

Kaiser Permanente

Fragrance-free Workplace Policy

To help promote a healthier and more enjoyable work place, the management team and space committee have put together a department policy regarding the use of fragrant products.

Please read the following..

If you have any questions or concerns regarding this document please feel free to contact myself or [XXXX].

Fragrance-free Workplace Policy

STATEMENT OF POLICY

We recognize that exposure to strong scents and fragrances in the environment can cause discomfort, as well as directly impact the health of some individuals. Since we hope to support a healthful environment for employees, physicians, and visitors, it is the intent of Quality and

Operations Support to strive for a fragrance-controlled workplace. Therefore, for the comfort and health of all, use of scents and fragrant products by QOS employees, other than minimally scented personal care products, is strongly discouraged.

APPLIES TO:

- All employees

DEFINITIONS:

- Fragrances are any product which produces a scent, strong enough to be perceptible by others, including but not limited to colognes, perfumes, after shave products, lotions, powders, deodorants, hair sprays and other hair products, and other personal products.

PROCEDURE:

- Fragrances and scented products that are perceptible by others, in addition to the user, are not to be worn in the department.
- Any employee with concerns about scents or other odors associated with products used while performing job duties should contact his/her manager.
- Any employee with concerns about potential symptoms caused by exposure to fragrances should contact his/her manager.

RESPONSIBILITY:

- Department heads and managers/supervisors are responsible for encouraging staff to comply with this policy.
- It is the responsibility of all employees for supporting this policy.

MCI

Negativity

Hi All,

Here's hoping you've had a good Fourth of July, and are having a good summer. I'm sure that you are aware that we've recently had a contingent of people out in Weldon, as well as down with our Ashburn based vBNS engineering group, training to take on the product.

Nathan Magee, who's project managing the transition, assures me that we are well progressed and ready to go. I congratulate all of you; those taking on the new product that have made some sacrifices to attend this training, and those who supported the business while training was on-going'all deserve kudos.

The Cary crew has also stepped up, and is having a great impact on our ability to bring in the new work.

I realize the workload is picking up, and that you are working harder than ever. Here are some measures being taken to try to get some relief:

- a) We are currently looking at bringing on additional headcount to support our efforts.
- b) I have received permission to BACKFILL open positions where we see attrition, meaning any further people leaving the company CAN be replaced
- c) We're bringing resources up from the former TASC group under Bob Vilardi, to be trained on DSL in support of Advantage
- d) We're looking at reducing the after-hours work load by limiting our hours of operation
- e) We're looking at the 'Welcome' / preliminary call letter to see if we can't refine the verbiage to take the IE's name and number off, so that status calls get placed with the IC's, rather than coming back to you. This will also be the vehicle in which we reinforce our new hours of operation.

We have to shuffle workload around, because we have a lot of work to accommodate, and fewer bodies with which to do it. Some people will, unfortunately, have to leave their zone of comfort to shore up the products where we need the most help. Now is the time when your expertise and product knowledge are most needed and appreciated. I thank you for your flexibility and willingness to help across the organization.

I would be remiss and negligent if I didn't make the following observation:

It has come to my attention, that there is a small group of employees who are extremely

negative in the work environment (and vocally so), about the future of a) MCI; and b) their current job status in Ashburn. I'm not sure what's driving the doubt or the negative commentary, but I can tell you that it is unprofessional and I ask that you direct your concerns to me, directly, versus continuing the disruptive commentary with other colleagues.

You also have the right to escalate your concerns to your HR Generalist (to find your Generalist go to: <https://source.mcilink.com/hrsupport/default.asp>), and/or the Open Door Hotline at 866-730-DOOR (3667).

There have been instances of scheduled activations being abandoned by the assigned engineer, ignoring customer, IC and Account Team communications and requests, and purported 'work slow-downs / stoppages'. These types of behaviors must cease immediately as they violate MCI's Standards of Professional Conduct and will not be tolerated.

I SAID IT IN OUR ALL HANDS MEETING; I AM NOT MOVING ASHBURN'S WORK TO CARY, AND I INTEND TO STAY THAT CURRENT COURSE.

It's unfortunate that I needed to include negative commentary in this message, but I'd like it noted that these comments are aimed at the minority of employees who choose to bring their negativity into the office, not those of you that put your heart and soul into your job.

I have worked here for 19 years, and I've seen really bad times. We're finally pulling up out of one of the worst financial 'nose dives' in history. Now is the time to get the company back on track. Teamwork is essential for all of us to be successful.

