



EMPLOYEE HANDBOOK



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WELCOME TO ARPEOH.

Welcome to Arpeoh. We hope you agree that your employment with us will be a rewarding experience, making a significant contribution to our organization. We look forward to the opportunity of working together to create a more successful company. We also want your employment with us to be mutually beneficial and gratifying.

We hope you will find satisfaction in your job and take pride in your work.

Sincerely,

Arpeoh Leadership Team

INTRODUCTION

This handbook has been developed to provide you with guidelines for our company's policies and procedures, as well as to outline the programs and benefits available to you. You should familiarize yourself with the contents as soon as possible so you will know what is expected of you and what you can expect from our organization.

This Employee Handbook replaces all previous Arpeoh handbooks, policies, and memoranda. An online version of this Employee Handbook will be kept online and updated and can be found by going to the Employee Drive [Handbook Link](#)

Failure to follow any of the policies in this handbook may result in disciplinary action, up to and including termination of employment.

We hope that your experience with us will be positively challenging, help you grow, will be enjoyable and rewarding. Again, welcome!

DISCLAIMER

This Handbook is intended only to outline the employment policies, procedures, and benefits of Arpeoh. This manual is not intended to be an employment contract. Arpeoh reserves the right to change employment policies, procedures, and benefits for this manual at any time. Arpeoh will update the online version and notify employees when updates are made. It is the responsibility of the employee to stay abreast of policy. The said changes will immediately become a part of this manual.

ABOUT ARPEOH.

Arpeoh is a recruiting solutions company based in Georgetown, Guyana, with its sister company based near Chicago, Illinois. The leadership of Arpeoh has over fifty (50) years of combined experience in the industry and has designed and implemented successful solutions for a multitude of Fortune 500 companies. Arpeoh's network of recruiting professionals helps provide scalable solutions to accelerate hiring projects and help companies across the United States with their hiring needs. Our solutions enable our clients to maximize their connection with prospective employees.

Core Value

At Arpeoh, our core belief is that a relentless work ethic, agile project management, and clever use of technology deliver superior recruitment solutions for our clients. We are proud to be based near the cities of Georgetown and Chicago, and we strive to embody the tireless work ethic that built these cities as we provide solutions for our clients.

Equal Opportunity Employment

Employees are hired solely based on Arpeoh's personnel requirements and each candidate's qualifications. We will not tolerate nor condone discrimination based on age, gender, race, color, disability, religion, national origin, or sexual orientation, or any other protected category under applicable law. We aim to ensure that our employees are selected, trained, compensated, promoted, or transferred solely on the basis of their abilities, qualifications, and merit.

We will comply with the spirit and the letter of all applicable employment laws. Furthermore, we will not discriminate based on age, gender, race, color, disability, religion, national origin, sexual orientation, or any other protected category under applicable law when making decisions regarding employee terminations.

EMPLOYMENT CONDUCT

Code of Conduct

Employees of Arpeoh are to conduct themselves in a responsible, professional, and ethical manner. Report any unethical or dishonest behavior to your immediate supervisor. The appropriate Arpeoh management team members will investigate reported activities. The management team will determine appropriate means for resolution. Employees found to be conducting themselves unethically may be subject to appropriate disciplinary action, up to and including termination.

Misconduct off the Job

Criminal convictions are taken seriously at Arpeoh. We reserve the right to disqualify any applicant for employment who has been convicted of a criminal offense.

Employees must avoid conduct outside the workplace that may adversely affect their ability to perform their duties, the safety of others, the Company's reputation, or Arpeoh's legitimate business interests.

Where an employee is charged with or convicted of a criminal offense, Arpeoh may review the circumstances of the matter, including the nature of the offense, its relationship to the employee's duties, any impact on workplace safety, trust, confidentiality, or Company

operations, and any other relevant factors. Following such review, appropriate action may be taken, including disciplinary action up to and including termination of employment, where permitted by law.

Food & Beverage

Without exception, food and beverages are strictly prohibited within the immediate proximity of any Arpeoh computers, servers, related hardware, application storage areas, or production equipment.

Solicitation

As a courtesy to all employees, Arpeoh does not allow the solicitation of political and religious information.

Personnel Files

Arpeoh maintains a confidential personnel file for each employee. The Human Resources Department controls files. Employees must obtain permission from the Human Resources Department to view their personnel file. These files are the property of Arpeoh: No documents may be altered or removed by the employee. Every reasonable effort will be made to maintain the confidentiality of the information. Access is limited to staff members who require it to perform their job functions. Copies will not be distributed to any third party unless mandated by a court of law.

