



J-1 WORK AND TRAVEL PROGRAM

**JOB OFFER AGREEMENT FORM**

**Exchange Visitor ID number**

**HOST ENTITY INFORMATION**

Host Entity Name: MasterCorp at MountainLoft Resort  
Site of Activity Address: 110 Mountain Loft Drive, Gatlinburg, TN, 37738, United States

**JOB INFORMATION**

**Job Title** Room Attendant  
**Start date - Earliest** 14 December 2020 **Latest** 17 December 2020  
**End date - Earliest** 01 March 2021 **Latest** 31 March 2021  
**Guaranteed salary/wage per hour before deductions** 9.50 \$ per hour  
**Estimated tips** None  
**Average hours per week** 32  
**Required Interviews** Sponsor Interview

**HOUSING INFORMATION**

**Housing Model** Host company provided

**EXCHANGE VISITOR SECTION**

|                               |                  |
|-------------------------------|------------------|
| Exchange Visitor Printed Name | Date of birth    |
| Program Start Date            | Program End Date |
| Signature                     | Date             |

Sponsor or agency representative name

I confirm that I have read, understood, and agreed to the conditions outlined in this job offer. I agree to adhere to all Geovisions and Department of State program rules regarding employment and program participation, including the Terms and Conditions which were part of my program application. If I change jobs without receiving prior permission from Geovisions, or if I violate other Geovisions rules or J-1 program regulations, Geovisions may end my program early, and I will be required to return home. I understand that if my program ends due to regulation violations it may have a negative impact on future U.S. visa applications.

## Section 1

### HOST ENTITY INFORMATION

|                      |  |
|----------------------|--|
| Entity name          | MasterCorp at MountainLoft Resort                  |
| Entity HQ address    | 3505, N.Main, Crossville, TN, 38555, United States |
| Web site             | www.mastercorp.com                                 |
| Primary contact name | Dana L. Hartle                                     |
| Title                | Regional Director                                  |
| Phone 1              | 931-287-6210                                       |
| Email                | dana.hartle@mastercorp.com                         |

## Section 2

### DETAILED JOB INFORMATION

|  |   |
|--|---|
| Site of Activity address   | 110 Mountain Loft Drive, Gatlinburg, TN, 37738, United States   |
| Job Title  | Room Attendant  |
| Position details and description   | <ul style="list-style-type: none"><li>• Maintain a high standard of excellence.</li><li>• Strip units of soiled linens.</li><li>• Remove trash from unit.</li><li>• Clean units including bedrooms, bathrooms, kitchens, living rooms, closets, balconies, and decks. Participants will be cleaning full 1 to 4-bedroom resort suites.</li><li>• Report clean units as vacant and ready for inspection.</li><li>• Report unit maintenance issues as per company procedure.</li><li>• Report damaged or dirty carpets, drapes, furniture, and linens.</li><li>• Report missing inventory and supplies to Supervisor.</li><li>• Perform weekly guest service cleans as directed.</li><li>• Attend training sessions and perform practical application of training.</li><li>• Ensure a safe working environment.</li><li>• Other duties as assigned.</li></ul> |
| Work schedule<br>Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.   | <i>Please note that students may not work in positions requiring work hours that fall predominantly between the hours of 10:00 p.m. and 6:00 a.m.</i>   |
| Average hours per week   | 32  |
| Guaranteed salary/wage per hour before deductions<br>Employers of 'tipped employees' will need to pay a cash wage of at least \$2.13/hour if they claim a tip credit against their minimum wage obligation. If an employee's tips combined with the employer's cash wage of at least \$2.13/hour do not equal the minimum hourly wage, the employer must make up the difference. | \$9.50  |
| Is Overtime available  | Yes   |
| Overtime wage (if applicable)  | 1.5 x Hourly Rate, but not guaranteed   |
| Required skills  | <ul style="list-style-type: none"><li>• Stand and walk for long periods.</li><li>• Frequent twisting, bending, stooping, and reaching.</li><li>• Lift up to 25 pounds</li><li>• Climb stairs frequently.</li><li>• Work near odours, dust, and cleaning chemicals</li></ul>   |
| Required experience  | None  |
| English level  | Good  |
| Supervisor   | Andrea Hermosillo   |