I welcome your comments, either on mail, or by calling me.

Cjm

LucasArts

No bonuses distributed this year

From: Erin Haver On Behalf Of Jim Ward

Sent: Monday, July 12, 2004

To:

Subject:

Folks,

As you know, we have just completed the annual appraisal process along with the allocation of merit increases. Along the way, members of the senior staff, in a responsible and commendable act, recommended to me, given the financial situation of the company, that there be no bonuses distributed this year. I'm writing to let you know that, regrettably, I agree with their recommendation and have made the decision that there will be no bonuses distributed this year for the entire company. I know this is disappointing news, but it's what we need to do.

In the eight or so weeks since I've been here, I've met and talked with many of you. And I'm going to get to all of you, believe me. But you need to know that I'm encouraged, amazed and inspired by the continued commitment and desire of everyone in this company to make LucasArts a better place. A place where we will make insanely great games that are the right insanely great games for the marketplace. Insanely great games that will sell to a broad consumer audience launch when they're supposed to and, at the end of the day, yield a profit for the entire company. Insanely great games that will restore the luster to the LucasArts logo so that when we, and our consumers, see it on our packaging and on our games, we'll all know that the Gold Guy is once again the mark of leading edge innovation, creativity and amazing fun.

But, unfortunately, we're not there yet. And as I look ahead, I realize we have some very tough challenges in all areas of our business. Our performance, qualitatively, strategically and financially, just isn't there. One of the primary consequences of this lack of performance is that we have to make some tough decisions, like this one, to get back on track.

As many of you know, we have undertaken a critical analysis of our company, our industry, our competitors and our consumers in order to develop a strategic plan that will allow us to make those insanely great games and deliver a level of profitability. I will be coming to you in the Fall time-frame with that plan. In the meantime we have critical milestones to achieve for each and every one of our games that are currently in development. All of us, together, must now take a stand, dig in, focus and commit to doing everything humanly possible to make these games a success. Take a step back and question the norm. Challenge the status quo. Satisfy yourself that we are making the greatest games possible, meeting our deadlines and doing so in the most cost-effective way.

And realize that each and every one of you IS a member of the team. You have a duty and a responsibility to speak up if you're dissatisfied with quality, timing or fiscal responsibility. I encourage you, and demand of you, that you take an active role in pushing our own envelope. I promise, you will be listened to. But once you are heard, do something about it. Make a difference. Effect change. Make Battlefront, Galaxies, KOTOR II, Mercenaries, Republic Commando and the Episode III games the best that they can be.

Again, I know the lack of bonuses this year is disappointing news. It's simply what must be done. But you have my commitment, my desire and my devotion to make LucasArts the most creative, innovative and insanely great interactive entertainment company in the industry. I hope I can count on you to do the same.

Thanks,
Jim Ward

---Original Message-----

From: (deleted) Sent: Wednesday, June 23, 2004 11:50 AM

To: (deleted)

Subject: Work Stoppage picketers

Please share the following information with your managers. Any questions...give me a call.

* Car pooling is strongly suggested. This reduces the number of vehicles passing through the picket lines and provides better security for passengers. Approach picket lines so that you turn right into the driveway. This will reduce your chances for an accident and help with traffic control. You must yield the right of way to pickets. Anticipate that they will attempt to delay your access. While approaching the picket line, and while driving through the driveway, look for foreign objects on the ground that could damage your tires, i.e. nails, thumb tacks broken glass etc.

* Have passengers in your vehicle watch the pickets while you're crossing the picket line. Drivers need to focus their attention on the pickets in front of, and in the immediate vicinity of their path. The front seat passenger can watch the right side of the vehicle. The left rear passenger can watch the left side of the vehicle, and the right rear passenger can watch the back of the vehicle. Be observant for pickets throwing items at your vehicle. Look for employees who may be standing close to the vehicle with sharp objects that might be scraped along the side of the vehicle passing through a bunched picket group. Look for pickets that might try to throw something under your tires.

* Look for employees who rapidly approach a vehicle to simulate being struck. Watch for pickets who are falling or lying in front of your vehicle. This is often combined with feigned injuries from an alleged accident. If a picketer claims that you struck them with your vehicle please make sure that you or the Building Site Coordinator takes the following steps. Ask the picketer if he/she is injured. Make a note of their physical condition. Offer to call for medical assistance. Call the police and have them respond to a report of a person struck. Do this even if the picketer doesn't want the police called. This is for your own protection. Don't forget you are personally liable for any injury or claimed injury to pickets. Most likely the police department will send medical assistance. Make sure that the Building Site Coordinator contacts Asset Protection and he/she should begin to gather the facts and taking statements from witnesses. Do not become involved in a verbal exchange with other pickets or make any statements to anyone other than the police department, Asset Protection or the Building Site

Coordinator. Make sure photographs are taken of your vehicle to document or dispute damages.

