



## Maryland Marketing Source, Inc.

Your bridge to Baltimore *and more.*

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### WELCOME TO THE TEAM!

Maryland Marketing Source, Inc. (MMS) is a full-service market research company that was established in November 1986. Through quantitative and qualitative market research methodologies, we are able to learn much about how consumers think, feel, and act. We have enjoyed steady growth since 1986 and are looking forward to that continuation with your help.

Many different types of companies hire us to conduct market research. Methods we use for data collection include telephone interviews, in person interviews, on location interviews, pre-recruited studies and focus groups. We also conduct research online. You will learn about each one of these more fully as the need arises.

Each study is different, not only in topic but in requirements as well. Interviewing is an art. We will teach you the basics and you will go on to develop your own style.

This company has received the highest quality rating in Baltimore by our clients and has been listed as such in trade publications. This is greatly due to you, the interviewer. What we offer to our clients and what puts us above our competitors is **QUALITY AND TIMELY SERVICE**. It is your responsibility as an interviewer of this company to do your best to complete each study quickly while providing the high-quality work for which we are known.

Scheduling start dates and completion dates for each study can be very difficult. Unexpected things can occur while interviewing, which may cause a study to take longer than expected or in some cases even go more quickly. There are times when a client cannot provide us with all the needed materials at the time promised and the study must be rescheduled. Therefore, two things can occur: we get over-booked (more work than we can usually handle), and we will need your cooperation to pitch in and work a few extra hours to get everything done; or, on the other hand, there may occasionally be some down time (1 or 2 days where we will not work) while we await the start of our next study. Your cooperation is greatly appreciated so that we may do our best to complete studies in the time promised and continue to provide top quality service to our clients.

At this time, I would like to introduce our management staff to you:

**Michelle Finzel / President**  
**Christopher Spara / CEO**  
**Lisa Newton / VP, Operations**

We are here at all times to answer your questions and to assist you in any way we can. Please feel free to talk to any of us at any time. Please remember that you the interviewer are the backbone of our business and are held with the highest regard. We couldn't do it without you!

**Please make sure to read this Handbook in its entirety whether you will be working remotely, from home, within our call center, or on-location (in the field). Expectations and requirements are subject to change at any time.**

Again, welcome and we look forward to a long and enjoyable working relationship.

Sincerely,  
*Michelle Finzel*

Michelle Finzel  
President



**COVID-19 CHANGES AND ADDITIONS: REMOTE INTERVIEWING**

Thank you for your interest in joining the Maryland Marketing Source, Inc. **Remote Telephone Interviewing** team!

**Job Requirements**

You must stipulate that you meet the following requirements in order to qualify for this position:

- An updated, modern desktop computer or laptop (non-Mac preferred)
- Dependable, high-speed internet connection (hard-wired with an ethernet cable into your modem)
- The latest version of Google Chrome
- A Gmail account for access to Hangouts and timesheets
- A double headset with microphone (USB preferred)
- Team Viewer (we can assist)
- A quiet space with no background noise and/or distractions (i.e., music, TV, other people)

**Hours**

We will require a minimum of 30 hours per week (Sunday-Saturday). You will be required to provide your anticipated availability a week in advance and we will confirm your schedule accordingly. You may change your availability week to week, as you need. You must work a minimum of 3 hours per shift. If you work 4 hours per shift, you are entitled to a paid, 15-minute break. No overtime is available. Remote hours of operation will be (subject to change per project needs):

- Monday - Friday: 2 PM - 9 PM ET
- Saturday: 12 PM - 3 PM ET
- Sunday: Closed

➔ Please note that scheduling is subject to change according to project needs.

**Rate and Payment**

\*The hourly rate will be \$14 per hour. Our pay periods are bi-weekly and run from Sunday through Saturday. Depending upon when you start, it could be over 2 weeks before your first paycheck is received. We will not pay for fraudulent or invalid work.

\*NOTE: Technical issues and glitches may sometimes occur. MMS will not pay for more than 15 minutes of downtime. If any downtime over 15 minutes occurs wherein you are not actively participating in the troubleshooting process, you will be asked to clock out until we are able to resume interviewing.