## Section 3

### POSITION REQUIREMENTS

| Grooming  |  |
|---|--|
| Grooming standards                                | <p>Participant needs to bring Black pants and black non-slip shoes.</p> <p>Personal grooming should reflect a pleasant and clean appearance. All associates are to wash their hair and body regularly. Other personal hygiene items such as deodorant are also necessary to model clean grooming habits. Long hair must be completely confined to ensure that loose hair does not fall throughout the unit during cleaning or inspection. Beards and/or mustaches longer than 1/4 inch must be covered by a beard guard. All fingernails should be neatly clipped, neutral in color and clean; dirt under the fingernails does not reflect MasterCorp values. Glamour nails or nail extensions are not allowed since cleaning or inspecting cannot be performed effectively with these types of nails. Visible body piercings/ tattoos should be minimal. Tattoos should not contain material that is harassing, discriminatory, violent, threatening or obscene. Jewelry that is loose and dangling (longer than 1 inch) may cause potential safety concerns. Use discretion when selecting jewelry; it should be appropriate and conservative. Some sites may have additional restrictions with regard to uniforms; in that case MasterCorp will adhere to the customer's regulations for uniform requirements</p>   |
| Dress code  | <p>Black pants and black non-slip shoes ( to be provided by participant )</p> <p>All MasterCorp associates must comply with the below dress code and appearance policy. It is the responsibility of each associate to launder and care for clothing in order to comply with company dress guidelines. All clothing items are to be free of rips, tears, holes, stains and wrinkles. Nametags are required at all times while on customer property or meeting with customers. The name tag should be affixed to the left side of your chest over your heart. Uniform tops specific to the job you are performing must be worn. These uniform tops are issued on the associate's first day of employment. Non-logged or non-MasterCorp approved shirts are prohibited. Black slacks or shorts (permissibility of shorts is site specific) are the standard. The length of shorts must be no shorter than the tips of the fingers with arms hanging freely next to the associate's side in the standing position. Belts, if pants have belt loops, are to be color coordinated with the pants and shoes. Socks must be color coordinated with the uniform pants and shoes. Non-slip or slip-resistant shoes are recommended for all associates. Additionally, subject to site dress code standards, a MasterCorp logged cap, may be worn and is the only approved hat</p> |
| Uniform provided?                                 | Yes  |
| Cost to Exchange Visitor                          | MASTERCORP SHIRT PROVIDED: \$.50/WEEK  |
| When is uniform fee due                           | PAYROLL DEDUCTION: WEEKLY  |
| Screening   |  |
| Host Entity will require a drug test              | No   |
| Host Entity will provide the drug test            | No   |
| Description of drug screening policy              | If participant is suspected of drug use while working or files a workers compensation claim, they may be asked to take a drug test.  |
| Will Exchange Visitors incur a cost for screening | No   |
| Cost to Exchange Visitors (if applicable)         | Drug cost may or may not be covered by employer  |
| When is screening fee due                         | At time of testing   |

| Payment  |  |
|--|--|
| Payment schedule   | weekly   |
| Allowances, bonuses, and/or incentives                       | None   |
| Estimated tips   | None   |
| Description  | We pay piece rate and not by the hour. Will true up any pay that does not meet minimum wage wage; students should make more if they meet production. Hours under 32 will be trued up as well assuming the student accepts the hours. We have had students with 2nd jobs refuse the full 32 hours |
| Training / Orientation                                       |  |
| Host Entity provides training/orientation                    | Yes  |
| Description  | STUDENTS WILL BE TRAINED ON THE 7 STEPS CLEANING METHOD (TRAINING IS PAID/ NO FEE TO EXCHANGE VISITOR FOR TRAINING)  |
| Will Exchange Visitors be paid during training/orientation   | Yes  |
| Length of training/orientation                               | 1-2 weeks or as needed   |
| Will Exchange Visitors incur a cost for training/orientation | No   |
| Cost to participant  | None   |
| When is training fee due                                     | None   |

## Section 4

### HOUSING INFORMATION

If company provided housing or temporary housing is not offered, Exchange Visitors will need to secure housing after they have accepted the job offer.