HEALTH AND SAFETY

Personal Safety

At Arpeoh, the safety of our employees is a top priority. We will make every practical effort to ensure the safest possible working environment. If you have suggestions or concerns, kindly discuss them with your immediate supervisor OR the Human Resources Department. If you feel you are in danger performing your job duties, stop working and report the hazard to your immediate supervisor. Failure to comply with all health, safety, and environmental policies and procedures may result in disciplinary action, up to and including termination.

Smoking

Smoking is not allowed in most areas within Arpeoh facilities. Smoking is allowed only outdoors and away from all equipment, engines, vehicles, etc., housed or that may be housed outdoors. While smoking, please be considerate of others. All smoking material must be properly extinguished and disposed of in appropriate receptacles.

Alcohol, Drugs & Illegal Substance Abuse

Possession, use, transfer, or sale of alcohol, illegal drugs, or other illegal substances is not permitted on company property or while on duty in the employment of Arpeoh.

Furthermore, employees are not permitted to report to duty while under the influence of alcohol, illegal drugs, or other illegal substances. If you are taking any medication that poses a safety risk, you must report this to your supervisor. Additionally, you must not operate any Arpeoh equipment or vehicle if the medication affects your perception or responsiveness. Employees failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination. Report any suspicious activity to your immediate supervisor or the Human Resources Department.

Discrimination and Harassment

Arpeoh does not tolerate or condone discrimination, sexual harassment, or other harassment based on age, gender, race, color, disability, religion, national origin, or sexual orientation, or any other protected category under applicable law. Harassment includes but is not limited to racist, sexist, or ethnic comments, jokes, or gestures, or any conduct or statement creating an intimidating, hostile, or offensive work environment.

Courteous, mutually respectful, pleasant, noncoercive interactions between employees, including men and women, that are appropriate in the workplace and acceptable to, and/or welcomed by both parties, will not be considered harassment, including sexual harassment.

ATTENDANCE/TIMEKEEPING

Attendance

Regular and punctual attendance is essential to effective job performance. If you will be absent for any reason, you must notify your immediate supervisor and the Human Resources Department as soon as reasonably possible.

Failure to report an absence, excessive absenteeism, or habitual tardiness may result in disciplinary action, up to and including termination of employment.

Employees who do not work their scheduled shift on the business day immediately before or after a paid holiday will not be eligible to receive holiday pay for that holiday.

Work Schedule Requirements & Overtime

Given variations in workload driven by customer demand, it is our responsibility to meet critical deadlines, often with little notice. As a result, you may be required to work overtime, whether planned or unplanned. Overtime is mandatory when needed; it is a condition of employment. Employees who are required or authorized to work overtime will be compensated in accordance with applicable Guyanese law and company policy. For purposes of calculating overtime, Arpeoh's workweek begins at 12:00 a.m. on Monday and ends at 11:59 p.m. on Sunday. Unless otherwise required by applicable law, overtime is calculated based on hours worked in excess of forty (40) hours during the designated workweek. Employees who are required or authorized to work overtime will be compensated in accordance with applicable Guyanese law and Company policy. Nothing in this handbook shall be interpreted to reduce an employee's entitlement to any minimum wage, overtime pay, or other compensation required by law. Where commission, incentive, or performance-based compensation is provided, such compensation will be administered in compliance with applicable minimum wage and overtime requirements.

Meal/Lunch Break

Regardless of the shift worked, all employees are required to take an unpaid lunch break. Lunch break is for one hour. Lunch breaks cannot be taken at the end of a shift to shorten a shift.

Breaks

Employees will receive a fifteen-minute paid break for every four hours worked.

Hours:

Our goal is to serve our clients and their needs regardless of time zone. This means your manager will assign your working hours and may change them from time to time. For full-time workers, the minimum shift is eight hours. The addition of a one-hour lunch break brings the total to nine hours, with the unpaid break included.

Scheduled Shifts:

Your manager will assign your shift based on the client's needs. Shifts may change due to changes in the business. For example, a scheduled shift may run from 9 a.m. to 6 p.m. CT. An Employee scheduled for this shift would take a one-hour paid meal break approximately midway through the shift and would also have two fifteen-minute paid breaks.

