

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

19. 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-related group activities, will be in English, unless customer requirements state a preference that another language be used.

Any documented gross non-compliance of the English only policy may lead to termination of employment.

Performance

20. You will at all times faithfully, industriously and satisfactorily perform all duties that may be required of you, pursuant to the express and implicit terms and comply with our Employee Handbook and Code of Conduct made known to you at the commencement of your employment.
21. You agree to devote full time and attention to your work and at all times, protect and maintain the name, reputation, integrity and goodwill of the Company, undertaking to commit no act or omission that will tarnish or bring dishonor or prejudice to the Company. To this end, you agree that you shall not serve or accept any other employment, directly or indirectly, in any manner for the whole duration of your employment with us.

Audio and Video Monitoring