**Job Training and Project Briefings**

We will provide job training and briefings on all projects via video conferencing (through Google Hangouts or Zoom). You will be paid for all training and briefing time.



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**Communication**

Most communication will take place via Google Hangouts. We encourage you to send messages at any time with questions or concerns. We will also disseminate important updates and announcements through Hangouts, followed next by email.

You will be directly supervised by Lisa Newton. President Michelle Finzel and CEO Chris Spara will also be available to support you in every way possible.

**Quality Control**

We pride ourselves on providing honest, high-quality data to our clients. We expect all members of our Remote Interviewing staff to maintain the integrity of our service and demonstrate professionalism at all times you are representing us.

We employ several means of quality control. Our systems track every outbound call that is made, and all calls and interviews are recorded and reviewed throughout each shift. Again, we will not pay for fraudulent or invalid work.



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### **YOU AND YOUR JOB**

Maryland Marketing Source, Inc. schedules orientation sessions for all new employees when they are hired. It consists of a short review of information about Maryland Marketing Source, Inc.'s history, policies, safety, security, and employee benefits. This session also includes a brief introduction to Maryland Marketing Source, Inc.'s philosophy of service. New employee roles and expectations are also explained at these sessions.

#### *Maryland Marketing Source, Inc. Off-Site Employee Identification Cards*

If you are scheduled for a full-time or part-time off-site position, you will be issued an ID card. It is important to carry this ID while you are at work. Your card identifies you as a Maryland Marketing Source, Inc. employee and may be required for you to access the site services and facilities. The card is Maryland Marketing Source, Inc. property and must be returned upon termination of assignment or employment.

#### *Accent on Service*

As employees of Maryland Marketing Source, Inc., we continually examine our roles and explore new ways to help support our clients' goals. Whether we work directly or indirectly with the clients, our main concern is to provide the kind of support and service of which we can be proud. You are part of the Maryland Marketing Source, Inc. team and, through our combined efforts; we strive to create an environment that supports the highest quality of market research.

To help you make a positive difference at Maryland Marketing Source, Inc., here are some guidelines to enhance your success:

- Know your job thoroughly. Be alert to the issues that your experience tells you will arise.
- Help your colleagues. Remember that as part of the Maryland Marketing Source, Inc.'s team, staff members support each other in providing outstanding service.
- When needed, make an extra effort not only to answer questions but also to offer solutions to problems.
- Take personal responsibility for making the system work.
- Take some time to see what you can do to make activities run more smoothly.
- Be courteous and cooperative to show your interest and concern when interacting with people.
- Keep in mind that by working together, we make Maryland Marketing Source, Inc a great place to learn, teach and work

### **Job Performance**

#### *Introductory Employment Period*

Maryland Marketing Source, Inc. has established an introductory employment period to provide employees with the opportunity to become familiar with their new job. During this period, a supervisor closely monitors performance to determine whether an employee can demonstrate the skills, job knowledge, attitudes, work habits, and other qualifications necessary for continued employment.

**IMPORTANT:** Your first three, scheduled work days are considered training. You must work all three of these agreed upon days to be paid for training. **Failure to work these first three days in full will be considered job abandonment and will result in non-payment for all training hours worked.**



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If it is determined before the conclusion of the introductory employment period that the employee is not performing satisfactorily, the employment may be terminated at any time. In appropriate circumstances, these periods may be extended.

### *Initial Assignment Briefings*

Attendance at the initial briefing session before each job is mandatory. You should plan to be on time to participate in the briefing, as you will not be allowed to start a project without a briefing.

### *Validations*

Your work will be validated. Respondents will be contacted and questioned about the length, content, and some of the classification information. Verification will be done twice: once by the project supervisor, and again by the client. We will not be paid for invalid interviews.

### *Monitoring*

Maryland Marketing Source, Inc. has a monitoring system that allows all telephones to be monitored. We also have a quality control auditor on staff. This auditor operates from an off-site location and acts as a third-party quality control specialist and keeps management apprised of all monitored calls. Further, our clients will also be monitoring to make sure we have a well-trained staff and that all questions are being read as worded, instructions are being followed, and our dialing rate is acceptable.