#### *Housing Lead 1*

|                                       |  |
|---------------------------------------|--|
| Housing model                         | Participant arranged   |
| Gender requirement                    | Any  |
| Housing type                          | Hotel  |
| Housing name                          | MasterCorp - MountainLoft Resort   |
| Address                               | 208 Woliss Lane or TBD, Gatlinburg, TN, 37737  |
| E-mail                                | guestprograms@mastercorp.com   |
| Phone                                 | 931-459-4480   |
| Cost per participant                  | 90.0   |
| Rent periodicity                      | Per week   |
| Is weekly cost/rent payroll deducted? | Yes  |
| Housing deposit                       | 200.0  |
| Is housing deposit payroll deducted?  | No   |
| Housing fees - additional comments    | Rent may be changed from payroll deducted to paid to landlord directly when participants arrive. Please make sure you speak with MasterCorp upon arrival to finalize rental payment when moving into housing. \$5 / weekly fee for transportation from housing to work.<br><br>\$50 Set up fee (this is included in your deposit) - NOT REFUNDED |
| Is deposit refundable                 | Yes  |
| Deposit refund policy                 | 0  |
| Can housing be co-ed                  | Yes  |
| Is renters insurance required         | 0  |
| Housing amenities                     | TV, internet, basic furniture  |
| Description                           | Apartment or house rented by MasterCorp for participants. Furnished with basic dorm style furniture. Common shared kitchen. Address is usually not available until spring when apartment lease is signed. Address will be provided before arrival from MasterCorp.   |
| Exchange Visitors per property        | 0  |

|  |  |
|--|--|
| Exchange Visitors per room                   | 2  |
| Bathrooms per property                       | 1  |
| Bedding and towels                           | Yes  |
| Cost of bedding and towels                   | 0.0  |
| Bedding and towel payment due                | None   |
| Kitchen facilities                           | Yes - in community area. kitchen is shared. cooking utensils, pots/pans, dishes, and/or glasses provided, kitchen table and chairs, fridge, microwave  |
| Additional items must bring                  | Students will need to pay for their own phone service if desired. Students will only get one set of linens and are advised to bring additional. Students may or may not need to purchase own cleaning supplies.  |
| Additional comments                          | Washer and dryer on-site/ coin operated. Meals are not provided. Participants are responsible for keeping housing clean and working with roommates to maintain house responsibilities.<br><br>Non Refundable \$50.00 set up fee due when \$150 deposit is paid.  |
| Included in cost                             | All utilities, internet, linens/towels, TV, cooking utensils, pots/pans, dishes, glasses.<br><br>Couch, table, twin beds, dressers   |
| Additional items included in cost            | Internet is provided   |
| Administration feed due                      | None   |
| Housing deposit due                          | A \$200 housing deposit will be due no later than 5 days before your program start date to reserve your housing. \$50 of this deposit will be non-refundable. You will receive instructions on how to pay the housing deposit in your welcome email after hire and confirmation of your position. The deposit will be refunded if the housing is left in good condition and if the participant stays until their DS-2019 end date. The deposit refund will be issued after departure.<br><br>MasterCorp will send a paylink in their welcome email with instructions on how to pay the deposit prior to arrival. |
| Housing deposit refundable                   | Yes  |
| Further information on housing refund policy | Due upon arrival; housing must be left in condition to pass final inspection (see lease for details).<br><br>return unit in good clean condition as when arrived.<br><br>\$50.00 NON REFUNDABLE set up fee due when \$150 deposit is paid.   |
| Lease required                               | No   |
| Further information on length of lease       | Start and end date of DS-2019  |
| Fees additional comments                     | Rent may be changed from payroll deducted to paid to landlord directly when participants arrive. Please make sure you speak with MasterCorp upon arrival to finalize rental payment when moving into housing. \$5 / weekly fee for transportation  |

from housing to work.

\$50 Set up fee (this is included in your deposit) - NOT REFUNDED



## Section 5

### ARRIVAL INSTRUCTIONS

Geovisions provides Orientation to all Exchange Visitors either in the Exchange Visitors home country or in the United States. If Exchange Visitors attend Orientation in their home country, they will travel directly to the Host Entity upon arrival. If Exchange Visitors attend Orientation in the U.S., they will travel to the Host Entity after Orientation is completed.