Tracking Working Time:

Employee working time will be tracked using Company-approved software installed on Company computers. This software tracks active working time, which serves as the basis for calculating employee pay. For more details on how data is collected and used, please refer to the *Monitoring and Data Privacy Policy* section of this handbook.

Virtual Work Environment & Video Camera Use

Arpeoh supports virtual work arrangements, including the ability to work from home, provided employees maintain productivity and professionalism. When working remotely, employees are expected to create a distraction-free workspace, maintain reliable internet and power connectivity, and adhere to scheduled work hours unless otherwise approved by a supervisor. Employees must remain accessible during their assigned shifts through designated communication channels (e.g., email, chat, video conference) and are expected to respond promptly to team members and clients. Company data and information must be handled securely at all times, with confidential materials protected in accordance with company policies. Employees are expected to attend virtual meetings on time, be prepared to participate, and maintain a professional appearance and work environment. Employees may be required to use video during meetings when requested for business, client, training, quality assurance, collaboration, or management purposes. Employees should make reasonable efforts to keep their cameras enabled during such meetings unless technical difficulties, approved accommodations, connectivity limitations, or other legitimate circumstances prevent them from doing so.

LEAVE OF ABSENCE

Eligibility

Paid and non-paid leave of absence is a benefit of working at Arpeoh. To qualify for these leave-of-absence benefits, the employee must be a full-time employee and have completed a minimum of ninety (90) days of continuous employment with Arpeoh. Full-time employees are those who have been assigned a regular 40-hour workweek shift. Employees scheduled for fewer than 40 hours per week are not eligible. Arpeoh reserves the right to, without notice, revise these leave of absence policies.

Personal Leave of Absence

Arpeoh will make every reasonable effort to consider a personal leave of absence. Apply for an unpaid personal leave of absence authorization from the Human Resources Department. Many factors are considered when determining eligibility for a personal leave of absence, and it is granted or denied solely at Arpeoh's discretion. When granted, the maximum allowable is 12 days per calendar year.

Time Off

Employees may be granted, at the Company's discretion, up to 2 hours of time off during their work shift for personal matters, including appointments, banking, and government transactions. Requests for time off must be made at least 2 days in advance, except in case of emergencies.

Sick Leave

Arpeoh recognizes that employees may occasionally be unable to work due to illness or injury. Employees are expected to notify their manager as soon as reasonably possible when they are unable to report for work due to illness.

Company-Paid Sick Leave

Eligible employees may receive company-paid sick leave in accordance with the terms of this handbook and any applicable employment agreement. Company-paid sick leave is a discretionary benefit provided by Arpeoh and may be subject to eligibility, reporting, and documentation requirements established by the Company.

Medical Certification

Arpeoh may require a medical certificate or other satisfactory medical documentation to support an employee's absence due to illness, particularly for extended absences, repeated absences, or where otherwise reasonably required by the Company.

Uncertified Absences

Where an employee is absent due to illness and does not provide requested medical documentation, the absence may be treated as uncertified leave and may be unpaid, subject to applicable law and Company policy.

National Insurance Scheme (NIS) Benefits

Employees may be eligible for sickness benefits through the National Insurance Scheme (NIS) in accordance with applicable Guyanese law and NIS requirements. Eligibility for NIS benefits is determined by the NIS and is separate from any Company-provided sick leave benefits.

Compliance with Law

Nothing in this policy is intended to reduce or limit any statutory rights, benefits, or protections available to employees under the laws of Guyana. Sick leave, sickness benefits, and related entitlements will be administered in accordance with applicable law.

Short-Term Disability Leave

Notify your immediate supervisor or the Human Resources Department in advance when you plan to use short-term disability leave for scheduled medical procedures or pregnancy-related disability.

Arpeoh reserves the right to verify any employee's inability to perform job duties through consultation with medical professionals selected by the Company, where permitted by applicable law.

Eligible employees may be granted short-term disability leave for extended illness, injury, or pregnancy-related disability when the employee is unable to perform their job duties for more than three consecutive scheduled workdays. A physician must provide a medical certificate identifying the expected duration of the disability.

Funeral Leave

Arpeoh will provide reasonable time off for employees to attend funerals of friends and loved ones. In the event of a death in the employee's immediate family, up to three days of paid time off may be granted to attend to family matters and funeral arrangements. Additional unpaid time off may also be given. Contact the Human Resources Department concerning your specific needs.

Jury Duty

Notify your immediate supervisor if you are summoned for jury duty. Time off from work will be granted as necessary in compliance with applicable law.

