

Although the company may employ a time and attendance tracking system, all hourly employees and contract employees are responsible, individually, for recording their time when:

- Reporting for work
- Leaving at the end of the day
- Taking vacation or paid time off
- Working overtime

Salary employees are responsible, individually, for recording:

- Full or partial days missed when they would normally have been at work
- Taking vacation or paid time off

Attendance records

Attendance records are used as a means of recording hours worked and calculating pay. They record regular hours worked, meal periods, overtime, absences, and paid time off, etc. Attendance records are legal documentation of hours worked and must not be destroyed, falsified, defaced or removed from the premises. All non-exempt employees, whether salaried or hourly, must complete and sign a weekly time record reflecting actual hours worked each day. Any mistakes or omissions on the attendance record are to be reported immediately to the employer, who then will make the necessary corrections. Do not permit another employee to enter your time for you. Likewise, do not register another employee's time even if requested to do so.

Employees are not permitted to work on their own initiative before or after scheduled working hours, during nonpaid meal periods, or during paid rest breaks unless previously authorized to do so by a manager.

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Exchanging Hours

Exchanging hours is not permitted unless authorized in advance by the department manager.

3.2 What Constitutes Time Worked

Time worked begins with the commencement of company duties as directed by your supervisor and ends upon the cessation of company duties as directed by your supervisor. Time worked includes preparation (such as setting up tools or equipment for the purpose of performing company duties), cleanup tasks (such as putting tools away), and company initiated employee meetings. Time worked does not include detailed cleaning, lengthy organization, maintenance, and/or procurement or disposal of personal property such as tools and non-company equipment. Arriving early, leaving late, or preliminary time spent in attending to personal matters such as grooming or changing clothes (unless required by the nature of the job), are not considered time worked. Do not clock in until you are ready to go to work. Likewise, do not work after you have clocked out. For purposes of calculating overtime, time worked does not include paid time off.

3.3 Personal Time Off

Be sure to get approval before leaving the company during work hours for personal reasons.

3.4 Leaving the Premises

Leaving the premises for any reason during normal work hours (not including during the 30 minute lunch break) requires authorization by your supervisor. You must clock out unless on official company business approved by your supervisor. If combining company and personal business, a breakdown of personal time must be approved by the supervisor and you will be clocked out for that portion of your time off the premises.

3.5 Attendance and Punctuality

To ensure the company is able to efficiently schedule work and safely complete work tasks, we must have an adequate number of personnel available and ready to accomplish whatever work is being performed. Therefore, any unauthorized absences from work (regardless of the reason) are unacceptable and constitute an unsatisfactory work record (refer to Employee Relations: Responsibility and Conduct). New employees within their initial 90 day training and orientation period who miss more than three days of work will be subject to disciplinary action which could include termination. Failure to

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notify the employer properly of any absence may be grounds for disciplinary action (see Job Abandonment).

Please call every day at the beginning of your shift during a pre-coordinated absence unless otherwise instructed. In case of an unexpected absence, please notify the employer at least one hour before your shift is scheduled to begin. If you are absent for three consecutive working days due to a personal illness or disability, you may be required to provide documentation from your certified healthcare practitioner stating your ability to return to work. Absences longer than one week are converted to a leave of absence.

Late Arrival

If you are unable to report to work or find that you will be late, please notify your supervisor as far in advance as possible. Keep in mind, in avoiding tardiness you are responsible to account for traffic delays. Traffic delays will not be a reason for excusing tardiness.

You are considered late if you are not clocked in and ready to work at 7:00 am when working normal business hours or at the shift start time when working outside of normal business hours. You are required to return from breaks and lunch and be prepared to work at the end of the break/lunch period. It is not acceptable to be clocked in and then take time for personal issues like grooming, restroom, etc.

3.6 Job Abandonment

If you are absent from work without providing proper notification we will consider you to have resigned. If you request time off that is denied and take time off anyway, or if you fail to return from an approved absence on the agreed upon date, or if you walk off the job during your shift, the absence is considered to be job abandonment and will be treated as a voluntary resignation.

Exceptions may be made to this policy if extenuating circumstances existed that resulted in your inability to properly notify us of your absence.

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SECTION 4 - WAGES AND SALARIES

4.1 Salary Administration

The company will maintain a salary administration program that:

- Allows for differences in individual ability, knowledge, and skill
- Provides incentive to encourage each individual to strive for improved performance

4.2 Pay Schedule

Wages are based on an hourly rate, a daily rate, or a monthly salary and paid according to the posted schedule.

In the event the payday falls on a Saturday, Sunday, or holiday, you will either be paid the workday before or no later than the following workday.

Please review your paycheck for errors. If you find a mistake, report it immediately, so it can be corrected. To prevent misunderstandings later, any discrepancies must be reported by the employee within 30 days after receiving the check, or we will assume that no error has occurred. At the employer's discretion, the company may correct an error to a paycheck even if it is discovered more than 30 days after the employee received the check.

4.3 Inclement Weather and Inactive Time Pay

This policy establishes guidelines during periods of extreme weather conditions, emergencies or special circumstances.

Unless an emergency closing is announced, all employees are expected to report to work. However, all employees are urged to use their own discretion in deciding whether they can commute safely to work.

If the weather or other emergency conditions prevent employees from reporting to work or arriving on time, you are required to notify the employer no later than a minimum of one (1) hour before the beginning of your work day or shift.

There are times when unusual circumstances prevent employees from working. Inactive time may be caused by:

- A failure by the employer to provide sufficient work
- Government closure of work areas
- Civil disturbances
- Bomb threats

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- Lack of heat
- Health hazards
- Equipment or material breakdowns/power outages
- Other unexpected obstacles or emergency conditions beyond the control of the employer

When unable to report to work because of weather conditions, or if inactive time is necessitated, the time off may be without pay (exceptions may be made at the employer's discretion). If the time off is without pay, employees have the option of using any paid time off they have earned. Salaried employees may, at the employer's discretion, be paid for hours not worked due to inclement weather or other inactive time.

4.4 Overtime Pay

Overtime is paid according to the federal Fair Labor Standards Act and the state wage, hour, and child labor laws.

Definition of a workweek

For the purpose of calculating overtime, the company defines a workweek as 12:01am local time on Saturday through 12:00am (midnight) local time on the following Friday.

Overtime rate

Overtime rate will be calculated at the rate of one and one-half times the employee's regular rate of pay on time worked in excess of 40 hours during a workweek or the daily number of hours required by state law, if applicable.

Overtime is not paid twice for the same hours. Only hours worked at straight time apply to the weekly 40-hour limit. This prevents "pyramiding" of overtime, where an employee earns overtime on top of overtime already paid. In cases where state law requires payment of overtime to non-exempt employees based on hours worked in a single day, once an employee has been paid overtime for hours worked over the daily requirement, if applicable, those overtime hours do not count toward the weekly 40-hour limit.

Exempt employees

Exempt employees are not required to be paid overtime pay.

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Non-Exempt employees

Non-exempt employees are paid overtime regardless of method of payment (hourly, daily, or salary). When employees are paid a daily rate or salary, the pay is converted to an equivalent hourly rate for overtime calculation purposes.

Commissioned non-exempt employees

Commissioned non-exempt employees will be paid overtime based on their average hourly earnings for the week when combined with their regular rate. The overtime rate will usually vary from week to week based on their fluctuating commissions.

Time not included for overtime calculation purposes

Paid time off associated with any provided benefits are not considered for calculating overtime. Therefore, overtime is based on hours worked, not hours paid.

Overtime is to be authorized in advance

Employees are not permitted to work more than their regularly scheduled hours without prior approval and may not work on their own initiative before or after scheduled working hours or during non-paid meal periods or breaks. Violation of this policy may result in disciplinary action, up to and including discharge.

4.5 Payroll Deductions

State and federal payroll taxes will be withheld from your paycheck in accordance with state and federal laws. These deductions include State and Federal Withholding Tax, Social Security Tax (FICA), State Disability Insurance (SDI) taxes and any State and Federal Tax Liens. Other reasons for deductions may include United Fund, U.S. Savings Bonds, health insurance premiums for the employee or dependent coverage, garnishments, or for payment for goods or professional services received by the employee on behalf of self or a member of the family.

New employees are required to fill out a Withholding Exemption Certificate (Form W-4) on or before the day they begin work. If you fail to fill out a Form W-4, the employer is required to withhold the maximum amount of tax. A Form W-4 remains in effect until a new amended form is submitted.

If you want to change the number of your exemptions or your marital status for income tax withholding purposes, complete and submit a new Form W-4. An amended Form W-4 will be made effective by the first payroll period ending 30 or more days after you submit the form.

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4.6 Wage and Tax Statement - W2

You will receive two copies of Form W-2 showing income taxes and social security taxes withheld for the year by January 31 of the following year.

4.7 Pay Advances

Normally, we do not pay wages or salaries in advance. Exceptions such as an extreme emergency will be considered on a case-by-case basis at the employer's discretion. Requests for advance payment must be made two weeks in advance (Advance Agreement Form H005).

Pay advances are considered early payments of wages for future work performed and are not to be considered a loan made to the employee by the employer. Before an advance can be granted, the employee must sign an agreement indicating the amount to be advanced, the reason for the request, and the payback schedule. Advances that have not been repaid will be considered part of an employee's final wages upon separation from employment.

4.8 Salary Adjustments

Wages are reviewed at least once a year. Wage adjustments are discretionary and based on performance, increased skills, and the individual's contributions to the success, efficiency, and profitability of the company.

4.9 Social Security

As an employee of the company, you are covered under the provisions of the federal social security law (FICA). If any employee's earnings stop because of death, disability, or retirement, then the employee and his or her family (if requirements are met) may be eligible for the lost earnings to be replaced in part from the fund. Social security insures basic retirement payments, Medicare, disability payments, death benefits for survivors, and burial allowance. The amount of deduction from your wages for social security taxes is matched by the company.

4.10 Lost Paychecks

Each employee is responsible for his or her individual paycheck after it has been received. Please report a lost payroll check within 24 hours so we can initiate the "stop-payment" process.

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4.11 Compensatory Time-Off (Comp time)

Comp Time is receiving time off in-lieu-of overtime payments when overtime is worked and it is not permitted.

4.12 Continuing Education

We firmly believe educational development is important. Employees are encouraged to take educational courses or training to increase their competence in the present job assignment and to prepare for future advancement. Costs associated with continuing education may be paid by the company at the employer's discretion. Any courses that conflict with normally scheduled work hours or may be all or partially reimbursed by the employer must be approved by the employer in advance.

Wages

You will be compensated wages for time spent in lectures, meetings or training programs as required by federal and/or state law.

Expenses

Expense reimbursement for the continuing education event that has been agreed upon will be determined at the employer's discretion and in accordance with state and federal minimum wage laws.

Types of expenses to be considered may include:

- Travel (mileage, airfare, etc.)
- Meals Accommodations Tuition
- Supplies

Instead of a dollar-for-dollar reimbursement, you may be allowed a per-diem amount to cover daily expenses.

Within 30-days of the course completion, please submit the following for reimbursement of the agreed upon expenses:

- Evidence of completion of the course
- Copies of receipts for incurred expenses

The Reimbursement Request Form (form H007) must be completed and signed prior to attending a C.E. event.