|   |  |
|---|--|
| Closest port of entry airport                               | TYS-Knoxville, TN  |
| Airport/bus/train pickup provided                           | Yes  |
| General arrival instructions                                | Yes, but pick-up must be scheduled at least 14 days in advance. Participants are required to email Guest Programs (guestprograms@mastercorp.com) AND their Manager at least two weeks prior to arrival to secure airport pick up. Employer will pick up anytime between the hours of 8AM and 5PM CT on MONDAY TO WEDS. ONLY. Employer will not be able to pick participants up on Thursdays, Fridays, Saturdays, Sundays, due to the work load of the resort. If there are any issues, please email guestprograms@mastercorp.com |
| Arrival pick-up cost  | 0.0  |
| Should Exchange Visitors contact Host Entity before arrival | Yes  |
| Upon arrival, Exchange Visitors should report               | guestprograms@mastercorp.com   |
| Preferred arrival days                                      | Monday to Wednesdays only  |
| Preferred arrival times                                     | 9AM - 5PM ONLY   |

## Section 6

### ADDITIONAL INFORMATION

| Social Security Information  |  |
|--|--|
| Address of the nearest social security office                                  | 8530 Kingston Pike, Knoxville, TN 37919, USA   |
| Distance of SSO from SOA   | 51.7 Miles   |
| Will Host Entity provide transportation to the nearest Social Security office  | Yes  |
| Will Host Entity help Exchange Visitors make copies of the necessary documents | Yes  |
| Other Social Security assistance provided                                      | Employer will wait for majority of participants to arrive or will take participants in groups to Social Security Office. |

## Section 7

### POTENTIAL CULTURAL ACTIVITIES

|  |
|--|
| Visit to Great Smoky Mountains National Park |
| Historic Nature Tour                         |
| Ripley's Aquarium of the Smokies             |
| University of TN tour                        |

**COVID-19 PANDEMIC WORKPLACE ACKNOWLEDGMENT**

In light of concerns regarding the COVID-19 virus, to mitigate against the spread of the virus in the workplace and the larger community, as your Employer, we are implementing certain precautions to better manage such issues. Please review, initial each item, and sign below.

\_\_\_\_\_ I understand my reporting to work is at-will and voluntary and agree I will report to my manager or Human Resources any COVID-19 virus concerns I have with my work environment.

\_\_\_\_\_ I have not tested positive for COVID-19 and am not currently exhibiting symptoms of COVID-19. to the best of my knowledge, I have not been in close physical contact (i.e. less than six feet) with anyone who has tested positive for COVID-19 or has otherwise exhibited symptoms of COVID-19 over the last 14 days.

\_\_\_\_\_ If I exhibit any symptoms of COVID-19 after signing this acknowledgment, whether at home or while at work, I will promptly report that to my supervisor before the workday commences. I may be asked to stay home or leave work as a precaution.

\_\_\_\_\_ I understand I may be tested for fever at work in accordance with guidance from the CDC.

\_\_\_\_\_ I understand that by coming to work and while performing my normal job duties, I may come in contact with employees or third-parties (i.e. non-employees) who may or may not exhibit symptoms for COVID-19. At all times, I agree to take precaution when interacting with others while at work, including maintaining the required social distancing (i.e. at least six feet apart), and avoiding handshakes or other physical contact unless required as part of my normal job duties. I will wash my hands as often as needed after coming into contact with a third party.

\_\_\_\_\_ I am maintaining safe hand-washing techniques and agree to continue to do so while at work. I will sanitize my work areas (i.e. desks, counters, laptops, mouse, phones, cell phones, door handles, chair handles, upon arriving to work and upon leaving work, and at other times during the workday as I feel necessary.

\_\_\_\_\_ If I am staying at home due to symptoms or due to testing positive for COVID-19, I will be required to see a doctor and provide a medical certification/doctor's note prior to being allowed to return to work. This is to ensure my safety and the safety of those who I work with as well as those with whom I come in contact with while working.

DATED: \_\_\_\_\_

\_\_\_\_\_  
(signature above)

Employee Name: \_\_\_\_\_

Employee ID#: \_\_\_\_\_



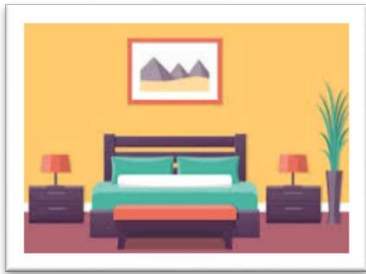
MasterCorp  
HOSPITALITY SERVICES

# PIECE RATE EXPLAINED

Earn more by cleaning more

Piece Rate Pay is **paying** a Housekeeper a fixed **pay rate** for each unit they clean. Housekeepers are not paid a traditional hourly rate, rather they earn a fixed rate for each unit they clean. Piecework **rates** depend on the size and features of the unit being cleaned.