COMPENSATION

Compensation

Compensation for employment is based on performance. Rates are established by mutual agreement between the employee and Arpeoh. Raises are also based on performance, growth, and productivity. The Manager and the Director of the Human Resources Department will reasonably consider all requests for salary increases and/or promotions. Employment is based on an as-needed basis. Employees are not guaranteed tenure.

Wage and Salary Disclosure

Arpeoh respects the privacy of employee compensation information. Employees are encouraged to treat compensation information with professionalism and discretion.

Employees who have access to compensation information regarding other employees as part of their job responsibilities, including managers, payroll personnel, Human Resources personnel, and other authorized individuals, must maintain the confidentiality of that information and may not disclose it except as required for legitimate business purposes or as required by law.

Nothing in this policy is intended to prohibit communications or disclosures that are protected by applicable law.

Payroll Schedule

Employees are paid bi-monthly through their banking accounts. Payday is on the 15th and the last day of the month. If payday falls on a holiday, payments will be made in advance of the holiday.

Pay slips

Pay slips shall be distributed on payday as established in the Payroll Schedule section of this handbook. Required taxes will be withheld from wages, as will any voluntary deductions.

Payroll deductions for PAYE and NIS

As required by law, Arpeoh withholds PAYE taxes and NIS contributions from employees' earnings.

BENEFITS

Paid Time Off

Arpeoh provides paid time off (PTO) to eligible employees. To qualify for these benefits, a full-time employee must have completed 90 days of satisfactory performance. After 90 days, employees will start accruing PTO at a rate of 0.05769 hours per hour worked. This accrual amount equates to 15 days of PTO per year.

PTO can be used for a minimum of four hours for various purposes, including doctor's appointments, banking, governmental requirements, child-related events, sick days, funerals/bereavement, and vacation.

Planned events, such as vacation days and doctor's appointments, require communication and approval from an employee's supervisor at least 2 weeks in advance of taking the time off. Unplanned or emergency events, such as illness, a child's illness, or a funeral, require immediate communication with an employee's supervisor.

If an employee is unable to use earned PTO during the calendar year in which it is accrued, the unused time may be carried over into the following year. Carried-over PTO must be used within the first three (3) months of the new calendar year. Any unused PTO carried over at the end of these three months will be paid out to the employee in a lump sum during the following month.

An employee's accrued PTO will be updated on the employee's pay stub each pay period.

Maternity Leave

Arpeoh complies with the National Insurance Act, which allows for 13 weeks of maternity leave, starting no earlier than 6 weeks before expected confinement. The National Insurance Scheme pays maternity benefits equivalent to 70% of the average insurable income. When the employee returns to work, they are entitled to return to the same or a comparable job, with no loss of service or other rights or privileges. Should the employee not return to work when released by her physician, she will be considered to have voluntarily terminated her employment with Arpeoh.

PERFORMANCE

Probationary Evaluation

All employees will be under “evaluation” for the first three months of employment. Your immediate supervisor will be responsible for evaluating your performance, aptitude, and compatibility with co-workers. At the end of the evaluation period, you may be invited to become a full-time employee, who may be entitled to additional benefits, or your probation period may be extended by up to three months. In the event your evaluation indicates that you do not qualify, your employment will be terminated.

Performance & Evaluation Reviews

Periodic performance and evaluation reviews will outline the competencies you need to perform your job functions successfully. Your contributions to your department and Arpeoh are also reviewed and documented. Your supervisor will discuss job requirements for your duties and identify your specific skills. Together, you will establish plans for your growth and development. All performance reviews will become a permanent part of your file.

Performance Issues

Arpeoh is committed to helping employees succeed in their roles and meet performance expectations. When performance concerns arise, the Company will generally communicate expectations, provide guidance, and offer employees a reasonable opportunity to improve.

When an employee fails to meet performance expectations, the employee's supervisor will communicate the concern and provide instruction regarding the required performance standards and any necessary corrective action.

Depending on the circumstances, performance management may include coaching, verbal counseling, written warnings, performance improvement plans, additional training, reassignment of duties, suspension, or other corrective measures.

Employees will generally be provided with notice of performance deficiencies and an opportunity to improve before further disciplinary action is considered. The nature and severity of the performance issue, the employee's performance history, the impact on the business, and other relevant circumstances may be considered when determining the appropriate corrective action.

