

MEMO

TO: All staff involved in the hiring of employees for SBP
FROM: Mark Morris, General Manager
DATE: September 15, 2011
RE: Client Requests

I want to remind each of you of SBP's long-term policy on client requests. SBP will do its best to accommodate every client request and meet the needs of our clients. However, we will only do this within the bounds of the law, and doing the right thing. If a client asks you not to send out persons of a certain race, sex, national origin, or age, that is not a lawful request and complying is not doing the right thing.

SBP does not consider race, sex, national origin, age, or any other protected characteristic, when making assignments. Each of you is aware of the law and SBP's long standing policy in that regard as you have received significant training on the issue. Nonetheless, I can appreciate that you may feel pressured to meet customer requests so we don't lose the customer, and your job won't be threatened. Don't worry about that. No SBP employee will ever be threatened, disciplined, or fired for obeying the law.

If you receive a client request which specifies, race, sex, national origin, or any other protected characteristic, don't argue with the client, but do not discriminate in who gets that assignment. You should fill the request as if the client had not specified who it wanted, and then report the matter to the Sales Manager and to Janice. They will take the appropriate action to visit the client and let them know SBP cannot refer people based on a discriminatory request. If we lose the business, so be it. SBP doesn't want business which requires it to discriminate against people. ***Do not discriminate*** in who you send to a client. Please talk to your manager any time you are uncomfortable with a client request – you'll never be penalized for doing that.

Remember, we don't refer, or refuse to refer, people based on race, sex, or national origin. Never make notes about anyone's race, national origin, or age, as that information is not relevant to a referral and should never be kept. We have covered these issues multiple times in training, but I'm always available if you have any questions.

SBP takes the issue of discrimination very seriously. We will always respect the law in our operations, and we also expect you to do the right thing. There is no excuse for filling orders based on race, sex, or national origin, and even a client's specific request is no excuse. Our policy and practice has always been very clear on this, and any employee who fills an order based on race, sex, national origin, or any other protect factor is subject to immediate termination.