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Copies of certificates and units earned will be maintained in your personnel file.

Travel Time

You will be compensated wages for applicable travel time to and from lectures, meetings or training programs as required by federal and/or state law.

Different Capacity Work Rate

Non-exempt employees may be paid a separate straight-time rate of pay for dissimilar types of work performed during the same workweek. Traveling to or attending a seminar or workshop are considered dissimilar types of work than the work conducted during a normal workday. The time may therefore be paid at a different rate from your regular rate of pay while attending such seminars or workshops.

4.13 Recertification

Positions within the company may require licensure or certification. In such cases, maintaining valid and current licensure or certification is a condition of employment and is your responsibility.

For the purposes of recertification, any continuing education requirement must be managed (planned and scheduled) by you. Please arrange to attend courses during hours you are not scheduled to work.

Upon completion of recertification, please provide us with a copy of the renewed license. The employer assumes no responsibility for employees who become delinquent in the number of units needed for recertification and who, consequently, lose their license.

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SECTION 5 - EMPLOYEE BENEFITS

5.1 Benefits Chart

A written agreement with individual employees that contains terms that are different from those stated below takes precedence over any benefits listed in this manual.

BENEFIT	REGULAR EMPLOYEE STATUS			PER DIEM			
	Full Time	Part Time (more than 30 hrs/wk)	Part Time (less than 30 hrs/wk)	Full Time	Part Time (more than 30 hrs/wk)	Part Time (less than 30 hrs/wk)	Temp.
Worker's Comp Insurance	X	X	X	X	X	X	X
Unemployment Insurance	X	X	X	X	X	X	X
Medical Benefits	X	X					
Dental Benefits	X						
Personal Time	X						
Paid Vacation	X						
Paid Holidays	X						
Retirement Plan*	X						

Figure 5-1

*For eligibility and other details regarding the Retirement Plan, please refer to the plan documents for further information.

X denotes eligibility

For detailed information refer to the individual benefit pages in this manual.

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5.2 Employee Classification

For purposes of employee benefits eligibility, employees are classified according to specific terms and definitions. However, all employees, including new employees, are “at-will” employees. The employee classifications are:

New Employees

Employees who are employed for less than ninety (90) calendar days are considered new employees. This initial time of employment is considered the orientation and training period. The duration of the orientation and training period can be extended at the employer’s discretion.

New full time employees begin earning vacation benefits which accumulate starting at the date of hire and are eligible for paid holidays and the use of the current year’s personal days starting at the date of hire. New employees are not eligible for other benefits during the orientation and training period. Upon satisfactory completion of the orientation and training period, they are:

- Considered potentially qualified
- Reclassified as a regular or temporary employee
- Enrolled to participate in applicable benefit plan (refer to Benefits Chart)
- Informed of the above

Former Employees

Former employees who have been gone for less than 12 calendar months, at the employer's discretion, may be re-hired and receive full or partial seniority and benefits credit for service prior to the separation. The credits, and their time of commencement, are to be decided upon prior to beginning employment and the details stated in writing and signed by both the employer and the employee.

Regular Full-Time Employees

Regular full-time employees are employees who are paid either a salary or an hourly rate and who regularly work 40 hours within a workweek. Under special conditions (illness, etc.) a regular full-time employee may work fewer hours in a week for up to one (1) month without losing regular full-time status. With mutual consent between employer and employee, this time may be extended.

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Regular Part-Time Employees

Employees who work less than the number of hours regularly worked by full-time employees are considered regular part-time employees.

Temporary Full-Time Employees

Employees whose service is intended to be of limited duration and who work the same number of weekly hours worked by regular full-time employees are considered temporary full-time employees. Temporary full-time employees are not eligible for benefits.

Temporary Part-Time Employees

Temporary part-time employees are employees whose service is intended to be of limited duration and who normally work fewer hours than those worked by regular full-time. Temporary part-time employees are not eligible for benefits.

Per-Diem Employees

Employees who are paid a daily rate for the hours worked are considered per-diem employees. These employees typically receive higher wages in-lieu of certain employer-sponsored benefits. These benefits include, but are not necessarily limited to, vacation, personal time, paid holidays, and health insurance.

Employees who transfer from Per-Diem status to Regular Employee status may be eligible for some or all of the benefits previously waived as a per-diem employee. If such a change in classification occurs, no portion of the employee's service as a per-diem employee shall be credited for purposes of determining benefits (employee will be considered a new employee for benefit purposes).

Employees who transfer from Regular Employee status to Per-Diem status will be treated as terminated for purposes of reconciling their benefit status. All vested benefits, if any, that are payable at termination will be paid to the employee.

Exempt Employees

Employees who are exempt from the minimum wage and timecard overtime provisions of the Fair Labor Standards Act (FLSA) as amended and/or applicable state law are considered exempt employees. In accordance with Title II of the Railway Labor Act, employees of aircraft operators may be considered exempt. Some other employees who qualify as exempt include executive, administrative, professional employees, outside sales persons, and computer programmer/analysts.

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Non-Exempt Employees

Employees who are not exempt from the minimum wage, overtime and timecard provisions of the FLSA and/or applicable state law are considered non-exempt employees.

Change in Employee Status

A change in status may result by a decision made by the employer or, by an employee having regularly worked the number of hours worked by employees in another status.

Employees who change from part-time to full-time status receive new employee status and are subject to all policies pertaining to new employees (see above).

At the employer's discretion, employees who change from part-time status to full-time status may receive a 50% service credit for years previously worked as a part-time employee. For example, a part-time employee who has worked for the company 4 years would receive a service credit of 2 years.

At the time of the change, the employee will be paid for any unused benefits earned as a part-time employee and start earning credits as a full-time employee (refer to Benefits Chart).

Full-time employees who change to a part-time status will be paid for any unused benefits earned as a full-time employee and start earning credits as a part-time employee (refer to Benefits Chart).

5.3 Medical and Dental Benefits

The employer wants all employees to have access to quality medical and dental care. To achieve this, the employer makes company-sponsored group health and dental insurance plans available to all eligible employees (see benefits chart, fig. 5-1). This is intended to help cover the costs of individual eligible employees only and is not designed to cover the costs of their dependents. The employer reserves the right at any time to terminate, modify or amend, completely or in part, any and all of the provisions of the program. When changes occur you will be notified through meetings or through revised policy pages in this manual.

When covered by the medical and/or dental insurance plans made available by the employer, the company will pay the lesser of the following amounts for each type of insurance:

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- Medical: The lesser of either 100% of the individual employee's monthly premium or \$435 toward that premium each month
- Dental: The lesser of either 100% of the individual employee's monthly premium or \$55 toward that premium each month

If you do not have access to alternative medical/dental coverage (i.e. Tricare, a spouse's coverage, etc.) the company will provide this to help you obtain coverage through the employer's medical insurance plan.

For employees who are covered by an alternative medical and/or dental insurance plan other than the ones made available by the company, the employer will, upon proof of coverage by the employee, provide the following stipends for each type of insurance coverage:

- Medical: \$150 per month stipend to help cover the costs of the employee's alternative medical insurance
- Dental: \$20 per month stipend to help cover the costs of the employee's alternative dental insurance

Proof of acceptable alternative medical and/or dental insurance (similar in coverage to the employee-sponsored plan) will be required to be eligible for the stipends. Proof of medical insurance must be submitted to the HR manager each year. If an employee receiving the stipend has alternative medical or dental insurance that becomes invalid, they must notify the employer immediately.

Eligibility

- Medical: regular full-time and regular part-time employees who work 30 hours or more in an average work week are eligible
- Dental: regular full-time employees are eligible

Eligible employees may participate on the first day of the calendar month following the last day of the completion of the orientation and training period. Participation in the medical and/or dental benefit programs made available by the employer is voluntary. In order to elect participation, you must satisfy the eligibility conditions of the program and agree to pay your portion of the coverage costs if they exceed the employer's maximum contribution. Coverage ends when an employee is not eligible to receive benefits or is no longer employed by the company.

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Employees who experience a change in employee status (see benefits chart, fig. 5-1) will receive benefits according to their new status.

Ending Date of Medical Coverage

Upon termination, employees who are receiving the stipend will have their stipend prorated that last month to reflect the number of days worked.

Waiver of Participation in the Medical Benefits Program

Employees can choose to decline participation in the company-sponsored group medical/dental insurance and/or the stipend. In such a case, any opportunity to elect coverage in the future will be subject to the terms, conditions, and limitations of the plan and insurance policies that are in effect at the time. Employees who decline coverage are required to sign a health insurance waiver form.

Employees Taking Leave of Absence due to Extended Military Deployments

Employees taking extended time off from company service to go on “active” military duty will be required to utilize military medical and dental insurance if it is available. If unavailable, they will be eligible for benefits in accordance with USERRA (see section 5.10) and COBRA (see section 8.4) rules. They will not be eligible for any medical or dental stipends while taking a military LOA.

Dependents

If you elect medical benefits for a spouse/partner or dependent(s), the cost of this coverage will be deducted from your paycheck.

5.4 Retirement Investment Plan

The company offers a retirement plan to all eligible employees. The company will provide employees with the plan documents at the time the employee becomes eligible to participate. Please see the Plan Administrator for more information.

5.5 New Employee Referral Bonus

When a full-time employee is hired as a result of your referral and recommendation during your employment, you will receive a referral bonus of \$100. For part-time or temporary employment status, the bonus is calculated at one-half of the above amount.

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You will receive one-half of the referral bonus at the time the new employee is hired, with the balance to be paid after the new employee has completed ninety days of continuous service.

The bonus will be paid if the new employee is referred before placement of a classified ad.

Personnel responsible for making hiring decisions regarding employees are not eligible for this bonus.

5.6 Vacation Benefits

Regular full-time employees, after successful completion of the orientation and training period, are given time off with pay annually for recreational purposes in acknowledgment of service rendered.

Each year, eligible employees (see Benefits Chart, fig. 5-1) are entitled to vacation time paid at their regular rate of pay (not including overtime or incentive/bonus pay/per diem) as outlined in the vacation benefit table below.

Any employees hired prior to 12/01/2013 who were eligible for vacation benefits under the personnel policies at the time of hire (i.e. hourly full-time employees) will keep the same number of vacation weeks per year that they were eligible for under the previous personnel policies. They will be eligible for their next increase in the number of vacation weeks in accordance with the years of continuous service outlined in the table below.

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After 1 year of continuous service*	1 vacation week** credited, which is available for use during the 2nd year of employment
After 2 years of continuous service*	1 vacation week** credited, which is available for use during the 3rd year of employment
After 3 years of continuous service*	2 vacation weeks** credited, which are available for use during the 4th year of employment
After 4 years of continuous service*	2 vacation weeks** credited, which are available for use during the 5th year of employment
After 5 years of continuous service*	2 vacation weeks** credited, which are available for use during the 6th year of employment
After 6 years of continuous service*	2 vacation weeks** credited, which are available for use during the 7th year of employment
After 7 years of continuous service*	2 vacation weeks** credited, which are available for use during the 8th year of employment
After 8 years of continuous service*	3 vacation weeks** credited, which are available for use during the 9th year of employment
After 9 years of continuous service* and after each year worked thereafter	3 vacation weeks** credited, which are available for use during the following year of employment

Figure 5-2

*Continuous service is broken if employment has been terminated or otherwise interrupted for a period of thirty days. Exceptions may be made at the discretion of the employer.