Nothing in this policy requires Arpeoh to follow a specific sequence of disciplinary steps in every situation. Where permitted by law and justified by the circumstances, Arpeoh may take immediate disciplinary action, including termination of employment.

All performance management and disciplinary decisions will be administered in accordance with applicable law, Company policy, and the circumstances of each case.

COMPANY EQUIPMENT & COMPUTER-RELATED

Computers and Related Equipment

Arpeoh provides employees access to computers and other equipment on an as-needed basis to perform their job requirements. This equipment is to be used exclusively for Arpeoh's business activities. Employees found to be using company computer equipment for personal use may be subjected to appropriate disciplinary action, up to and including termination.

Employees are required to maintain their computers and related equipment in good working order. If any equipment in your care requires service, repair, or maintenance, please notify your immediate supervisor.

Employees are required to perform all work on company-provided or company-approved computers and electronic equipment. Using unauthorized devices poses significant security risks and is strictly prohibited. Employees are required to perform work only on Company-provided or Company-approved devices. Use of unauthorized devices may result in disciplinary action, up to and including termination of employment. Any work performed must be accurately reported and will be compensated in accordance with applicable law and Company policy.

Arpeoh will use computer-installed software to monitor employees' use of company computer equipment for business purposes. Refer to the Computer Monitoring & Data Privacy section below for additional information, as well as the "Monitoring and Data Privacy Policy" document provided to all employees.

Employees shall not knowingly use company systems to violate any laws. Computer games and personal software may not be installed on company equipment. Computer equipment shall not be used to create or store personal information or projects.

Company equipment shall not be used to store or display images depicting violence, sexually explicit material, or racially offensive material. Software installed on company computers must be appropriately licensed and installed at the direction of a supervisor or IT manager. Employees are not permitted to download any software (free or otherwise) without express permission from their supervisor.

Company Equipment

Company property, such as computers, cell phones, and all tools, is to be used for Arpeoh's business purposes only. The use of unauthorized equipment may result in disciplinary action, up to and including termination of employment. Please refer to the Company Equipment Agreement for more information.

Phone Systems, Voice Mail, and Personal Calls

Telephone systems, equipment, and operators are in place to provide business services for the company. Employees are to limit the personal use of these items. Lengthy calls should be made during breaks. Long-distance calls for personal use are prohibited.

Email & Electronic Communication

The company-provided email is provided for business purposes only and should not be used for personal use. All emails, sent or received, are company records and, as such, are accessible to appropriate staff members. No anonymous emails can be sent from company records and, as such, are accessible to appropriate staff members. No anonymous emails can be sent from company systems. All employees are required to identify themselves by name and email address. Chat room participation is prohibited except for business-related forums, which require approval from your immediate supervisor.

Social Media

Employees should be aware that Arpeoh may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Arpeoh, its employees, or customers. Employees are not to publish, post, or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should consult with the Human Resources Department and/or their supervisor.

Social media use should not interfere with employees' responsibilities at work. Arpeohs' computer systems are to be used solely for business purposes. Personal use of social media networks is discouraged and may result in disciplinary action.

Arpeoh may require employees to use company-approved logos, banners, and other marketing materials on their LinkedIn profile page.

COMPUTER MONITORING AND DATA PRIVACY

Arpeoh provides employees with access to company equipment, electronic systems, software, and communication tools to carry out business operations. To protect company assets, maintain security, ensure compliance with laws, and support productivity, Arpeoh reserves the right to monitor and review the use of its systems and equipment.

Scope of Monitoring

Monitoring may include, but is not limited to:

- Use of company computers, mobile devices, telephones, and other equipment.
- Internet activity, including websites visited and time spent online.

- Email and messaging communications sent or received through company systems.
- Productivity and time-tracking software are installed on company devices.
- System security logs and file access history.

The company does not monitor personal devices, personal email, or personal social media accounts. However, if personal accounts are accessed using a company computer (which is against company policy), monitoring of those accounts may occur incidentally.

No Expectation of Privacy

Employees should have no expectation of privacy when using company-owned equipment, systems, or communication tools. All communications, files, and data created, stored, transmitted, or received on company systems are considered company property and may be accessed or reviewed by Arpeoh at any time.

Employee Consent

By accepting this Handbook and using company equipment or systems, employees consent to monitoring as described in this policy. Continued use of company systems constitutes ongoing consent.