Call your insurance company.

- * Avoid verbal confrontations with pickets. A certain amount of verbal hostility from pickets is expected and in most cases not unlawful.

- * Pickets may photograph or videotape you. That is not unlawful. However, you are not allowed to photograph or videotape pickets. Taking photographs or videotaping pickets could be viewed as intimidating or coercing the Union's right to engage in protected work stoppage activity and is prohibited.

- * Do not provide escort service through the picket line.

- * Be calm, professional, and in control at all times.

- * Report any verbal, physical threats or assault or damage to company or personal property immediately to the Building Site Coordinator.

- * Do not debate the merits of the strike.

- * Do not argue, bicker, or use profanity.

- * Do not physically touch anyone or engage in any fights.

- * Do not threaten anyone.

- * Do not attempt to arrest anyone or take the law into your own hands.

BUCK CARTER

AREA MANAGER - ASSET PROTECTION

From: david.bruce@gyrogroup.com
Subject: BEA
Date: June 18, 2004 11:36:45 AM PDT
To: usa.staff@gyrogroup.com

All

1. All contact with any person at BEA must go through me only or Traci if this refers to Mojo
2. The trip to Disney Land has been cancelled. This is not to be mentioned again to anyone inside or outside the office. Not adhering to this will result in instant dismissal.

David

David Bruce
Account Manager GyroGroup

GyroGroup plc.
Integrated Brand Communications
www.gyrogroup.com

[US Navy Security Bulletin]

THIS SECURITY BULLETIN APPLIES TO ALL SSCC
SITES/FACILITIES/RESTRICTED
AREAS WHERE CLASSIFIED/SENSITIVE OPERATIONS ARE CONDUCTED

The SSCC Security Office was recently informed that the Coca Cola Company has a summer game promotion running from 5/17 - 7/12/04 in all 50 states and the District of Columbia that has the capability to compromise classified information. The company has intermixed approximately 120 Coca-Cola cans that actually contain GPS locators equipped with a SIM card, keypad and GPS chip transponder so it functions as a cell phone and GPS locator. The cans are concealed in specially marked 12, 18, 20, or 24 can multi-packs of Coca-Cola Classic, Vanilla Coke, Cherry Coke and Caffeine Free Coke. The hi-tech Coke "Unexpected Summer" promotion can has a button, microphone, and a tiny speaker on the outside of the can. Pressing the larger red button starts the game in process, thus activating the GPS signal and a cell phone used by the customer to call a special hotline. Consumers who find these cans, activate the technology, and call the hot line must agree to allow Coke "search teams" using the GPS tracker (accurate to within 50 feet), to surprise them anyplace, anytime within three weeks to deliver a valuable prize.

Until such time as this sales promotion ends and all 120 cans are accounted for, Coca-Cola packages should be opened and inspected before taking them into any area marked as a "Restricted Area" or where the location is sensitive or classified meetings/discussions, etc. are in progress or have the potential to occur at any time.

If one of these hi-tech game cans is found in snack bars, cafeterias, vending machines, etc. immediately report it to the Security Manager. While the can is your personal property, you must report obtaining it and immediately remove it from NSWC Crane work spaces.

As with any other two-way communications device, the hi-tech cans are not to be brought into any NSWC Crane classified facility under any circumstances.

While high technology is our livelihood, everyone must be alert to technology applications that can endanger National Security and the effectiveness of our support to the war fighters. Please report similar applications by marketers, etc. to the Security Office so the information can be widely disseminated.

[Raytheon Security memo]

As you all know, we just completed a security audit in which the audit team found numerous lapses in security throughout the company and within IT as well. Although the specific findings must – and will – be promptly corrected, that is not what concerns me most about the findings. What concerns me more than locking cabinets, fixing doors, or managing passwords is the attitude with which some within IT approach their jobs and the challenges it creates.

One of the recurring themes during the debrief was that our problems and challenges are not technical but cultural. It takes culture change to lock your computer when you leave your desk. It takes culture change to challenge someone in the hall. It takes culture change to store sensitive materials in an appropriately controlled area. It takes culture change to accept criticism in a positive light and view it as an opportunity for improvement, rather than as personal criticism. It takes culture change to bring our safety record to zero. It takes culture change to continuously improve our security. It takes culture change to not be satisfied with last year's metrics score and shoot for a higher score each year.