All interviewers should expect to be monitored several times throughout each shift. Negative monitor reports will be discussed with the interviewer as well as methods for improvement. **IMPORTANT: An interviewer's job advancement or termination can be determined by monitor reports.**

### *Probation Periods for Poor Work Performance/Habits*

Probation periods for poor work performance/habits are established to encourage an employee to improve or correct substandard performance or work habits and to meet the established standards and requirements for the position. Periods of probation for poor work performance/habits may vary, depending on the circumstances.

### *Performance Evaluation Programs*

Maryland Marketing Source, Inc.'s performance evaluation program is designed to support continual work improvement by providing periodic appraisals of your performance.

The evaluation process is intended to encourage constructive dialogue between you and your supervisor about your past work performance and to develop strategies to enhance or improve your future work performance. The evaluation process focuses on such areas of your performance as customer service, job skills and knowledge, productivity, teamwork, work habits, communication skills, and overall performance, as they apply to your position. Additional performance criteria such as problem-solving, analytical, and supervisory skills are included for employees in exempt and managerial/supervisory classifications.

Performance evaluations are conducted each year. Your supervisor may provide additional performance feedback or training, either orally or in writing, at other times in an effort to provide appropriate information to you about your work performance or probationary status.



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### *Communicating with Your Supervisor*

If you have questions about your duties and/or responsibilities, it is important to discuss them with your supervisor. It is your responsibility to ask questions and make sure you understand new goals, policies, or procedures. Supervisors will do everything within their power to provide you with appropriate answers.

### *Conduct and Work Rules*

While at work, you are expected to follow the policies and practices of Maryland Marketing Source, Inc., your department, and your particular position. A violation of policies and practices may result in disciplinary action, up to and including termination.

### *Work Behavior*

Respectful treatment of co-workers is essential, and sensitivity to their individual circumstances is often necessary. Preventing difficulties is preferable to solving problems after they occur. Violent behavior on the part of staff, such as fighting or disorderly conduct, should be reported to supervisory staff immediately and is grounds for immediate termination.

### *Dress Code or Appropriate Dress*

Onsite dress codes may vary in accordance with client demands. In general, the dress code within the call center is casual but office appropriate. You may wear comfortable clothing that is suitable for a public workplace.

However, when interviewing on location, when we have a client visiting the office, or when otherwise informed, the dress code is business professional. During such occasions, you will be expected to dress professionally and follow all applicable policies. Examples of unacceptable items of attire include: jeans, tennis shoes, halter tops, shorts, mini skirts, and body piercing (other than a maximum of two holes per ear for earrings for females, and one hole per ear for males). Also, refrain from wearing colognes, perfumes, or other possibly heavily fragrant items. Please use good judgement.

Always wear your badge, as well as any mandated Personal Protection Equipment (PPE) (which could include, but may not be limited to face masks, gloves, face shields, etc.) when doing onsite or in-person interviewing, unless otherwise instructed. If you are unsure about this policy at any time, please consult with your supervisor prior to interviewing hours.

## **Hours of Work**

### *Workweek*

Maryland Marketing Source, Inc. generally maintains a standard 40-hour workweek. This work week begins on Sunday and ends the following Saturday. We expect employees to be available to work 3+ days a week, as well as 2+ weekend days monthly. Hours of work are set by individual departments to address their particular operational and service needs. Hours worked in the workweek include time you are required to be on the premises, or at any other required place of work. Your supervisor is responsible for establishing your clocking-in and-out times.

### *Meal Periods*

A bona fide meal period is an authorized period of time during the workday when you are completely free from duties. Maryland Marketing Source, Inc. provides for bona fide meal periods of 15 to 30 minutes. Time provided for bona fide meal periods is paid time. If you work four (4) to six (6) hours per day, you are entitled to one (1) 15-minute paid break. If you work 6 or more hours per day, you are entitled to two



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(2) 15-minute paid breaks. We will allow you to combine your two 15- minute breaks and take a 30-minute break. If you want an additional break you must take it on your own time.

