



Confidentiality

17. In entering this Contract, you agree and undertake:

- a. to maintain the confidentiality of the contents of this Contract, and
- b. that at all times during and after your employment under this Contract you will keep confidential and not disclose matters on compensation and benefits or any Confidential Information to your client or any person other; and
- c. that immediately upon the request of the Company or upon the termination of your employment with the Company you will deliver to the Company all confidential information, stored in hard copy or in any electronic, magnetic or optical form, which is in your control or possession.

For the purposes of this Contract, "Confidential Information" means any trade secrets, technical knowledge, concepts, ideas, designs, programs, processes, procedures, innovations, inventions, data bases, data surveys, customer lists or information, sales plans or marketing plans, research, software, records or other information concerning the Company, related entities or any of their respective customers or supplies which is secret and confidential (that is, not in the public domain) of which you became aware during your employment with the Company.

Any instance of non-compliance on Confidential Information may lead to termination of employment.

"English Only" Language Policy

18. As the client's demographic is in North America, all employees shall be strictly required to converse in English at all times while in the office premises. The English-only rule must be strictly observed as a non-negotiable policy as follows:

- a. English will be used when communicating with customers, co-workers and other business affiliates who speak only English. Customers who express a preference for another language are an exception to this rule.
- b. All task directions and work directives will be provided in English. Employees engaged in team-related work efforts or project teams will be expected to communicate in English.
- c. All safety, facility and security-related materials will be provided in English, and team or departmental meetings that relate to business operations, safety, facility or personal security will be conducted in English.
- d. The use of the company Internet and intranet, as well as work-related e-mail and other communications that involve company safety and security matters, customer communications, specific work teams or projects, and other business-