**A vacation week constitutes the number of straight time hours worked in an average workweek. Straight time hours include all hours for which employees are not being paid overtime. Therefore, earned vacation time is directly proportional to actual time worked during the year.

Part-Time Employees

Part-time employees are not eligible for vacation benefits at this time.

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Vacation Benefit Accrual

Vacation benefits are accrued yearly based on the date at which the employee becomes eligible for vacation benefits. Paid time off such as holidays, vacation time, or personal time, counts as time worked.

Using Accrued Vacation

Employees are eligible to use vacation benefits accrued during the first year of employment upon completion of a full year of service. Employees are eligible to use vacation benefits accrued during following years of service upon completion of that respective full year of service. Vacation benefits are not prorated for partial years in the event the employee leaves service prior to the completion of a full year of service based on the anniversary of the date they became eligible for vacation benefits. You are required to use your accrued vacation benefit within the year after which it has been earned. Unused vacation time will be forfeited at the end of the employee's anniversary year. Exceptions may be made at the discretion of the employer (i.e. the employee is unable to use accrued vacation benefits due to an unusual business related circumstance such as a prolonged oil spill, etc.)

Vacation Approval

Vacations must be taken at the time most convenient for the company. All vacations must be approved 2 weeks in advance to assure that customer/regulatory needs are not compromised. Conflicting requests will be decided in favor of the person with the most seniority in that position.

Paid Holidays That Fall During Employee Vacation

If a paid holiday falls while an employee is on a paid vacation, eligible employees will be charged with one less vacation day. The unused vacation day may be taken at another time as the schedule permits.

Employees Returning From Military Service

Employees returning from an extended military LOA will be credited for seniority that would have been earned during such military service as if they had been continuously employed, but will not accrue vacation time, personal time, or retirement plan vesting time during the military leave.

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Overtime

Paid vacation time, military leave, and personal time are not included as hours worked when computing overtime for the week.

Split Vacations

Split vacations are permissible if scheduling permits.

Leave of Absence

No vacation time, personal time, or retirement plan vesting time is earned while on a leave of absence.

Job Abandonment

If you fail to return from vacation on the scheduled date, the failure to return will be considered job abandonment and treated as a voluntary termination.

Vacation Pay Upon Termination

Any accrued and unused vacation time eligible to be used will be paid at time of separation.

5.7 Personal Time

Personal time is intended to protect you against undue financial loss in case of an illness for one or a few days, or if you need to take time off of work for personal reasons. Acceptable medical reasons for time off include the employee's own incapacitating illness or injury and necessary medical treatment or that of a child, parent, spouse, or domestic partner. Personal time benefits will be paid for the time you normally would be scheduled to work.

Eligibility

Paid personal time is provided to all regular full-time employees (see Benefits Chart, fig. 5-1). Personal time becomes available for these employees on the date of hire.

Regular Full-Time Employees

Regular full-time employees are provided 3 days of personal time each year. A day constitutes the number of regular scheduled hours worked in a day, up to eight hours a day. On the date of hire, the employer will provide each employee 3 days of personal

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time. This personal time may be used immediately, and will be available for use within the next 12 months. Each year, on the anniversary date of employment, employees will be provided 3 additional days of personal time.

Part-Time Employees

Part-time employees are not eligible for personal time at this time.

Overtime

The time spent on paid personal time is not included as hours worked when computing overtime for the week.

Notice of Absence

Employees who know in advance that they will be absent for health reasons must give advance notice, including the probable start date and duration of the absence. If a sudden illness makes it impossible for an employee to request personal time before the workday begins, the employee should notify the person(s) listed on the Designated Names page no later than one hour before the start of their scheduled shift. Please state if the illness and the time off are taken under the provisions of The Americans with Disabilities Act (ADA). If an employee is too ill to place the call, have a relative or other responsible individual make the call. Failure to follow this procedure will void the claim for paid personal time and can be grounds for disciplinary action up to and including discharge.

During an absence because of illness, you are to notify the employer daily of progress unless otherwise agreed upon.

Physician's Statement

If you are absent on personal time for more than three consecutive days please bring a certified healthcare practitioner's certificate verifying the reason for your absence. The note should also state that you are able to perform your regular work assignment and state if there are any restrictions pertaining to your duties or the number of hours you can work. However, at the employer's discretion, you may be required to bring a certified healthcare practitioner's certificate verifying the medical reason for your absence, when you are absent for less than three days.

Attendance Record

If you have earned personal time for the time away and expect to be paid, please indicate so on your attendance record so we can be sure to pay you for the day.

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Leave of Absence

If you are unable to return to work within three working days, you may be put on a leave of absence (see Leave of Absence policy). Any earned and unused personal time must be taken before the beginning of a leave of absence. Personal time is not earned while on a leave of absence.

Notice of an Employee's Return to Work after an illness needs to be given in advance so that scheduling adjustments can be made.

Unused Personal Time

Any earned and unused personal time will be forfeited each year on the anniversary date of employment. The amount of personal time provided to an employee each year may be reduced if there is a month where the employee is working less than 50 percent of the normally scheduled work hours.

Unused Personal Time Upon Termination

Employees who resign voluntarily or are being discharged (involuntary termination) may, or may not, be paid for any unused personal time at the employer's discretion.

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5.8 Paid Holidays

The days below will be observed as paid holidays. In the event the company is unable to observe any of the days listed below due to an emergency situation, it will provide a paid holiday on the closest available day once the emergency situation no longer exists.

HOLIDAYS	OBSERVED
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Table 5.3

Regular Full-Time Employees

Regular, full-time employees receive holiday pay equivalent to the straight time pay for the hours worked in their regular workday. Paid holidays are not to be counted as hours worked for overtime calculation purposes.

Part-Time Employees

Part-time Employees are not eligible for paid holidays at this time.

New Employees

New Employees do not receive holiday benefits until they successfully complete the orientation and training period.

Eligibility

To be eligible for holiday pay, you must work on the latest regularly scheduled workday before the holiday and the next regularly scheduled workday following the holiday. This does not apply to employees using vacation or personal time.

Holidays That Fall on a Regular Scheduled Day Off

When a paid holiday falls on a regular scheduled day off, eligible regular full-time employees will either be paid for the day, or receive a different day off at the convenience of the business.

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Holidays That Fall During a Vacation or Personal Day

When a paid holiday falls while you are on a scheduled vacation, you will receive your regular pay for the day or an extra day off at the convenience of the company.

Holiday Pay for an Employee While on a Leave of Absence

Employees on a leave of absence for any reason are not eligible for holiday pay.

5.9 Leave of Absence (LOA)

The purpose for establishing leave of absence policies is to ensure that all leaves are granted on a fair and equitable basis to eligible employees. A leave of absence is defined as an excused absence without pay.

A request for a Leave of Absence is to be submitted in writing. Unless otherwise stipulated by state or federal regulations, the employer reserves the right to approve or deny any request for a leave of absence.

5.9.1. Personal Leave of Absence Due to Illness, Disability, or Pregnancy

A medical leave may be granted to eligible employees who are temporarily unable to work due to illness or disability. For purposes of this policy, illness or disabilities include: inpatient or outpatient care in a hospital, hospice, or residential medical care facility, pregnancy, childbirth, and related medical conditions.

Eligibility

After having completed 6 months of employment, regular full-time, regular part-time and per-diem employees may request a leave of absence for medical reasons. Exceptions to the length of service requirement will be considered at the employer's sole discretion.

A Request for a Leave of Absence

A request for a medical leave must be submitted in writing at least 30 days in advance or as early as possible for unforeseeable events. A healthcare provider's statement must be submitted in writing verifying the reason for the disability and the leave's beginning and expected ending dates.

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The employer reserves the right to approve or deny any request for a leave of absence. If a leave is necessitated because of an illness or disability covered under ADA or any other applicable state disability laws please specifically state the reason in your request

GINA

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we ask that you not provide any genetic information when responding to this request for medical information. "Genetic Information" as defined by GINA includes an individual's *family medical history*, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Length of Leave

A medical leave of absence may be granted for a reasonable period of time based on the facts of the situation. You will be required to use any accrued paid vacation or personal time before taking a medical leave. Any combination of medical leave and accrued paid time off may not exceed the approved time for the leave.

The employer may request a second opinion, to verify the length of time you will be on leave. The second opinion will be paid by the company.

Reporting on Progress

You are required to report directly to the employer every 30 days regarding your medical status and your intention to return to work.

Salary and Benefits

The leave of absence is without pay. You do not accrue seniority while on a personal leave of absence. Benefits are not earned and do not accumulate during the leave.

Medical insurance benefits, if applicable, will continue until the end of the month in which the leave begins. After the initial month, you may be eligible for continuation coverage (see continuation policy, if applicable, at the end of this manual).

When you return from leave, benefits will begin to accrue according to the applicable policies and plans.

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Reinstatement to Work

So that your return to work can be properly scheduled, please provide at least 30 days advance notice in writing of the date you intend to return to work.

If you take a leave because of a personal serious health condition, you must provide a note from your physician verifying that you are able to return to work and can assume your regular work duties. The letter must also state if there are any restrictions pertaining to duties or the number of hours you can work.

Unless applicable state or local laws require otherwise, reinstatement cannot be guaranteed to any employee returning from medical leave. We will endeavor to place employees returning from leave in their former position or in a position comparable in status and pay, subject to budgetary restrictions, the company's need to fill vacancies, and the ability to find qualified temporary replacements.

Accepting outside or supplemental employment while on a leave will result in the employee's discharge.

Termination of Employment

Your employment with the company may end if any of the following occurs:

- When not returning to work on the scheduled day of return
- When the purpose for requesting the leave was misrepresented
- When the request for a leave of absence is denied and you take time off anyway
- When, for business and economic reasons, the job is not available
- When reporting requirements are not met

5.9.2 Personal Leave of Absence

A personal leave may be granted to eligible employees who wish to take time off work to fulfill personal obligations due to an exceptional or emergency nature.

Eligibility

Regular full-time, regular part-time and per-diem employees may request a leave of absence for personal reasons. Eligible employees may request a leave after having completed 6 months of employment. Exceptions to the length of service requirement will be considered at the employer's discretion.

A Request for a Leave of Absence

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A request for a personal leave must be submitted in writing at least 30 days in advance or as early as possible for unforeseeable events. Your desire to return to work and a date of return must be agreed upon in writing. The employer reserves the right to approve or deny any request for a leave of absence.

Length of Leave

A leave of absence may be granted for a reasonable period of time based on the facts of the situation. You will be required to use any accrued paid vacation or personal time before taking a personal leave of absence. Any combination of personal leave and accrued paid time may not exceed the approved time for the leave.

Reporting on Progress

You are required to report directly to the employer every 30 days on your status and your continued intention to return to work.

Salary and Benefits

The leave of absence is without pay. You do not accrue seniority while on a personal leave of absence. Benefits are not earned and do not accumulate during the leave.

Medical insurance benefits, if applicable, will continue until the end of the month in which the leave begins. After the initial month, you may be eligible for continuation coverage (see continuation policy, if applicable, at the end of this manual).