Reminder: when you engage another employee in a conversation you are taking two or more people [depending on the number of people engaged in the conversation] away from the work they are paid to conduct. Unnecessary conversations can make it difficult to complete the study on time.

### *Absenteeism and Tardiness*

Frequent tardiness and absences have a detrimental impact on the workflow. They may also lead to disciplinary action. Each job assignment has specific guidelines and procedures governing hours of work and requests for time off. In general, the following guidelines are applicable within Maryland Marketing Source, Inc.:

- An unscheduled absence for at least one-half the workday will be counted as one occurrence.
- An absence for one or more consecutive workdays will be considered one occurrence. For example, if you're out two consecutive days, that will count as one occurrence.
- If an employee returns from an absence (due to an illness) and goes out again due to the same illness after being at work for no more than one day, then the absence will be counted as one occurrence.
- Repeated occurrences will result in verbal warnings, written warnings, and/or suspension or termination of employment.
- Being tardy for work or leaving the job station before quitting time will be considered cause for corrective action.

Tardiness is defined as being at your workstation at least 2 minutes past your scheduled starting time. You should always notify the appropriate person when you know you may be late for work or absent. Being on time makes it easier for all of us because tardiness hinders teamwork among employees.

### *Inclement weather*

The facility may need to continue operations during periods of bad weather. Thus, the need for employees to be on the job during such emergencies may be of paramount importance. You are expected to call in and see if the office is opened. If opened, you are expected to make every effort to report for work. If you do not report for work when scheduled during a weather emergency and do not call, you will be considered absent.

### *Disciplinary Procedures*

If your work performance is unsatisfactory or if your conduct on the job becomes a problem, your supervisor may counsel you and work with you to help resolve the issues. You may initiate this counseling as well. Your supervisor may also use a progressive, corrective process. This progressive disciplinary process may involve, but is not limited to, oral or written warnings, probation for poor work performance/habits, disciplinary suspension, and termination.



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## **Safety and Security in the Work Place**

### *Facility Security*

Only authorized persons showing proper ID, authorized company employees, or respondents being interviewed are to be admitted to our facilities or exposed to testing materials. Under no circumstances are you to admit anyone to the facility unless you are instructed to do so. If anyone looks suspicious, please contact your supervisor immediately.

To report a crime or public safety emergency, call 911. Officers are on duty and dispatchers respond to emergency calls 24 hours a day, 7 days a week, 365 days a year.

### *Security of Equipment and Materials*

All property of Maryland Marketing Source, Inc. and/or property of any client is intended for business use only and is not for your personal use. Use of business funds to purchase personal or other items not related to assigned business is strictly prohibited.

**No open/uncovered food or beverages are permitted at the workstations at any time.** It is very easy to spill and damage or destroy the electronic equipment, paper sample, and other materials that are associated with the assigned projects. Covered mugs are provided for your convenience should you require a drink at your station, and our facility includes a break room for food consumption during your breaks.

### *Inspections*

Desks, telephones, and computers are the property of the business. We reserve the right to enter or inspect your work area which includes, but is not limited to: desks, partitions, papers, computers and computer storage disks and drives, with or without notice.

The fax, copier, and mail systems, including e-mail, are intended for business use. Personal business should not be conducted through these systems. As previously noted, management is approved to monitor all calls made from an interviewing station and therefore personal telephone conversations may be monitored within the process of monitoring customer service. Please speak with a supervisor should you have an emergency that requires you to make personal calls from an approved telephone.

### *Reporting violence*

It is everyone's business to prevent violence in the workplace. You can help by reporting what you see in the workplace that could indicate that a co-worker is in trouble. You are in a better position than management to know what is happening with whom you work. You are encouraged to report any incident that may involve a violation of any of the company's policies that are designed to provide a comfortable workplace environment. Concerns may be presented to your supervisor.

All reports will be investigated and information will be kept confidential.

### *Cellular Telephone Usage*

No cellular phones should be used during work hours, either in our offices or on location (unless otherwise instructed). Unauthorized cell phone usage during work hours include: talking on the phone, placing calls, playing games, or sending/receiving text messages.