So I want to say a few words about culture change, where I've been trying to take you during the past three years, and why we restructure IT each year, change procedures, and increase expectations. Specifically, what concerns me most are the types of comments I heard during our discussions many times and after the audit debrief:

“It wasn't fair”

Well, life simply isn't fair. Al-Qaida doesn't play “fair.” An industrial spy doesn't play “fair.” A disgruntled employee doesn't play “fair.” And sometimes the NSF doesn't play “fair.” So we have to be prepared to accept the cards we've been dealt, and play the best game we can with them.

“We didn't because...”

There are always a thousand reasons not to do anything, but only one good reason to do something. Was any great accomplishment completed without obstacles? What great achievement didn't involve small failures? Did you know that on the average it takes at least 3 failed attempts before the entrepreneur succeeds with his new business? What person would try anything if all he looked at was the problems? The possibilities for failure are endless; nevertheless we miraculously succeed at the “impossible.” So don't be afraid to take that first little step; the second one will be much easier.

“We don't need to....”

This is usually finished with “...because it worked in the past” or “...we're different.”

You all know that in our industry knowledge and technology become obsolete in less than four years. I don't need to say any more about “it worked in the past.”

The “we’re different” comment is a particularly prevalent myth in our Program and is usually related to the fact that much of our work is accomplished in Antarctica. Yes, Antarctica is far away physically, but IT has eliminated geographic boundaries. We routinely make phone calls to Antarctica. We routinely connect to servers and web sites in Antarctica, just as if they were in Denver. We routinely pass potentially sensitive or harmful information back and forth between Antarctica and the rest of the world. The barrier of distance has been destroyed. So what makes us so different? That we work for Raytheon, a major defense contractor? That our business is to support the U.S. Government? Are our people any less likely to be disgruntled, unhappy, or malicious than the general population because they’ve been inoculated as part of their employment agreement? That our competitors aren’t interested in our company proprietary information because the work we’re doing is of no interest to anyone but us? So I don’t accept the argument that we’re different.

“Yes, but...”

These are just code words for “I simply don’t care or don’t want to bother because...” or another way of saying “This is my excuse...” Both answers are intolerable.

“We did better than [insert name]”

When you walk, do you look where you’ve been, or where you’re headed? When you walk backwards, do you see the rock in your path before you trip over it? Well then, why look back and measure yourself against those whom you perceive to be less successful than you? Why not look ahead and use the best as your yardstick? Why not look for the rocks in your path and plan to go around them before you trip on them? Emulate and learn from those who have been successful instead of stroking your wounded pride by trying to feel superior to those who have also experienced difficulties.

“It’s not possible or practical”

Some things seem impractical and perhaps impossible, but how many times have we seen impractical or impossible successes in life? Was it practical to go to the Moon? Was it practical for Columbus to head out for the unknown? Was it practical for Amundsen to try and reach the South Pole first? Did it seem impossible for Shackleton to bring his crew back alive? So, what are you really saying when you say “not practical”? Is the problem properly defined? 90% of problem solving is in the definition. Is it just another way of saying it’s too much trouble? Is the cost-benefit equation truly unfavorable?

And what are you really saying when you say “impossible”? For how many years did people say that it’s “impossible” for man to fly? Are there unconventional solutions to the problem? Again, is the problem properly defined?

“Impractical” and “impossible” are words that have no place in our Program. So I challenge you to search for the true hidden meaning in the words “impossible” or “impractical” before uttering them.

“It’s not my responsibility, not my job”

Everybody on Shackleton’s team had a clearly defined job. When one was unable to perform, the other team members picked up the slack. There was no complaining – just a focus on getting the job done. Why should our Program be any different?

For example, if you and your partner were walking on a slick, ice-covered lake, would you not help your partner if he slipped? And if he kept slipping repeatedly, would you not look to see if he had proper footwear? Would you criticize him for repeatedly falling if he wasn’t provided with proper footwear while you were? Would you not help to fix his footwear so he could stop falling? It’s the same at work. I challenge you to look beyond your little world and help all your teammates be successful. They are trying to do their best as much as you are; give them a hand and a break instead of a brick (criticism)!