When you return from leave, benefits will again be provided according to the applicable policies and plans.

Reinstatement to Work

So that your return to work can be properly scheduled, please provide at least 30 days advance notice in writing of the date you intend to return to work.

Unless applicable state or local laws require otherwise, reinstatement cannot be guaranteed to any employee returning from a personal leave. Reinstatement is at the employer's discretion.

Accepting outside or supplemental employment while on a leave will result in the employee's discharge.

Termination of Employment

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Your employment with the company may end if any of the following occurs:

- When not returning to work on the scheduled day of return
- When the purpose for requesting the leave was misrepresented
- When the request for a leave of absence is denied and you take time off anyway
- When, for business and economic reasons, the job is not available
- When reporting requirements are not met

5.9.3 Leave Related to Domestic Violence

Please see our violence protection policy for more information about how we strive to keep our employees safe at all times. This policy focuses on domestic violence which can infiltrate and impact employees and the business in many ways. Through this policy, it is our aim to provide support should domestic violence be a factor for an employee.

Employees who are victims of domestic violence, sexual assault, stalking or other domestic violence-related crimes, or who have a minor child who is a victim of domestic violence, sexual assault, stalking or other domestic violence-related crimes, may be allowed to take time off from work based on office staffing so that an employee can:

- Obtain or attempt to obtain any relief, including, but not limited to, a temporary or permanent restraining order or other injunctive relief to help ensure the health, safety, or welfare of the victim or his or her child

Time off taken will be unpaid unless the employee chooses to use any personal time, vacation, or other paid time off benefit available at that time.

Employees who need to take time off under this policy must follow the employer's usual time-off request procedures, unless an emergency prevents the employee from doing so. When the need for time off is urgent and unforeseeable, the employee must provide documentation upon return to work that supports the employee's reason for being absent from the workplace.

An employee can provide documentation through one or more of the following:

- A police report indicating that the employee was a victim of domestic violence or sexual assault
- Court protection order separating the employee from the perpetrator of an act of domestic violence or sexual assault, or other evidence from the court or prosecuting attorney that the employee has appeared in court
- Documentation from a medical professional, domestic violence advocate or advocate for victims of sexual assault, health care provider, or counselor that the

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employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence or sexual assault

We will treat information the employee provides confidentially. Information will only be disclosed if requested or consented to by the employee, as ordered by the court or administrative agency having authority over such matters, or as otherwise required by applicable federal or state law.

5.9.4 Jury Duty

When called to serve on jury duty, you are to submit a copy of the summons to the employer or your manager immediately. You are also required to submit certification from the court listing the actual days of service.

If you are called to serve on jury duty, you will be given a Leave of Absence. Wages will not be paid while on jury duty. If you are released before the end of the workday, you are to return to work for the balance of the day.

The employer reserves the right to contact the court to request a release from jury duty.

5.9.5 Voting

Employees who have 3 or more consecutive non-work hours available after polls open or before polls close on Election Day are not entitled to time off to vote. If the employee does not have 3 or more consecutive non-work hours available, the employer will, upon prior request (before Election Day) by the employee, provide paid time off to vote. Time off will be added either at the beginning or end of the shift, at the employer's discretion, such that when all time off is added together it totals 3 consecutive hours during the hours the polls are open. Wages, which would otherwise have been earned, will be paid. Voting time is not included for overtime calculation purposes.

5.10 Uniformed Services Employment and the Reemployment Rights Act

The 1994 Uniformed Services Employment and Reemployment Rights Act (USERRA), guarantees that employees who are activated for military duty, including Army, Navy, Air Force, Marine Corps, Coast Guard, and their reserves, be re-employed when they return to civilian life again.

Returning employees must be reinstated to the same position and benefits to which they would have been entitled if continuously employed. This includes seniority, seniority-tied increases in benefit accrual rates, pay raises based on longevity, and promotions based on longevity or length of service that they were reasonably certain to have achieved. USERRA requires that returning employees be "promptly reemployed." What is

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considered "prompt" generally depends on the circumstances and how long the employee has been on military leave.

The only exceptions are:

- If the total time of uniformed service exceeds five years
- If the returning employee does not notify the employer of his/her intent to return to employment within specified periods of time based on length of service and/or new or aggravated injury
- If a disability was incurred or aggravated by military service such that the returning employee is unable to perform the job responsibilities at the time of reinstatement

If a returning employee's position was discontinued during a military leave, any severance pay that would have been paid is due upon his or her return. If the returning employee was on a recall list at the time he entered military service, he must be returned to the recall list upon completion of his service.

Other Important USERRA Provisions:

- All employers are covered, regardless of size, as is every employee, regardless of length of service or part-time status.
- The only exclusions are workers employed for brief, nonrecurring periods
- Service includes inactive and active duty for training, active duty and full-time National Guard duty. Absences required for examinations to determine fitness to perform military duty are also covered
- Employees must provide written or oral notice of their need for military leave unless military necessity prevents giving notice or it would be unreasonable or impossible to give notice
- Employers must not discriminate or retaliate against any person who applied for, serves, or has served as a member of a "uniformed service" including the Army, Navy, Air Force, Marine Corps, Coast Guard, and their reserves
- Employers must grant a leave of absence for up to five years to any person who is absent from a job because of military service
- Employers must place a returning employee in the position he or she would have held had employment not been interrupted by military service
- Employers must provide veterans who return with a physical disability with reasonable accommodation that would allow them to perform the jobs essential functions. Employers are entitled to documentation that the injury causing or exacerbating the injury occurred while on active duty

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5.11 Workers Compensation

Employees are covered by workers' compensation insurance for work-related injuries or occupational diseases. Your employer pays this insurance.

Benefits

Workers' compensation benefits provide medical, surgical, and hospital treatment, in addition to payment for loss of earnings that result from work-related injuries. Benefits include:

- Cash benefits for both impairment and disability (disability payments cover certain physical problems, while impairment benefits cover disability and loss of wages)
- Medical benefits within the legislated limits
- Rehabilitation benefits, including both medical rehabilitation and vocational training for cases involving severe disabilities
- Compensation paid to an injured worker is decided by a rate set by law-usually a percentage of a regular weekly wage with a fixed maximum and minimum amount, subject to a total maximum limitation figure
- Compensation payments typically begin from the first day of an employee's hospitalization or after the third day following the injury if an employee is not hospitalized

Reporting Injuries

If you are injured while working, notify the employer immediately and fill out the Accident Report (Form H013), regardless of how minor the injury may be. Failure to report an accident can result in a violation of legal requirements, and can lead to difficulties in processing benefit and insurance claims. The company will not pay for any medical treatment given before the employer was made aware of the injury.

Serious injuries or illnesses involving time off or work-related deaths must be reported to the branch of the government responsible for workers' compensation. The employer will file injury reports with the insurance carrier within five days after the injury occurs. Check the posted information for the name of the insurance carrier and the expiration date of the present insurance coverage.

Our insurer regularly reviews and audits medical claims for indications of fraud. Persons who willfully make false statements or conceal material facts to obtain disability benefits may be punished by both imprisonment and fines. The employer does not discriminate or retaliate against employees who have filed legitimate workers' compensation claims.

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Disclaimer Notice

The employer or the insurance carrier may not be liable for the payment of any workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

5.12 Breast-feeding and Expressing Milk Rights

We support our female employees' right to breastfeed and/or express milk. If our female employees choose to do so during work hours, they may use lactation rooms or other private areas for this purpose up to one year after the birth of a child. Reasonable unpaid time for breaks will be provided each day to be used for breastfeeding or expressing milk. Break times must be mutually agreed upon by the employer and employee. This is intended to allow employees who are new mothers to return to work more easily and to create goodwill and a more productive atmosphere. The employer reserves the right to modify or rescind the accommodation if it creates an undue hardship on the business.

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SECTION 6 - POLICIES

6.1 Health and Safety

(For details, refer to the OSHA or Safety Manual for additional health and safety procedures.)

It is our goal to provide a completely safe workplace for every one of our employees. Prevention of work-induced injuries and illness is our common goal for a safe and healthful working environment. As such, we will comply with all applicable occupational safety regulations.

If the work environment is such that employees could be exposed to blood or other potentially infectious materials, a system of precautions will generally include elements such as:

- Identification of tasks and jobs involving a risk of exposure to blood or other potentially infectious materials
- The use of protective barriers, such as gloves and goggles, by employees who are exposed to blood or bodily fluids or who are required to handle contaminated items and to clean contaminated areas
- Procedures for the handling and disposing of potentially infectious materials, clothing, and other items
- Provisions for the cleaning and disinfecting of work areas or equipment contaminated with blood or bodily fluids with a suitable disinfectant
- Procedures for providing hepatitis B vaccinations, when required, and post-exposure follow-up
- Employee training and familiarization with appropriate work and emergency procedures
- Labeling areas and objects of potential infection

In most circumstances, you may not refuse to work because you are afraid of contracting a life-threatening illness from a co-worker or client. Employees concerned about being infected with a serious disease by a co-worker, customer, client, or other person, should convey their concern to their employer.

Employees who refuse to work with or perform services for a person known or suspected to have a serious disease, without first discussing their concern with the employer, will be subject to discipline, up to and including termination.

Safety and health program includes:

- Providing safeguards - mechanical and physical

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- Conducting safety and health inspections to find and eliminate unsafe working conditions or practices, to control health hazards, and to comply fully with OSHA safety and health standards for every job
- Training all employees in good safety and health practices Providing necessary personal protective equipment and instructions for use and care
- Developing and enforcing safety and health rules and requiring that all employees cooperate with these rules as a condition of employment
- Investigating - promptly and thoroughly - every accident to find out what caused it
- Correcting the problem so it will not happen again
- Setting up a system of recognition and awards for outstanding safety service or performance

Everyone is responsible for safety. If you see an unsafe or hazardous condition, report it immediately. To avoid injuries, please observe the following important precautionary measures.

When faced with an emergency:

- Stay composed
- Notify your employer or manager
- Follow established safety procedures for the office

When lifting:

- Plan what you want to lift and don't be in a hurry
- Separate your feet a shoulder width apart to give you a solid base of support
- Bend at your knees, not at the waist
- Keep your back straight
- Avoid twisting your body and point your toes in the direction you want to move
- Lift with your legs, not your back

Store materials and equipment safely and neatly; avoid clutter that might cause accidents.

General housekeeping is everyone's responsibility.

Report equipment defects to your employer immediately. Repairs are to be made by authorized maintenance personnel. Do not operate defective equipment.

Do not climb on or into any shelving or fixtures.

General Safety:

- Wear safe and appropriate footwear. Walking barefoot is prohibited

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- Keep exit doors, fire exits, or electrical panels unlocked Safety glasses must be worn in all applicable and requisite situations

In the event of fire:

- Follow any specific procedures as outlined for your office, area or building
- Keep calm
- Call the fire department; know the emergency phone number
- Use stairways or other alternative exits; do NOT attempt to use the elevator
- If trapped in the office or building, keep the doors closed and seal any cracks (with wet towels if possible)
- Open or break a window for air and call for help; do not panic or jump

The best rule of all...BE PREPARED. Be sure that:

- All fire extinguishers are checked and in proper working condition
- You know where each extinguisher is located
- You are familiar with the right procedure for their use You are familiar with all OSHA and safety and health requirements

6.2 Accidents or Injuries

(For details, refer to the OSHA or safety manual)

If you experience or witness an accident in which an employee, client/customer, or visitor sustains a personal injury, regardless of how serious, immediately report the situation to your employer.