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All cell phones should be turned off, or placed into silent mode. There should be no phones ringing or vibrating within the call center or while on-the-clock for remote work.

Maryland Marketing Source, Inc. is focused on the safety of our employees and the public at large. The following is our policy for cellular telephone usage during company time or travel for the company. Handheld cellular telephone usage is strictly prohibited while driving on company time. Please pull off to the shoulder of the road to engage in a telephone transaction. Hands free cellular usage is permitted unless there is a need to use your hands at any time during the conversation; in this case, you should pull to the shoulder and complete the transaction.

Violation of these policies regarding cell phone usage could result in disciplinary action up to and including termination.

### **Roles and Responsibilities**

**Top management – President & CEO:** responsible for the suitability, adequacy and effectiveness of the ISMS

#### **Information Security Service Provider:**

- Establish the ISMS policy, objectives and plans
- Communicate the importance of meeting the information security objectives and the need for continual improvement
- Determine and provide resources to plan, implement, monitor, review and improve information security and management e.g., recruit appropriate staff, manage staff turnover
- Manage risks to the organization
- Conduct reviews of information security, at planned intervals, to ensure continuing suitability, adequacy and effectiveness
- Establish a continual improvement policy and respect to information security for the organization
- Ensure that arrangements that involve external organizations having access to information systems and services are based on a formal agreement that defines all necessary security requirements

**Chief Information Security Officer:** responsible for ensuring the ISMS conforms to the

#### **Information Asset Owners – Clients:**

- Responsible for specific, named assets
- Maintain and review security controls for allocated asset(s)
- Participate in risk assessments concerning asset(s)
- Ensure the relevant entry in the asset inventory is kept up to date



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**All employees:** of the organization are trained in their information security responsibilities and are held accountable

**Auditor(s):** responsible for assessing and evaluating ISMS

**Facilities Manager:** responsible for physical security, e.g., buildings etc.

**Supervisor:** person or persons with overall responsibility for the staff

**Third Party Users and Contractors:** person or persons with overall responsibility for specified work hired for. Reports to Supervisors and Top Management.

### **Leave Policies**

All types of leave are unpaid and require notification to and approval by supervisory staff. Absence without prior approval of supervisory staff or failure to inform supervisory staff and receive approval for an absence constitutes absence without approved leave (AWOL). Absence without approved leave may result in disciplinary action up to and including termination or may be considered job abandonment. See *Terminations* section for termination categories.

#### *Sick Leave*

Sick leave, although unpaid, is provided for absence from work due to illness and medical or dental treatment. Supervisory staff may require a physician's statement documenting an absence prior to approval of sick leave. A receipt of appropriate medical or other documentation may also qualify for approval of the leave. Please speak with your supervisor should you need further clarification regarding proof of leave for medical reasons.

#### *Leave of Absence*

A leave of absence is always unpaid leave. You may request a leave of absence for personal situations that do not fall within the provisions of other Maryland Marketing Source, Inc. leave categories, such as the Family Medical Leave Act (FMLA). A leave of absence must be requested in writing.

### **Time Reporting and Pay**

#### *Sign-in Sheets*

No matter what your pay schedule, it is important that your time records are accurate. Inaccurate records could lead to loss of pay or errors in calculation that may take time to resolve. Maryland Marketing Source, Inc.'s Time Reporting System is used to manage and report time.

#### *Pay Procedures*

Paychecks are issued every two weeks on Fridays. If you have not received a schedule of pay dates please ask for a copy. Checks are available for pickup on Thursdays after 3 PM. Pay schedule may be subject to change with employee notification.



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### *Direct Deposit*

Direct Deposit is available and a form should be filled out and returned to the manager, along with a voided check from the appropriate banking account, in order for processing to take place. The process will take no less than two pay periods to be activated and is only an option after you have been on payroll for more than two pay periods. More detailed information is available for those who choose this option.

### *Overtime Pay*

Some employees are entitled to overtime pay, that is, pay for any work done in excess of 40 hours per work week. Your supervisor must authorize overtime **before** you work any overtime. If you have questions about your eligibility for overtime, please consult your supervisor.