Although this message was prompted by the security audit, it is not about security. It’s about expectations of us—expectations from the NSF, Raytheon, our sister Divisions, and our management. Simply stated, it’s all about excellence. It’s all about being the best. It’s all about continuous improvement. The security audit brought these issues into sharp focus.

We as an organization will not be faulted for the fact that problems were uncovered. I expected to find problems because that is the fundamental purpose of any audit. I just didn’t know what these problems were going to be. So problems are not a problem.

But culture and attitude in some are a problem. We will be faulted if we don’t approach problems as a challenge to improve. We will be faulted if we focus our attention on only the specifically identified problems instead of the core requirement to improve our security everywhere -in areas that were tested this time as well as areas that weren’t tested.

I promise you that we will be tested again, and the test will have a different set of questions and be conducted under less friendly circumstances. So we deserve to be faulted if we don’t take this as a wake-up call for a fundamental change in our attitudes and behavior, because we will not pass future tests or rise to future challenges. And this challenge is broader than a challenge to change our security posture because it applies not only to security, but also to our customer service, and our internal operational performance.

I have said many times that we have one of the best IT shops in all of RTSC. We have the people to be the best. We face the challenges to hone us to become the best. We have the resources to become the best. What is the difference between an Olympic champion and a simple competitor? Admittedly, ability plays a factor. But the fundamental difference is in the heart. The heart drives the champion’s attitude and determination. The heart drives the champion’s mind to focus and constantly improve. My question to everybody is, “Do you have the heart to be the best?” Your teammates deserve nothing less, because the team is only as strong as its weakest member.

So this is the challenge I pose to you:

- “Acceptable” is not acceptable
- “Good enough” is not good enough
- “We’ve always done it that way” is not how we need to do it in the future.

That is the fundamental culture change we’ve been trying to accomplish during the last three years – and our work has just begun.

Steven Toth
Director, IT/Communications
Raytheon Polar Services
"Pioneering IT on the Earth's Frontiers"

TO: ALL WACKENHUT CORPORATE EMPLOYEES
FROM: FRED RAMON
RE: TOILETS / RESTROOMS
DATE: FEBRUARY 2004

PLEASE DO NOT FLUSH LARGE AMOUNTS OF TOILET PAPER, AS THE TOILETS ONCE AGAIN OVERFLOWED TODAY. A BETTER APPROACH WOULD BE TO INTERMITTENTLY FLUSH, THEREBY REDUCING THE CHANCES OF CLOGGING.

ALSO, IT MAY BE A CONSIDERATION TO OTHERS IF YOU INCREASE YOUR FIBER INTAKE, THEREBY FURTHER REDUCING THE CHANCES OF CLOGGING.

THANK YOU,
WACKENHUT CUSTODIAL SERVICES

Kinkirk Inc.

Ladies bathroom

Ladies,

This is an appeal to all the women of Building 16 to have respect for your co-workers. Also consider the fact that the Ladies bathroom is used by customers who may be visiting the company. Make sure the toilet has flushed completely before you leave the bathroom. We're not little kids. I for one don't appreciate finding the toilet unflushed. Three times in the past week that has been my experience. If the toilet is plugged, try using the plunger that's next to the toilet. If that doesn't work, be adult enough to report the problem to Don or Christa so that they can take care of it. **DON'T JUST WALK AWAY AND FIGURE IT'S SOMEONE ELSE'S PROBLEM!**

I thought about posting a sign above the toilet, but would rather not publicize to customers and guests that the women of Kinkirk lack manners, self-respect or respect for others.

On a related note, helping to maintain the general cleanliness of the bathroom overall is important. If you comb your hair at the sink, make sure you clear away any strands of hair that fall into the sink. The bathroom shouldn't look like the ladies room of a gas station!!!

Thank you in advance for your cooperation.

Kathy

From: Becker, Bob (Consumer Research)(Carnival Cruise Lines)
Sent: Wednesday, February 18, 2004
Subject: No Popcorn

Attention all: I have nothing against Orville Redenbacher. The reason for no popcorn is that 60% of all fire alarms in office buildings are because some idiot let it burn in the microwave. Last night we had another incident.....Based on our last 2 weeks, we have made anywhere from [removed] to [removed] bookings after 8 O'clock. Therefore this popcorn cost us between \$[removed] and \$[removed] that will not be recoverable. If you must have popcorn, buy it already made in a bag or a tin. If you have microwave popcorn at your desk you will be terminated.....Period! Thank you.

Bob Becker
Vice President
Consumer Research
1-800-xxx-xxxx Ext xxxxx