Likewise, employees who are exposed to occupational health hazards or suffer a job-connected health injury must report it immediately. Non job-related injuries that might be aggravated on the job or adversely affect job performance are also to be reported. Failure to report an accident or injury can result in a violation of legal requirements and can lead to difficulties in processing insurance and benefit claims.

6.3 On-the-job Accidents

If you become unable to complete a workday because of an injury incurred while on the job, you will be paid for the balance of the day. The injury must be reported immediately. Refer to Workers' Compensation and reporting injuries section of this manual.

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6.4 Safety Equipment

If applicable, and as required by law, safety equipment like shields, glasses, gloves, and hard hats are to be worn. If required, the company will supply non-prescription safety shields for each employee's use.

6.5 Appearance

Employees are to look and appear professional at all times. That includes wearing a company uniform when appropriate or neat, clean, and tasteful clothing. The following are considered to be unacceptable (not a complete list): excessively soiled clothing (in some circumstances, this may be temporarily unavoidable considering maintenance work being performed), jogging suits, sportswear, very short skirts or dresses, jumpsuits, sheer clothing, garments that are unnecessarily revealing, slippers, footwear or clothing lacking safety requirements commensurate with the task being performed, immoderate or un-groomed hairstyles, excessive rings or ornaments, excessive tattoos, and ornamental piercing(s).

Any request for a deviation in the Appearance or Uniform Policy must be submitted in writing. However, such requests are not likely to be approved if they cause any potential undue hardship to the business, or do not meet the Safety or Uniform Policy requirements of the company, or might infringe on other employees' rights.

Women

- Light jewelry is permitted. Unusual, large, or unprofessional jewelry is not
- Nail length should not interfere with the execution of duties

Men

- Face to be shaved and/or mustaches, beards, and side-burns neatly trimmed
- Hair is to be clean and well groomed

6.6 Company Property and Equipment

Property or equipment belonging to the company may not be removed from the premises without written approval. You will be responsible for the proper care and return of all property and equipment assigned to your possession. Desks, lockers, computers or other storage devices, as well as any articles or information found within them, may be inspected by the employer or authorized personnel at any time, either with or without prior notice or consent.

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6.7 Office Security

The employer takes no responsibility for employees' personal belongings that are lost, damaged, stolen or destroyed. In the event tools stored by employees for official company are lost, stolen, damaged, or destroyed and are covered by the company's insurance policy, the employer will reimburse the employee up to the amount of insurance loss payment awarded for those items. Some employees are provided with a desk or a locker for their use during work. Prohibited materials, including weapons, alcohol, illegal drugs, illegally-prescribed drugs or medications, etc. may not be placed in a desk or locker.

Do not make duplicate office keys. Please notify the employer immediately if your key is lost. When being issued a key, access badge, or credit card, you must fill out and sign form H006.

No outside agency, inspector, visitor, inquirer, salesperson, or ex- employee may enter the office or company premises from the reception room without permission.

Employees are not to discuss the security system or code with any unauthorized person. Violations will result in immediate dismissal.

6.8 Violence Protection Policy

In our effort to make our company safe, we do not tolerate any type of workplace violence committed by or against employees. The following list of prohibited behaviors relevant to employees and clients is intended to be descriptive but not restrictive:

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer, employee or client property
- Possession of any type of weapon in the workplace unless permitted by state or federal law. That includes someone who holds a license to carry a concealed handgun. The workplace applies to parking lots, buildings, cars, employees who are off the property but performing a task for the employer-sponsored recreational events (i.e., picnics, etc.). Any suspected violation will be acted upon as required by law.
- Committing acts by, or related to sexual harassment or domestic violence

Any violations of this policy or any potentially dangerous situations must be immediately reported to management and can be cause for immediate dismissal.

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6.9 Alcohol and Drug Abuse

Being under the influence of any drug or alcoholic beverage on the job poses a serious risk to employees' and clients/customers' health and safety. Therefore, employees are strictly prohibited from the illicit use, possession, sale, conveyance, distribution, or manufacture of illegal drugs, intoxicants, or controlled substances. Illegal activity and substance abuse, both on and off the job, can lead to termination.

In addition, employees are strictly prohibited from the abuse of alcohol and prescription drugs. Legally prescribed medications are only permitted within the company to the extent that the uses of such medications do not adversely affect your job performance, your safety or that of others. If you are using a drug or a medically prescribed medication that is known or advertised as possibly affecting or impairing judgment, coordination, or other senses or which may adversely affect the ability to perform work in a safe and productive manner, it is your responsibility to advise the employer or appropriate manager of this fact before reporting to work.

Drug and Alcohol Testing

If there is reasonable cause to suspect that you are under the influence of any illegal or non-prescribed drugs, you may be required to immediately submit to a medical examination and/or to submit to urine, blood, saliva, breath, and/or hair testing for drugs or alcohol. The reasonable cause may be related to appearance, behavior, speech, excessive absenteeism, frequent accidents, declining performance, and situations involving safety, security, or accidents. Reasonable cause may also involve retesting workers who have completed or are in a rehabilitation program.

In accordance with US Department of Transportation requirements regarding commercial aircraft operators, employees are subject to random drug/alcohol testing. Employee acceptance of medical examinations and testing is a condition of employment. Therefore, refusal to submit to a drug or alcohol test will be considered equivalent to a confirmed "positive" test and will result in immediate disciplinary action which may include discharge.

Inspections to Administer and Enforce Policy

In order to promote a safe, productive, and efficient work place, the employer reserves the right to inspect any articles and property in the employees' possession. The inspection may include lockers, desks, boxes, packages, lunch boxes, containers, and any other object on company property.

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Notification of Criminal Charges

Any employee charged with alleged use or possession of drugs or convicted of a criminal drug statute must notify the employer in writing within five calendar days. Any violation of this Alcohol and Drug policy will result in adverse employment action up to and including dismissal and referral for criminal prosecution.

Employee Assistance

Employees with substance abuse problems are urged to seek help. Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) provide information and support. Local chapters are listed in the telephone directory.

6.10 Confidentiality and Non-Disclosure

The company makes available to each employee certain confidential information, including but not limited to clients' names, histories, addresses, communications, files, bills and payment records; as well as office forms, manuals, etc. These items are of substantial value, highly confidential, and constitute the professional and trade secrets of the employer. They are provided and disclosed to the employee solely for use in connection with the employment.

In adherence with this confidentiality and non-disclosure policy, each employee shall:

- Regard and preserve the information as highly confidential and the trade secrets of the employer, such information is not to be discussed away from the premises or within hearing distance of any client/customer or unauthorized person
- Not disclose, nor permit to be disclosed, any of the information to any person or entity
- Not photocopy or duplicate, and shall not permit any person to photocopy or duplicate, any of the information without employer's consent and approval
- Not make use of the information for their own benefit or the benefit of any person or entity other than the employer
- Not continue to keep any information after termination of employment

Employees are not to release personal information regarding present or former employees, that is, phone number, address, etc., without the employee's specific and prior approval in writing.

Employees handling confidential information, including personnel files, are responsible for its security and extreme care is to be exercised to ensure that it is safeguarded to protect each employee, the suppliers, the clients/customers, and the employer.

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Every employee will be required to sign the company non-disclosure agreement before the beginning of their first shift (Form H018). Any employee who violates this confidentiality and disclosure policy is subject to disciplinary action up to and including discharge, and possible legal action.

Although not intended to discourage employee's creativity, any system, idea, or communication developed during your employment with the company is the property of the company and remains so even after termination.

6.11 Personnel Records

The employer must keep certain personnel records in order to comply with legislated record keeping and reporting requirements. These records are confidential and only available to authorized personnel. Employees who access their own or co-worker's confidential employee files without authorization will be disciplined.

Security and Confidentiality

The physical safety and privacy of personnel records must be secured at all times. Physical safeguards include locked files and/or special computer access codes. Entry to the files is strictly limited to authorized personnel only on a need-to-know basis.

Inspection of Records

Employees and past employees may inspect and copy certain documents in their personnel files. These inspections are limited to no more than twice in a 12-month period.

The following types of records are available for review:

- Employment applications and personnel action forms (including those for promotions, salary changes, and job title changes)
- Form I-9 and other documents related to employment eligibility and identity
- Form W-4 and related tax withholding information
- Time cards and attendance records (digitally)
- Performance appraisals Awards and commendations Accident reports
- Records regarding workplace exposures to toxic substances and any related medical information in employer's possession
- Warnings, reprimands, and other documents related to disciplinary actions (excluding documents prepared in connection with ongoing investigations).
- Any reported problems or concerns reported by the employee (Form H012)

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- Medical records. (At employer's discretion, medical records may be released to the employee's physician rather than to the employee. See below for information on excluded medical documents.)
- Workers' compensation information relevant to the current employer including claims, injury reports, and medical reports
- Fringe benefit enrollment and election forms, including designation of beneficiary forms
- Pension and retirement enrollment and election forms
- Emergency contact information; and biographical information

The following types of documents are not accessible to employees:

- Pre-employment reference information, including letters, notes, and information provided by prior employers or from other relevant sources (information gained from public records will be made available to employee)
- Medical records that the employee can obtain from his or her healthcare provider
- Records relating to ongoing investigations of policy violations, prohibited conduct, or criminal offenses
- Documents developed or prepared for use in grievance or court procedures

NOTE: Documents will be retained in accordance with the requirements of federal and state law.

An employee can request copies of any documents that the employee previously had provided to the employer or that had previously been provided to the employee. An employee can add a statement to qualify or counter information in their personnel files. The statement must be factual and directly relevant to the employee's performance or employment qualifications.

A third party may subpoena employment records from a current or former employer. If employment records are subpoenaed, the employee must be notified and has the right to object to production of the records.

6.12 Personnel Data Changes

Employees are requested to help keep their record up-to-date by informing the employer of any changes in personal information. So that we can keep the records updated, please report any of the following changes when they occur:

- Name
- Home address
- Telephone numbers (must be updated immediately due to the emergency response nature of the company)

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- Number of dependents (a new Form W-4 must be completed for income tax withholding purposes within 10 days of the change if the change results in a decrease in the number of dependents)
- Marital status
- Education (courses completed and other training or skills acquired)
- Military status (if appropriate)
- Physical or other limitations
- Beneficiary designations for insurance, disability, pension, and profit sharing plans
- Person(s) to notify in case of an emergency

6.13 Computer, Email, and Internet Usage

Computers, computer files, email, instant messaging, internet access, and computer software furnished to employees are the property of the company and intended for legitimate business use in the course of your assigned duties only. Internet access includes, but is not limited to: e-mail, FTP, telnet, web browsing, workplace blogs, and Usenet or newsgroups that are accessed on or from the business premises.