### *Lost or Incorrect Paychecks*

Occasionally, problems arise concerning paychecks that may be lost in the mail or misplaced before you receive them. If this occurs, your supervisor or manager can provide you with a stop payment form that should be submitted immediately. Unfortunately, we are charged \$25 for lost checks and that cost will be forwarded to you. By arranging direct deposit, you can avoid concerns about lost checks.

Maryland Marketing Source, Inc. encourages all staff members to review their paychecks immediately upon receipt. Should you detect an error, please notify your supervisor for the 'Paycheck Correction Form'. Management will inform within four (4) business days of receipt and any necessary adjustments will be applied to the following paycheck.

## **Communication with Supervisory Staff**

### *Open Door Policy*

Maryland Marketing Source, Inc. believes in open communication and open doors. We encourage all staff members to feel free to discuss anything concerning their employment with a supervisor.

Misunderstandings or conflicts can arise in any organization. If you have a question or a complaint, or are bothered by a job-related situation, you should first speak with your immediate supervisor or manager. This is usually the best way to seek resolution of problems and is a matter of professional courtesy. If, however, the issue is not resolved, you are encouraged to bring your concern to the next level of management.

Should your concern not be satisfactorily addressed or be one that you would rather not discuss with your immediate supervisor or within your own department, you should contact the President or the CEO of the company. They will advise and counsel you on a wide range of issues, as well as clarify and answer questions regarding Human Resources policies, and are responsible for investigating all grievances brought to Maryland Marketing Source, Inc.'s attention.

## **Terminations**

Employment-at-will means that employment may be terminated at the will of either the employer or the employee. Such employment may be terminated with or without cause and with or without notice at any time by the employee or Maryland Marketing Source, Inc. Some of the specific circumstances that may result in termination of employment from Maryland Marketing Source, Inc. are listed below. This list is not meant to be all inclusive and may be subject to change. Should you have any questions regarding reasons for employee or employer invoked termination, please see your supervisor.



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### *Resignations*

A resignation is a statement of an employee's voluntary intent to terminate employment with Maryland Marketing Source, Inc. A written resignation addressed to your supervisor, which includes the effective date and reason for termination, is preferred and helps to ensure appropriate processing of your records and final paycheck. You should give your resignation to your supervisor at least 10 workdays before your intended date of termination. Failure to provide notice 10 workdays before the effective date of termination may affect future Maryland Marketing Source, Inc. employment opportunities.

### *Abandonment of Position*

If you are absent for three consecutive workdays without notifying your supervisor and providing the reason for the absences, you will be terminated for abandonment of your position.

### *Failure to Complete Introductory Employment Period*

You may be terminated during or at the conclusion of the introductory employment period if you have not demonstrated the skills, job knowledge, attitudes, work habits, and/or other qualifications necessary for continued employment. You may be terminated before the conclusion of this period if your supervisor and Human Resource Services conclude that such action is appropriate.

### *Poor Work Performance/Habits*

You may be terminated before the end of a probationary period if, after counseling by your supervisor, your poor work performance/habits have not been corrected.

### *Inappropriate Behavior*

You may be terminated as part of a chain of progressive discipline or without prior disciplinary action when your actions, in Maryland Marketing Source, Inc.'s judgment, warrant immediate termination (i.e., surfing the internet).

Other actions that may result in termination without prior disciplinary action include but are not limited to the following:

- Dishonesty, falsification of records, and/or stealing information, materials, or funds
- Use of the computer for anything other than work purposes (including, but not limited to, using the internet, playing games, using installed applications other than those instructed)
- Possession of materials that are of an offensive or pornographic nature
- Fighting
- Sleeping on the job
- Absences without approved leave (AWOL)
- Disorderly conduct
- The use of company resources for private use
- Behavior evidencing incapacity to perform on the job
- Excessive absenteeism or tardiness
- Damage, destruction, or abuse of clients' or Maryland Marketing Source, Inc.'s property, or clients' property that has been left in our possession.
- Unauthorized use or possession of alcoholic beverages or controlled or illegal substances; reporting to work while under the influence of alcohol or controlled or illegal substances
- Unauthorized possession or use of a firearm or other weapon
- Conduct that threatens the safety or well-being of yourself or others



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*Welcome Aboard!*

We think we have a pleasant and exciting work place. We expect that your time working with us will be both rewarding and productive. Please let us know if you ever need assistance or clarification about any of our policies or job specifications.