Purpose of Monitoring

Monitoring will be conducted for legitimate business purposes only, including:

- Safeguarding confidential and proprietary information.
- Ensuring compliance with company policies and applicable laws.
- Protecting against security threats and data breaches.
- Measuring productivity and verifying time worked.
- Investigating suspected misconduct or policy violations.

Data Protection & Use

- Information collected through monitoring will be stored securely and accessed only by authorized personnel.
- Data will be retained only as long as necessary for business or legal purposes.
- Monitoring data will not be used for any purpose unrelated to Arpeoh's business operations.
- Employees will not be discriminated against or retaliated against based on lawful personal information inadvertently captured through monitoring.
- Monitoring data may not be sold, shared, or disclosed to third parties except where required by law, regulation, or valid legal process.

Tracking Working Time

Arpeoh provides a virtual work environment for most employees. To ensure that working time is accurately tracked, company computers will be equipped with productivity-tracking software.

- **Active Working Time:** Time spent actively performing work activities, as recorded by the software, will be considered payable working hours.
- **Work Schedule & Workday Breaks:** Full-time employees will be scheduled to work at times that align with our clients' needs. These times may change based on the dynamic needs of our clients. Arpeoh will schedule full-time employees to a nine-hour shift each day, which includes a one-hour non-paid break taken at approximately the midway point of an employee's shift. In addition, Arpeoh will provide two paid fifteen-minute breaks to be taken at a time that aligns with the employee's schedule and the client's work demands.
- **Inactive Time:** Time in which an employee is scheduled to work, but inactive (idle, not engaged in work activity) will not be paid.
- **Employee Reporting Requirement:** If an employee performs work that is not captured by the tracking software (e.g., calls on a non-company system, paper-based tasks, reading/analysis, or other job duties), the employee must promptly report that time to their manager for inclusion in payroll. All reported work will be reviewed and paid as required by law.
- **Manager Oversight:** Managers will review employee activity regularly to ensure expectations are being met.

Work Schedule & Workday Breaks

- Full-time employees will be scheduled to work shifts that align with client needs. These schedules may change as client requirements evolve.
- Standard shifts will consist of nine hours, including:
 - One unpaid, duty-free meal break of one hour, generally taken near the midpoint of the shift. Employees will be fully relieved of all duties during this break. If an employee is asked to perform work during their meal break, the time will be treated as paid working time. *This break cannot be used to shorten the workday.*
 - Two paid 15-minute rest breaks per shift. These may be scheduled at times consistent with client demands, but they cannot be combined, extended, or used to shorten the workday.
- Meal and rest periods will be provided in accordance with all applicable labor laws in Guyana.

Equal Application

This policy applies consistently to all employees with access to company systems. Monitoring will be used in a non-discriminatory manner and applied uniformly across all roles and departments.

COMPLAINT RESOLUTION PROCEDURE

Arpeoh is committed to providing a comfortable and productive work environment for employees. Your concerns must be addressed promptly in an atmosphere of open communication and mutual respect. You are encouraged to follow the process outlined below to bring concerns to management for resolution. Employees will not be penalized for following this procedure.

First, discuss the problem with your supervisor. If you do not believe a discussion with your supervisor is appropriate, request a meeting with Arpeohs' Human Resource Manager. To resolve the issue, the Human Resource Manager will consider the facts and may conduct an investigation.

TERMINATION

Arpeoh recognizes that employment relationships may end for a variety of reasons, including resignation, mutual agreement, redundancy, misconduct, unsatisfactory performance, expiration of a fixed-term arrangement, or other circumstances permitted by applicable law.

Employee Resignation

Employees who wish to resign from employment are expected to provide the notice required by their employment agreement or applicable law. Employees are responsible for returning all Company property, equipment, records, passwords, and confidential information upon separation from employment.

Employer-Initiated Termination

Arpeoh may terminate employment in accordance with applicable law, Company policy, and the employee's employment agreement. Where required, employees will receive notice of termination or payment in lieu of notice in accordance with applicable law.

Performance and Conduct

Performance deficiencies, misconduct, attendance issues, policy violations, and other employment concerns may result in coaching, warnings, performance improvement measures, disciplinary action, or termination, depending upon the nature and severity of the circumstances and applicable legal requirements.

Serious Misconduct

Where permitted by law, serious misconduct may result in immediate disciplinary action, including

termination of employment without notice.

Final Pay and Company Property

Upon separation from employment, employees must promptly return all Company property. Final compensation, accrued benefits, and any other amounts due will be administered in accordance with applicable law and Company policy.