We strive to maintain a workplace free of harassment. To that end, employees may not use the business provided computer or Internet services to: engage in illegal, fraudulent or malicious conduct; send, receive or store offensive, obscene, or defamatory material; annoy or harass other individuals or send e-mail of a personal nature; distribute or store chain letters, jokes, solicitations or offers to buy or sell goods. No employee may use the business internet access to post opinions on the internet, particularly any opinion of a political or discriminatory nature. Employees are prohibited from using the company computer's for Web logs (BLOGS) to post material that may be embarrassing to the company, as well as information that could be considered confidential, proprietary, or intellectual property, including language or other postings that are harassing, discriminatory, menacing, threatening, or derogatory.

Some computer files or software may interact poorly with existing software and may contain harmful computer viruses. Therefore, CD's, software or files may not be installed, including instant messaging software (IM) or downloaded from any source including the internet without prior authorization. Likewise, the illegal duplication of software and its related documentation is not permitted.

Employer's right to monitor and access all office files, internet, e-mail, and instant messaging usage

All computer and system files must be accessible to the employer and are subject to unannounced inspections. Monitoring can include: intercepting, copying, printing or

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reading all e-mail entering, leaving or stored in the system. Your employer will keep copies of all Internet and e-mail passwords and unauthorized passwords are prohibited.

Employees are to notify their employer or any member of management of violations of this policy. Employees who violate this policy will be subject to disciplinary action, including termination of employment.

6.14 Social Media

Accessing social media websites is not allowed while using the businesses computers unless otherwise authorized to do so. Using social media is not allowed during work time, which includes such activities as tweeting or text messaging.

It is not possible for the company to identify all forms of social media given the speed with which it is invented. Some examples of social media include: Facebook, LinkedIn, Myspace, Twitter, Blogger, Scribd, Slideshare, Flickr, and YouTube. This is not an all inclusive list; all online activity is governed by this policy.

All policies contained within the personnel policy manual are applicable at all times, which include personal use of social media websites. Since information posted on social media sites can be viewed publicly, employees shall not expect a right to privacy.

If the company participates in any social media website, only authorized individuals may send or post messages on behalf of the company. Those authorized individuals must use a separate account for personal use of social media if they choose to participate on their own.

Nothing in this policy is intended to limit the rights of employees to engage in protected concerted activities as prescribed by the National Labor Relations Act.

6.15 Portable Music Devices

If employees choose to bring iPods, MP3 players, and other portable music devices to work, it is expected that employees adhere to the following guidelines to ensure proper use.

Use must not compromise on the job safety in any way

Employees are only permitted to listen to music using their portable music device during non-work hours, such as authorized rest or meal breaks and must be away from any work area or where clients/customers are located.

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Headphones must be used to listen to music, and the volume level must be kept low enough that it does not block out voices or disturb other employees in the area.

Employees are prohibited from walking around the office, attending internal meetings, providing customer service, or meeting with clients/customers while listening to their portable music device.

The businesses computers are not to be used to download music onto the employee's portable music device without authorization from the employer.

It is strictly prohibited to download any confidential or proprietary information onto an employee's portable music device from the businesses computers.

If the company has issued a portable music device for training and/or communication purposes, the employee may not use them to download personal music or videos. The device must be immediately returned to the company upon termination of employment, whether voluntary or involuntary.

Listening to either a company-provided or personal portable music device through headphones while driving a company-issued vehicle or driving a personal vehicle for business purposes is prohibited at all times.

6.16 Personal Telephone, Cell Phone, and Camera Phone Use

The company telephones are intended solely for business use and are not to be used for personal calls. Accordingly, receiving or making personal telephone calls on the company telephones of a non-emergency nature is not allowed without permission. No personal long distance or toll calls are to be charged to the employer's phone. For training purposes and to maintain quality communication with our clients/customers, the phone lines may be monitored from time to time.

Personal calls and/or texting using cell phones is allowable only during non-work hours, such as authorized rest or meal breaks and must be conducted away from any work area or where clients/customers are located. Cell phones used for verbal or written (texting) communication may not be for the purpose of harassing others or otherwise violating the anti-harassment policy.

Camera phones are not to be used during work time for personal use. Employees are expressly prohibited from using camera phones to transmit visual or audio communications that are of a sexually explicit nature or is otherwise in violation of the company's anti-harassment policy. Camera phones may not be used to capture visual or audio communications when consent from the subject matter being captured has not been obtained prior. It is expressly prohibited to take any photographs of any

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client/customer, procedure, client/customer file, or other personal client/customer information. At no time, can camera phones be used to capture or transmit any information deemed part of the company's trade secrets or is otherwise confidential.

Failure to adhere to this policy may result in disciplinary action which can include termination of employment and legal action.

6.17 Parking

Please park in employee-designated areas only. Remember to lock your car; the company will not be responsible for damage or theft to personal automobiles or property.

6.18 Use of Private Vehicles

If you use your own vehicle on company business, you will be required to obtain approval for such use in advance from your supervisor and provide proof of adequate insurance coverage. Documentation showing insurance coverage is to be given to the employer each time your insurance is renewed.

Employees are not to text or use cell phones, camera phones, beepers, two-way pagers, and the like, while they are driving on company business. If it is necessary to use any wireless communication instrument, the employee must have a hands-free device or must pull over to talk or text.

6.19 Smoking

Because of the overwhelming evidence that smoking is dangerous and injurious to a person's health, employees are encouraged not to smoke. However, we recognize the decision to smoke or not to smoke as a personal one.

Smoking is prohibited within the premises at all times except for in designated smoking areas. This policy is for the health and safety of all employees and our clients/customers.

6.20 Maintenance-Housecleaning

Clean and orderly surroundings have a positive bearing on employees' morale and productivity. Clients/customers are favorably impressed and attracted to a facility that looks professional and well maintained. It is your responsibility to keep work areas neat and tidy and to correct or report any conditions that detract from the professional image of the facility.

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6.21 Personal Problems

Employees are encouraged not to bring their personal problems to work, but sometimes it is unavoidable. If there is a severe problem that affects your ability to perform, it is to be discussed with the company owner or appropriate supervisor or HR administrator. You can expect to find understanding and help toward finding a solution in the best interest of all concerned. Personal problems are not to be discussed within hearing distance of clients/customers, guests, or other employees.

6.22 Outside Employment (Moonlighting)

You are expected to devote your full efforts to the interests of the company during normal working hours and any additional hours that may be required. If you decide to work at another job, it must not divert your time, interests, or talents away from the satisfactory accomplishment of your work responsibilities. Outside employment is not a satisfactory reason for poor performance, absenteeism, tardiness, or refusal to work overtime. You are not eligible for a paid absence when the absence is caused by circumstances related to the second job.

6.23 Solicitation

To prevent disruptions and in order to protect employees from interference in their work, demonstrating or selling a non-work related product during work hours is prohibited. Non-employees are prohibited from trespassing, soliciting, or distributing literature on office property.

6.24 Accepting Entertainment, Gifts, Favors, and Gratuities

No employee shall solicit or accept any gift, gratuity, favor, entertainment, reward, or any other item of monetary value that might influence or appear to influence the judgment or conduct of the employee in the performance of his/her job. Employees can accept gifts or entertainment only in cases where the gifts or entertainment are of nominal value, are customary in the industry, will not violate any laws, and will not influence or appear to influence the employee's judgment or conduct at his/her employer's business.

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SECTION 7 - EMPLOYEE RELATIONS

7.1 Responsibility and Conduct

Certain standards of personal integrity and human behavior are an integral part of good character and respect for the rights of others. Unprofessional conduct disrupts the orderly flow of business, hurts morale, and lessens the quality of client/customer service. As we explained elsewhere in this manual, employment with the company is at the mutual consent of the employee and the employer, and employment may be discontinued at-will, at any time, by either the employee or the employer, with or without cause or advance notice. Although we do not exercise a formal system of discipline, an employee may, at the employer's discretion, be given a warning and the opportunity to correct a problem before discharge. The employer reserves the right to take any disciplinary action as deemed appropriate.

7.2 Unprofessional Conduct

Identifying every type of conduct or performance considered unprofessional is impossible. However, to offer some guidance, we provide the following examples of conduct and performance problems that could result in disciplinary action, including discharge:

1. Unexcused or repeated absence or tardiness
2. Unauthorized personal telephone calls or attending to personal affairs during work hours
3. Misuse of electronic e-mail or internet communications system
4. Working unauthorized overtime
5. Destruction or negligent abuse of company property
6. Refusal to work scheduled or emergency overtime
7. Posting, removing, or tampering with posted notices without permission
8. Leaving premises during working hours without authorization
9. The use of any equipment owned by the company for personal reasons without permission
10. Mishandling, misappropriation, or unauthorized removal or possession of the funds or property of the employer or other employees
11. The use of any company-owned equipment, including computers without permission
12. Personal behavior outside the office which could be harmful to the reputation of the company
13. Inability to establish rapport with employer, other employees or clients/customers
14. Unsatisfactory work performance and/or attitude
15. Violation of any employer policy, including policies described in this manual, as revised from time to time

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16. Improper disclosure of confidential information, including information contained in employee records
17. Falsifying or destroying any records, including timekeeping records
18. Reporting to work or working while under the influence of alcohol or illegal drugs
19. Possession of alcohol or illegal drugs while on duty or on the employer's premises
20. Illegal activity and substance abuse, both on and off the job
21. Disloyalty, insubordination, misconduct, and/or engaging in rude or discourteous conduct
22. Refusing to accept a reasonable and proper assignment
23. Recording information or tampering with another employee's attendance record
24. Falsifying, making inaccurate entries, or omitting requested information on the employment application form or other company records
25. The employer's good faith belief that employee has knowingly given false statement(s)
26. Dishonesty, theft or fraud
27. The possession of firearms within the company
28. Failure to use assigned safety equipment or failure to abide by safety rules and policies
29. Creating or contributing to unsanitary conditions
30. Refusal to work with a client/customer without employer's permission
31. Sexual harassment, religious harassment, or other unlawful harassment of another person
32. Establishing a competing business during the employment or engaging in work that creates a conflict of interest in the opinion of the employer
33. Refusal to sign the Performance Review form or other required employment-related documents
34. Discussing work-related issues within hearing distance of clients/customers
35. Failure to report to work without providing adequate notice as described elsewhere in this manual
36. Accessing their own or co-worker's confidential employee files without authorization
37. Abusive or bullying behavior towards others

Possible Consequences

As explained elsewhere in this manual, employment may be discontinued at-will, at any time, by either party, with or without cause or advance notice. Therefore, the following disciplinary procedures are advisory and not binding on the employer. At the employer's discretion the employee may be:

1. given a written or oral warning (Corrective Action Form - H001)
2. suspended from duty without pay, or
3. discharged from employment

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SECTION 8 - TERMINATION OF EMPLOYMENT

8.1 Separation from Employment

Employees serve “at-will” and those who quit, are discharged, or fail to respond to a recall; will be regarded as separated from employment.

Separations are classified as either voluntary or involuntary and will be processed in accordance with the separation policies and procedures that follow.

Voluntary

A voluntary resignation is initiated by the employee. We realize that occasionally an employee resigns to pursue other interests. Although you may resign at-will, at any time, with or without cause or advance notice, you are requested to provide at least two weeks’ advance notice, in writing, whenever possible.

Although an employee may give several weeks’ notice, the employer may find it inefficient, disruptive or undesirable to permit the employee to work for the period specified and reserves the right to accelerate the effective date of the resignation. In-lieu-of-notice pay may be awarded at the employer’s discretion.