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**Nondisclosure and Non-Compete**

(a) At all times while this agreement is in force and after its expiration or termination, \_\_\_\_\_ agrees to refrain from disclosing Maryland Marketing Source, Inc. customer lists, company procedures, or other confidential material.

\_\_\_\_\_ agrees to take reasonable security measures to prevent accidental disclosure and industrial espionage.

(b) After termination of employment (by either party), \_\_\_\_\_ supervisory or management personnel agree not to compete with Maryland Marketing Source, Inc. or for a period of one (1) year within a 50-mile radius of Maryland Marketing Source, Inc. at 9419 Common Brook Road, Suite 216, Owings Mills, MD 21117. This prohibition will not apply if this agreement is terminated because both companies are out of business or moved out of Maryland.

Competition means owning or disclosing information to a business that engages in any qualitative or quantitative market research.

\_\_\_\_\_ agrees to pay liquidated damages in the amount of \$1,000.00 for any violation of the covenant not to disclose contained in subparagraph (b) of this paragraph. IN WITNESS WHEREOF, Maryland Marketing Source, Inc. and [employee name] have signed this agreement.

**Maryland Marketing Source, Inc**

[Company name]

\_\_\_\_\_  
[Employee's name]

\_\_\_\_\_  
[Date]

I have read and agree to all rules and regulations set forth in the Employee Handbook. I also acknowledge receipt of my own personal copy of the Employee Handbook to use for future reference.

\_\_\_\_\_ seal  
Signature

\_\_\_\_\_  
Date



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**Confidentiality Agreement**

As an employee of Maryland Marketing Source, Inc. I understand that I may have access to confidential information about research studies, and participants. By signing this statement, I am indicating my understanding of my responsibilities to maintain confidentiality and agree to the following:

1. I understand the names and any other identifying information about studies and participants are completely confidential
2. I agree not to divulge, publish, or otherwise make known to unauthorized persons or to the public any information obtained in the course of my employment that could identify persons who participated in the study
3. I understand that all information about studies, clients, or participants obtained or accessed by me in the course of my work is confidential. I agree not to divulge or otherwise make known to unauthorized persons any of this information, unless specifically authorized to do so by approved protocol or senior Maryland Marketing Source, Inc. staff in response to applicable law or court order, or public health or clinical need.
4. I understand that I am not to read information about projects or participants, or any other confidential documents, nor ask questions of study participants for my own information but only to the extent and for the purpose of performing my assigned duties.
5. I agree to notify senior staff immediately should I become aware of actual breach of confidentiality or a situation which could potentially result in a breach, whether this be on my part or on the part of another person

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature of Senior Staff Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name



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## Employment Agreement

I \_\_\_\_\_, fully agree to the following terms of my employment with Maryland Marketing Source, Inc.:

1. My Position: \_\_\_\_\_.
2. My hourly rate: \$ \_\_\_\_\_. \_\_\_\_\_ paid bi-weekly with option of check or direct deposit.
3. My signature is required on any/all documentation altering and/or changing my personal information.
4. I will be paid for training upon my working three full days of my first week, at a minimum of three hours each day. I acknowledge that failure to work these first three days in full will be considered job abandonment and will result in non-payment for all hours worked.
5. \*To provide a week work schedule of at least thirty (30) hours per week, in a minimum of 3-hour shifts, including (2) two weekend schedules a month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
___/___/___	___/___/___	___/___/___	___/___/___	___/___/___	___/___/___	___/___/___
CLOSED						

6. Should my employment with Maryland Marketing Source, Inc. end for any voluntary or involuntary reason, I will sign a Notice of Termination form to acknowledge the reason for termination and receipt of last paycheck or paystub.

**Additional Information:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witnessed

\_\_\_\_\_  
Date

\*Scheduling is subject to change according to project needs.