

LUCE RESEARCH INTERNET CONNECTION AND SPEED TEST POLICY

Please read this carefully, by signing this form you are acknowledging and agreeing to this policy.

Production is obviously key in any business and that is no different here at Luce Research. Productivity is the life blood of the company. Employees who have regular internet issues, which directly impede on their ability to do their jobs, will be held to the standards of this policy.

Employee's whose slow internet speeds and or poor internet connectivity, directly affect the companies bottom line. In some cases, it will result in employees being clocked in for periods of time which far exceed the amount of work said employee performed and in other cases employees must be sent home due to having internet issues that are keeping them from meeting basic job expectations.

In either case this can be costly to the company by resulting in lost time/production and or paying for non-productive time, due to slow internet speeds or poor internet connection. We understand that employees will periodically have issues related to internet connection and we have troubleshooting protocols in place to assist you. However, in cases where the problems aren't resolvable and connection issues continue to affect your ability to perform your job duties, then the following protocols will take place.

Our standard internet speed requirements are 20mbps Download and 5mbps Upload. If your Internet speeds exceed these numbers, then any connection issues you're having are likely not related to your connection speeds. If your internet speeds are less than 20mbps Download and 5mbps Upload but above 10mbps Download and 2.5mbps Upload, your internet connection issues could be related to your internet speeds and if your connections speeds are less than 10mbps Download and 2.5mbps Upload it can be reasonably assumed your internet speeds are directly affecting your ability to maintain a stable connection with our systems.

We have determined that internet speeds as low as 10mbps Download and 2.5mbps Upload will likely work with our systems, in the right environment. This means very little to NO other internet traffic (Bandwidth usage) on your network while you are working. If you're experiencing internet issues and have other people on your network, have them get off the network to see if this improves your connectivity. Optimally anyone with less than 20mbps Download and 5mbps Upload should also be directly connected to their internet modem by way of an ethernet cable instead of Wi-Fi.

Please note, this policy is in affect for all ongoing internet connection issues. To include internet outages, as well as basic connection and/or speed test issues. If it relates to your computers connectivity, then this policy is in place.

You will be asked to provide an updated internet speed test upon your first identified issue, if your speeds are above 10 Download and 2.5 Upload then, after conducting some trouble shooting steps, you will be asked to submit a helpdesk ticket to our IT dept. Upon review IT may reach out to try and help or may determine it is speed test related if you have already completed other troubleshooting efforts unsuccessfully.

If the issues persist and it is determined there is nothing that can be done to resolve the issue from the companies end, then this policy begins as of that date. If your issue was related to an internet outage or a speed test with results of less than 10 Download and 2.5 Upload, then the policy is immediately in effect and the issue on that day will be tracked and considered as the first occurrence.

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- 1st time internet connection issues within 30 days. Basic troubleshooting will occur with your Coach, if the problems persist and are not easily resolvable you will be sent home, and this will count as the first occurrence in 30 days.
- 2nd time internet connection issues within 30 days. Basic troubleshooting will occur with your Coach, if the problems persist and are not easily resolvable you will be sent home, and this will count as the second occurrence in 30 days.
- 3rd time internet connection issues within 30 days. Basic troubleshooting will occur with your Coach, if the problems persist and are not easily resolvable you will be sent home and will need to have a meeting with HR before returning to work. During the meeting you will be asked some basic connectivity questions, for example: Have you contacted your internet service provider to try and resolve this ongoing issue? are you connected to your router via ethernet cable? Are there other people online in your household while you are trying to work, etc.

Once this meeting has occurred, after being sent home, or after going home 3 times in 30 days for internet connection issues. You will be cleared to work but by this point we have identified a serious ongoing connection issue and you will now be held to the 2-occurrence rule as follows.

- 2 further occurrences of being sent home or going home due to internet issues including internet outages and any other connectivity issue that impede on your ability to do your job, in the 30 days following the meeting with HR, will result in termination. By this time, it has been more than reasonably determined that your internet connection issues regularly impede on your ability to conduct the responsibilities of your job position with Luce Research.

If you have less than 2 occurrences in the 2nd 30-day period. Then you will return to a cleared employee status with no occurrences. However, if internet occurrences develop again. The policy will start over with your first occurrence.

An employee with good connection speeds, good internet connectivity and equipment that meets basic standards shouldn't reasonably experience regular issues when working for Luce Research LLC.

By signing this document, I understand and agree to this policy. Furthermore, I understand and agree that having working stable internet and working equipment, which includes having said equipment properly charged for my shift. Is entirely my responsibility, and that any IT assistance I receive is a courtesy and not a responsibility of the company.

I have read and understand the conditions of this policy.

Further more I understand If I have any question about this policy I need to contact HR at 719-272-7200 xt:209