Unauthorized Leave

If you request time off that is denied, and take the time off anyway, that time off will be considered job abandonment and treated as a voluntary termination.

If the company is sold or acquired and you are offered a position with the new owner and choose not to stay, you will be considered to have voluntarily resigned.

Involuntary

A permanent separation initiated by the employer due to:

- Lack of work
- Inability to perform satisfactorily the duties of the position
- Reorganization and/or relocation
- Unprofessional conduct
- Company being sold and employment terminated

The above items are not intended to show all the possibilities that might result in involuntary release from employment (refer to Employee Relations section of manual).

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Exit Interview

Employees may be asked to complete an exit interview questionnaire at the time of their departure. This questionnaire gives you a chance to communicate your views on your work, pay, benefits, management, and communication within the company.

8.2 Request for Verification of Employment

Whenever an authorized company or individual requests employment-related information about a present or former employee, an authorization form must be signed by the employee or prior employee before any such information will be released (Authorization to Give References Form H011). A copy of this form can be obtained by request. Employment verification can also be made if the individual signs a satisfactory release with a prospective employer and that release is sent to us with the information request.

In responding to other employers' requests for employment information about a former employee without a signed release, the company will provide only the individual's start and end date of employment, title of position(s) held, and confirmation of wage or salary information. Additional employment information is provided only if the individual authorizes the release of such information by completing a satisfactory release.

8.3 Return of Property

If you quit, any property belonging to the company must be returned on or before your last day of work. If your employment is terminated, any property belonging to the company must be returned immediately. Items may include uniforms, keys, manuals, equipment, etc. Your cooperation is appreciated. We reserve the right to take any legal action necessary to ensure our property is returned. See form H006.

8.4 Federal Consolidated Omnibus Budget Reconciliation Act of 1985

If the employer offers a group health plan, covered employees, their spouses, their former spouses, and their dependent children can elect to continue health care coverage at the employer's group rates for specified periods of time when employer-provided coverage would otherwise be lost due to certain specific events.

Qualifying Events are events that cause an individual to lose his/her group health coverage.

Qualifying events for a covered employee are as follows:

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- Termination of employment for any reason other than gross misconduct
- Reduction in the employee's hours of employment

Qualifying events for a spouse and dependent children of a covered employee are as follows:

- Termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the employee's hours of employment
- Entitlement to Medicare for the covered employee
- Covered employee divorces or legally separates from his/her spouse
- Death of the covered employee

Qualifying events for dependent children, in addition to the above, are as follows:

- Loss of dependent child status under the plan rules

Only qualified beneficiaries are eligible to elect COBRA coverage when a qualifying event occurs. A qualified beneficiary is an individual who was covered by the group health plan on the day before a qualifying event occurred that caused a loss in coverage, which may include the employee, the employee's spouse or former spouse, or the employee's dependent child. Also, any child born or adopted during the period of continued coverage is automatically a qualified beneficiary. Agents, independent contractors, retired employees, spouses (or former spouses) of retired employees, and dependent children of retired employees may also be considered qualified beneficiaries in certain circumstances.

General Notice

The employer will provide all employees and their spouses a general notice describing their COBRA rights when they become covered under the plan. The general notice will be provided within the first 90-days of coverage.

Qualifying Event Notification Requirements

The employer takes full responsibility to notify all appropriate parties within 30-days when any of the following qualified events occur:

- Termination of employment for any reason other than gross misconduct
- Reduction in the employee's hours of employment
- Death of the covered employee
- Entitlement to Medicare for the covered employee
- Bankruptcy of the employer

The employee takes full responsibility to notify the employer within

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60-days when any of the following qualified events occur:

- Covered employee divorces or legally separates from his/her spouse
- Loss of dependent child status under the plan rules

Election Notice

Within 14 days of a qualifying event, qualified beneficiaries will be provided with an election notice which describes their rights to continuation coverage and how to make an election.

COBRA Election

Covered individuals have 60 days from the date they received the election notice or the date loss of coverage occurred, whichever is later, to elect COBRA coverage.

Benefits Under COBRA

The coverage provided under COBRA will be identical to the coverage offered before the qualifying event occurred. Any future changes to the plan will be communicated and applied to COBRA participants.

Duration of COBRA Coverage

COBRA coverage for qualified beneficiaries will be provided as follows:

QUALIFYING EVENT	QUALIFIED BENEFICIARIES	MAXIMUM PERIOD OF COBRA
Termination (for reasons other than gross misconduct), or reduction of hours of employment	Employee Spouse Dependent Children	18 months*
Covered employee enrollment in Medicare	Spouse Dependent Children	36 months
Divorce or legal separation	Spouse Dependent Children	36 months
Death of employee	Spouse Dependent Children	36 months
Loss of dependent child status under the plan	Dependent Child	36 months

Figure 8-1

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*In certain circumstances, qualified beneficiaries may become entitled to a disability extension of an additional 11 months (for a total maximum of 29 months) or an extension of an additional 18 months due to the occurrence of a second qualifying event (for a total maximum of 36 months).

Premium Payments

The insurance premium is to be paid, in full, by the individual electing continuation coverage. A 2% administrative fee may be added to the overall cost of the monthly premium amount.

Initial premium payment is due within 45days after the date of COBRA election. Failure to make any payment within that period of time may cause a loss of COBRA rights. After the initial payment, monthly premiums are due on the 1st of each month. A 30-day grace period will be provided. Failure to make premium payment within the grace period provided may cause a loss of COBRA rights.

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DESIGNATED NAMES

FOR REPORTING HARASSMENT CONTACT:

Title: A Member of your Management Team
Address: 6250 S Taxiway Circle
Mesa, AZ 85212

Title: HR Administrator
Address: 6250 S Taxiway Circle
Mesa, AZ 85212

FOR REPORTING INABILITY TO REPORT TO WORK CONTACT:

Title: A Member of your Management Team*
Address: 6250 S Taxiway Circle
Mesa, AZ 85212

Title: HR Administrator*
Address: 6250 S Taxiway Circle
Mesa, AZ 85212

DESIGNATED NAME(S)

*In the event that you need to call in absent, please refer to the phone list that has been provided to you. This list will contain the most accurate and up-to-date information for the contacts listed above.

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H001 - Corrective Action Form

Employee Name: _____

Employee Job Title: _____

Supervisor Name _____

Supervisor Job Title: _____

Incident

Date/Time of Incident: _____

Problem Details (include description of impact on company): _____

Witnesses to Incident: _____

Was this incident in violation of company policy?

Yes

No

Action Taken: Verbal Warning Written Warning Suspension Termination

Expected Improvement: _____

Employee Statement: _____

**I acknowledge that I have been informed of my inappropriate or unsatisfactory behavior
and have been made aware of consequences that will follow a lack of improvement.**

Employee Signature

Date

Supervisor Signature

International Air Response, Inc.

H002 - Time-off Request Form

Employee Name: _____

Date: _____

Supervisor Name: _____

Department: _____

Request

Type of time off: Paid Unpaid

Number of:

Vacation Days: _____

Personal Days: _____

Flight Crew Paid Time Off: _____

Dates: From: _____ To: _____

Notes:

Approved

Approved with modification: _____

Unapproved for the following reason: _____

Supervisor's Signature

Date

International Air Response, Inc.

H003 - Performance Review Form

Date: _____

Employee: _____ Job Title: _____

Reviewed By: _____ Job Title: _____

Performance Rating	Description
1	Performance is below acceptable levels; immediate improvement required
2	Performance is inconsistent in quality output. Performance level falls short of what is expected and there is a need for further development and improvement. Employee shall be given a reasonable period of time to improve performance
3	Performance consistently meets all essential requirements associated with the position. Accomplishments are clearly in accordance with job demands, quality and quantity output.
4	Performance goes beyond the reasonable position requirements and exceeds normally expected results.
5	Performance significantly and consistently exceed all requirements associated with the position, and are sustained over the entire review process. This rating describes performance which is exceptional.

1. QUALITY FACTORS	PERFORMANCE RATING	
RATING SYSTEM 1 = LOWEST 5 = HIGHEST	SELF	MANAGER
Possesses sufficient practical and technical knowledge required for the position		
Completes work that is timely, accurate, and thorough		
Manages workload in an organized manner and makes efficient use of work time		
Adheres to goals, deadlines, and responsibilities established for the position and company		
Complies with all company policies and procedures		
EMPLOYEE COMMENTS:	OVERALL RATING	OVERALL RATING
MANAGER COMMENTS:		

2. DEPENDABILITY FACTORS	PERFORMANCE RATING	
RATING SYSTEM 1 = LOWEST 5 = HIGHEST	SELF	MANAGER
Maintains an acceptable record of attendance and tardiness		
Displays initiative by anticipating the need for action and responds accordingly		
Identifies, investigates, and resolves problems effectively and efficiently		
Exhibits willingness to learn, accept increased responsibilities, apply new skills, and adapt to change.		
Follows instructions and completes work on time with minimum supervision		
EMPLOYEE COMMENTS:	OVERALL RATING	OVERALL RATING
MANAGER COMMENTS:		

International Air Response, Inc.

H003 - Performance Review Form

3. COMMUNICATION	PERFORMANCE RATING	
RATING SYSTEM 1 = LOWEST 5 = HIGHEST	SELF	MANAGER
Demonstrates effective verbal, written and listening skills		
Supports and explains the reasoning for ideas and/or decisions in a clear manner		
Demonstrates effective working relationships and cooperation within and across the company		
Accepts feedback and constructive criticism and takes action on suggestions		
EMPLOYEE COMMENTS:	OVERALL RATING	OVERALL RATING
MANAGER COMMENTS:		
4. JOB PERFORMANCE	PERFORMANCE RATING	
RATING 1 = LOWEST 5 = HIGHEST	SELF	MANAGER
Employee consistently demonstrates they are doing the job to the best of their ability		
Follows through on tasks from beginning to end		
Holds themselves to a high standard to ensure they are putting out quality work		
When there is a procedure or task that is unclear the employee asks for help		
EMPLOYEE COMMENTS:	OVERALL RATING	OVERALL RATING
MANAGER COMMENTS:		
Overall Rating		

Goals and Career Growth

Professional Goals: _____

Personal Growth Goals: _____

International Air Response, Inc.

H003 - Performance Review Form

Employee Comments:
Manager Comments:

Acknowledgement

By signing this form you certify that you understand and have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee Signature _____

Date: _____

Manager Signature _____

Date: _____

International Air Response, Inc.

H004 - Employee Status Change Form

Employee Name: _____

Department: _____

SSN: _____

Date Effective: _____

Employment Changes

Classification:	Currently:	Change to:
Transfer		
Promotion		
Demotion		
Title		
Shift		
Location		
Salary		
Status		
Termination		
Other		

Notes: _____

Approval Signature: _____

Employee Signature: _____

Date: _____

International Air Response, Inc.

H005 - Employee Advance Form

Employee Name: _____

Date: _____

Request

I, _____ request an advance of payment on my wages in the amount of _____.

I agree to repay this advance through either:

One payroll deduction to be made from the first pay period from which this advance is made.