Severance

Under the Termination of Employment and Severance Pay Act 1997, the severance benefit is calculated as follows:

1 to up to 5 years	1 week's compensation per year of continuous employment
More than 5 years and up to 10 years	2 weeks' salary per year of continuous employment
More than 10 years	3 weeks' salary per year of continuous employment (up to a maximum of fifty-two weeks)

Severance eligibility and severance calculations will be determined in accordance with the Termination of Employment and Severance Pay Act (TESPA) and any other applicable laws in effect at the time of separation from employment.

Insubordination

Insubordination is a willful and intentional refusal by an employee to obey an employer's reasonable and lawful orders. This implies an order from someone with authority over the employee's work that is acknowledged but intentionally disobeyed.

Elements of insubordination may include, but are not limited to, the following:

- An employee who refuses to perform a necessary job task when ordered to do so.
- An employee who refuses to come into work.
- An employee's failure to seek permission to take leave.
- An employee who refuses to remain on shift.
- Disobeying a reasonable verbal directive.
- Violating a written instruction that you have acknowledged.
- A failure to fulfill the basic duties of a role that has been well communicated.
- An employee who responds to a manager with hostility, such that they will not accept directives.
- Using public forums in an attempt to gain leverage over Arpeoh to sideline its processes and authority structure.

Employees found to be insubordinate to their superiors may be subjected to progressive disciplinary actions, up to and including verbal warning, written warning, suspension or termination.

CONCLUSION

It is not possible to describe all unethical or illegal business practices in detail. The best guidelines are individual conscience, common sense, and unwavering compliance with all company policies, applicable laws, regulations, and contractual obligations. Seek guidance if you are unsure of what to do, ask questions, and report wrongdoing. Company policy strictly forbids any retaliation against an employee who reports suspected wrongdoing. Violations of the law, as well as other company policies, procedures, instructions, practices, and similar guidelines, can lead to disciplinary action, up to and including termination of employment. Such disciplinary action may also be taken against supervisors who condone, permit, or have knowledge of improper conduct, or fail to take action to prevent and detect violations, such as failing to provide training and failing to supervise subordinates' work. No one may justify an illegal or improper act by claiming someone in higher management ordered it.

The following are examples of actions considered illegal or unacceptable:

- Theft or unauthorized access, use, or disclosure of company, customer, or employee records, data, funds, property, or information (whether or not it is proprietary).
- Working under the influence of alcohol or illegal substances, or abusing legal substances.
- Improperly operating a vehicle for company business or driving while on company business with a suspended or revoked license, or while under the influence of drugs or alcohol.
- Using any program or promotion in an unauthorized manner.
- Engaging in any form of workplace violence, including, but not limited to, any act of physical intimidation or assault, including threats of violence.
- Soliciting or giving the impression that you would expect gifts or gratuities from suppliers or customers.
- Disparaging or misrepresenting the company's products or services or its employees.
- Falsifying a company record, such as a time report.
- Misrepresenting your health status or other reasons for absence.

HANDBOOK ACKNOWLEDGMENT

I acknowledge receipt of Arpeoh's Employee Handbook ("Handbook"). I understand that this Handbook contains information regarding the Company's policies, procedures, expectations, and benefits that apply to me as an employee.

I understand that this Handbook may be updated from time to time. Arpeoh will notify employees of material updates, and it is my responsibility to review and comply with all current policies, procedures, and revisions. Any questions regarding the interpretation or application of this Handbook should be directed to my supervisor or a Human Resources representative.

I understand that this Handbook is intended as a guide to Company policies, procedures, benefits, and expectations. It is not a contract of employment and does not create a guarantee of employment for any specific period of time.

I understand that my employment relationship with Arpeoh is governed by my employment agreement, applicable Company policies, and the laws of Guyana. Matters relating to performance management, discipline, resignation, notice, termination of employment, severance, compensation, and other employment rights and obligations shall be administered in accordance with applicable law and Company policy.

I further understand that Arpeoh reserves the right to modify, amend, suspend, or discontinue policies, procedures, benefits, and practices described in this Handbook, subject to applicable law.

My signature below acknowledges that I have received this Handbook, have been given the opportunity to review it, and understand that it is my responsibility to read, understand, and comply with all Company policies and procedures, including any future revisions.

Employee Signature

Date

Print Name

Please sign and return one acknowledgment to the Human Resource Manager and retain the other for your records.