_____ equal deductions in the amount of _____ per pay period until advance is paid in full.

I authorize, should I terminate employment with IAR prior to total repayment of this advance, the company to deduct and unpaid advance amount from any wages/salary owed to me at the time of termination of employment.

Employee Name

Employee Signature

Date

Authorized Supervisor Name

Authorized Supervisor Signature

Date

International Air Response, Inc.

H006 - Property Holder Agreement

I, as an approved IAR employee, fully understand and agree to the terms and conditions regarding the use and safekeeping of the company property entrusted to me

1. I take full responsibility for the care and protection of my (check all that apply):

Office key #_____

Building key #_____

Gate key #_____

Phoenix Mesa Gateway Airport Badge

International Air Response Employee Badge

Other:_____

2. I will immediately report the theft or loss of IAR company property to the Human Resources Administrator by phone at 480-840-9860.
3. I shall surrender my IAR company item(s) upon termination of employment or when requested by management;
4. I shall assume financial responsibility for any lost or unreturned items, and understand that replacement costs may be deducted from my paycheck.
5. I understand that failure to follow any of the above listed terms & conditions or any misuse of IAR property may result in: (a) revocation of the privilege to use the item(s) in question; (b) disciplinary action; (c) termination of employment; and/or (d) criminal charges filed with the proper authority.

I hereby agree to the above terms and conditions:

Employee Name

Employee Signature

Date

I hereby agree to the above terms and conditions and take full administrative responsibility pursuant to the IAR property procedures for the action(s) of the employee.

Property Administrator Name

Property Administrator Signature

Date

International Air Response, Inc.

H007 - Reimbursement Request Form

Request submitted by: _____ Date: _____

Description of expense (please attach receipts):

Date	Item	Vendor	Amount

Notes: _____

Start Mileage	
End Mileage	
Trip Mileage	
Reimbursement Amount*	\$

*Amount to be determined by US Government
Mileage Rate. For office use only.

Total amount requested: \$ _____ Approved by: _____

Check #: _____ Amount: \$ _____

Paid by: _____ Date: _____

International Air Response, Inc.

H008 - Personnel Policy Acknowledgement

Employer: Complete information below and give to each staff member to read and sign.

Employee's Name: _____

Please read, sign and return this form by (date) _____

The policies described in this manual will be effective (date) _____
If you have any questions, please let me know immediately.

Employer's signature _____ Date _____

Staff: Please read the following and place your signature below.

I acknowledge that the policies and procedures described in the Personnel Policy Manual are not an expressed or implied contract of employment between the employer and the employee and should not be viewed as the basis of any contractual obligations of the employer.

I understand that I serve "at-will" and may terminate my employment at any time, with or without cause, and the employer has the right to terminate my employment at any time, with or without cause. Therefore, employment with the employer is not for a specified term and can be terminated "at-will" by either party. The "at-will" policy constitutes an integrated agreement with respect to the nature of the employment relationship that is final and fully binding. There are no other oral or collateral agreements regarding this issue. This employment policy includes all employees including those presently employed by the employer from the above effective date forward.

I have read, understand and agree to adhere to the policies in the Personnel Policy Manual and by continuing my employment, I confirm acceptance of these policies.

Employee's signature _____ Date _____

cc: Employee
Employee's Personnel File

International Air Response, Inc.

H009 - New Employee Checklist

Date _____

Employee _____ Date of Employment _____

Personnel Records and Forms:

Employment Eligibility Verification
Form I-9
Form W-4
State Tax Form
Employment Agreement Form
Employee Policy Manual
Acknowledgement Form
Payroll Deduction Authorization
Drug Testing Release Form
Background Check Release Form

Direct Deposit Form
Copy of Void Check
Copy of Current Professional
Licenses
Copy of Medical Examinations
Copy of Driver's License
Copy of Passport
Non-disclosure Agreement
Airsure Form
Badge Application

Hours and Wages:

Work Schedule
Recording time worked

Wages and Salaries:

Pay Day and Pay Period

Employment Practices:

Problems Resolution Procedure
Performance Reviews

Other:

Uniforms
☐ E-mail

Employee Benefits:

Medical/Dental Benefits
Dependents
Personal Time
Vacation Time
Paid Holidays

Comments: _____

HR Administrator Signature _____ Date _____

cc: Employee's Personnel File

International Air Response, Inc.

H010 - Revised Policy Manual Acknowledgment Form

The Personnel Policy Manual: Revised Edition
For employees who have read a previous edition of the policy manual.

Employee _____ Sign and return by _____

I acknowledge that I have been informed of this revised edition of the Personnel Policy Manual and that the policies herein supersede all other prior verbal or written policies. I understand that it is my responsibility to review the contents of this new edition and that all policies contained therein are applicable. I acknowledge that the policies and procedures described in the Personnel Policy Manual are not intended to create an employment contract between employer and employee and should not be viewed as the basis of any contractual obligations of the employer.

I understand that I continue to serve "at-will" and may terminate my employment at any time, with or without cause, and the employer has the right to terminate my employment at any time, with or without cause. Therefore, employment with the employer is not for a specified term and can be terminated "at-will" by either party. The "at-will" policy constitutes an integrated agreement with respect to the nature of the employment relationship that is final and fully binding; there are no other oral or collateral agreements regarding this issue. This employment policy includes all employees including those presently employed by the employer from the above effective date forward.

I acknowledge that this revised Personnel Policy Manual, and any subsequent revisions, will govern my employment relationship from this day forward. I have read, understand and agree to adhere to the policies in the Personnel Policy Manual and by continuing my employment, I confirm acceptance of these policies.

Employee's signature _____ Date _____

cc: Employee's Personnel File

International Air Response, Inc.

H011 - Authorization to Give References

Employer's Name: _____

Employee's Name: _____

I acknowledge that I have been informed by the above-named employer that it is general policy to disclose, in response to a prospective employer's request, only the following information about current or former employees: (1) the dates of employment, (2) descriptions of the jobs performed, and (3) salary or wage rates.

By signing this release, I am voluntarily requesting that the above-named employer depart from this general policy in responding to reference requests from any prospective employer that may be considering me for employment. I authorize the above-named employer to disclose to such prospective employers any employment-related information that the employer, in its sole discretion and judgment, may determine is appropriate to disclose, including any personal comments, evaluations, or assessments the employer may have about my performance or behavior as an employee.

In exchange for the above-named employer's agreement to depart from its general policy and to disclose additional employment-related information pursuant to my request, I agree to release and discharge the employer and the employer's successors, employees, officers, and directors for all claims, liabilities, and causes of action, known or unknown, fixed or contingent, that arise from or that are in any manner connected to the employer's disclosure of employment-related information to prospective employers. This release includes, but is not limited to, claims of defamation, libel, slander, negligence, or interferences with contract or profession.

I acknowledge that I have carefully read and fully understand the provisions of this release. I further acknowledge that I was given the opportunity to consult with an attorney or any other individual of my choosing before signing this release and that I have decided to sign this release voluntarily and without coercion or duress by any person.

This release sets forth the entire agreement between the above-named employer and me, and I acknowledge that I have not relied upon any representation or statement, written or oral, not set forth in this document.

Employee Signature: _____ Date: _____

International Air Response, Inc.

H012 - Problems/Concerns Report

Employee: _____ Date: _____ Position: _____

Directed to: Manager/Administrator Employer

The following is a statement of my problem / concern. I request that it be reviewed in accordance with the Problems Resolution Procedure in the Personnel Policy Manual.

The reason for my concern is: *(Continue on another page if more room is needed)*

Witness/es who can confirm my statements: _____

I believe the appropriate solution to my concern is: _____

Employee Signature: _____ Date: _____

Action taken by the employer:

Employer's signature: _____ Date: _____

International Air Response, Inc.

H013 - Accident Report

Employee: _____ Position: _____

Location of the Accident _____

Name of Witness: _____ Date and Time of the Accident: _____

Description of the Accident _____

Cause of the Accident/Injury: _____

Type of Illness/Injury: _____

Medical treatment received: Yes No

If yes, by whom? _____

Doctor's Name/Address/Phone number _____

Employer-authorized treatment: Yes No

Sick leave/Unpaid leave used: Yes No

First day of leave: _____ Date returned to work: _____

Days sick leave used: _____ Days unpaid leave used: _____

Preventive measures taken to prevent recurrence? _____

Does unsafe condition still exist: Yes No

Employer's Signature: _____ Date: _____

International Air Response, Inc.

H014 - Payroll Deduction Authorization Form

PAYROLL DEDUCTION AUTHORIZATION

I, _____, hereby authorize _____ (Employer)
to deduct the following charges from my paycheck:

\$ _____ per pay period/per month (circle one), employee-only group
medical/dental/vision insurance premium.

\$ _____ per pay period/per month (circle one), employee plus spouse
and/or dependent(s) group medical/dental/vision insurance premium.

The payroll deduction will take effect the first payday after the election of group
medical/dental/vision insurance.

If, for any reason, my employer is unable to payroll deduct the above amount because
my total earnings on a specific pay period will not allow it, I understand that the premium
payments will be deducted from future paychecks.

Should this amount change due to premium increases, I authorize my employer to make
the necessary adjustment to the payroll deduction upon the effective date of the change.

I also understand that if my employment should end with the practice, my insurance
coverage will be in effect until the end of the month in which I terminate. Therefore, my
portion of the premium for the whole month, less any monies previously deducted on
other pay periods during the month, will be reduced from my final paycheck. Total
deductions will not result in my hourly compensation falling below the state minimum
wage requirement.

Employee's signature _____ Date _____

cc: Employee's Personnel File

International Air Response, Inc.

H015 Wage/Compensation Record

Employee: _____ Date Hired: _____

WAGE/COMPENSATION RECORD

NEW		REGULAR		Full Time	Part Time	RATE OF PAY	REASON FOR CHANGE
F.T. (date)	P.T. (date)	F.T. (date)	P.T. (date)	Per Diem	Per Diem		

International Air Response, Inc.

H018 Employee Non-Disclosure Agreement

Employee: _____ Date Hired: _____

FOR GOOD CONSIDERATION, and in consideration of being employed by International Air Response, Inc. (Company), the undersigned employee hereby agrees and acknowledges:

1. That during the course of my employ there may be disclosed to me certain trade secrets of the Company; said trade secrets consisting but not necessarily limited to:

- (a) Technical information: Methods, processes, formulae, compositions, systems, techniques, inventions, machines, computer programs and research projects.
- (b) Business information: Customer lists, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans.

2. I agree that I shall not during, or at any time after the termination of my employment with the Company, use for myself or others, or disclose or divulge to others including future employees, any trade secrets, confidential information, or any other proprietary data of the Company in violation of this agreement.

3. That upon the termination of my employment from the Company:

- (a) I shall return to the Company all documents and property of the Company, including but not necessarily limited to: drawings, blueprints, reports, manuals, correspondence, customer lists, computer programs, and all other materials and all copies thereof relating in any way to the Company's business, or in any way obtained by me during the course of employ. I further agree that I shall not retain copies, notes or abstracts of the foregoing.
- (b) The Company may notify any future or prospective employer or third party of the existence of this agreement, and shall be entitled to full injunctive relief for any breach.
- (c) This agreement shall be binding upon me and my personal representatives and successors in interest, and shall inure to the benefit of the Company, its successors and assigns.

Employee Signature: _____ Date: _____