## EXAMPLE:



Piece Rate for one unit is \$24.00

**Clean 3 units during your shift = \$72.00**

(Similar to earning \$9.00/hr. for 8 hours of work)



**Clean 4 units during your shift = \$96.00**

(Similar to earning \$12.00/hr. for 8 hours of work)



**Clean 5 units during your shift = \$120.00**

(Similar to earning \$15.00/hr. for 8 hours of work)



***You are rewarded with more pay when you clean more rooms during your day.***

**Job Description:** Duties of a Housekeeper include, but not limited to:

- **QUALITY:** Maintain a high standard of excellence. Strip units of soiled linens. Remove trash from unit. Clean units including but not limited to bedrooms, bathrooms, kitchens, living rooms, closets, and decks. Report clean units as vacant and ready for inspection. Report unit maintenance issues as per company procedure. Report damaged, dirty or stained carpets, drapes, furniture, and linens. Sort and fold linen. Make linen and supply bags as directed. Deliver linen and supply bags to units. Report missing inventory and supplies to Supervisor. Report lost and found items to Supervisor. Perform weekly guest service cleans as directed. Stock and maintain the cleanliness and organization of storage closets. Walk all assigned buildings or floors to ensure all are free of linen, trash, or equipment. Move furniture as directed. Attend all training sessions and perform practical application of training. Ensure a safe working environment. Other duties as assigned.
- **TIMELINESS:** Maintain a sense of urgency so that units are turned on time. Personal timeliness be prompt with all assignments and appointments.
- **BUDGET:** Utilize supplies and equipment efficiently and effectively. Utilize time wisely and efficiently.
- **CUSTOMER SERVICE:** Assist in solving guest complaints promptly. Willing to assist resort guests and owners. Knowledgeable of the resort.
- **KEY BEHAVIORAL FACTORS:** A passion for cleanliness. Strong work ethic. Ability to learn and change behavior. Work irregular hours.
- **PHYSICAL REQUIREMENTS:** Stand and walk for long periods. Climb stairs frequently. Frequent twisting, bending, stooping and reaching. Regularly lift up to 25 lbs.
- **ENVIRONMENTAL CONDITIONS:** Odors or dust. Cleaning chemicals. Laundry chemicals.
- **MENTAL REQUIREMENTS:** Ability to make decisions. Planning and scheduling capabilities. Ability to read, write and do basic math. Use of long term and short-term memory.

**Workplace Conduct:** MasterCorp endeavors to maintain a positive work environment. Each associate plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, integrity and ethical conduct.

Because everyone may not have the same idea about permissible workplace conduct, it is helpful to adopt and enforce rules all can follow. Prohibited conduct may subject the offender to disciplinary action, up to and including discharge, in the Company's sole discretion. The following are examples of some, but not all conduct which is prohibited:

1. Obtaining employment on the basis of false or misleading information.
2. Disclosure of confidential Company information.
3. Completing or falsifying another associate's time records.
4. Deliberate omission, falsification, or fraudulent alteration of any Company document or record.

5. Dishonesty in completion of job duties.
6. Unsatisfactory job performance.
7. Engaging in physical fighting on the job or serious breach of acceptable behavior, including but not limited to using obscene, abusive, or physically threatening language gestures, or showing of weapons. (Any violation of MasterCorp's Workplace Violence Policy).
8. Theft or attempted theft of the Company's property or property of other associates, guests, or customers.
9. Willful or careless defacing or destruction of MasterCorp, co-worker, customers, or guest's property.
10. Gambling on Company/Client property.
11. Sexual relations or sexual misconduct during working hours or on work premises.
12. Insubordination or rude or vulgar communication or behavior towards a manager, employee, client or guest.
13. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences, unless the reason for the absences or tardiness is legally protected.
14. Failure to report to work after the expiration of a leave of absence, unless the reason for the absence is legally protected.
15. Violation of the Solicitation and Distribution Policy.
16. Violation of MasterCorp's Harassment or Equal Employment Opportunity Policies.
17. Violation of the Communication and Computer Systems Policy.
18. Violation of MasterCorp's Drug and Alcohol-Free Workplace Policy.
19. Violation of established Key Control Policy.
20. Violation of Housing Rules if living in Company sponsored housing.
21. Eating while working, except during authorized breaks and only in designated associate break areas.
22. Use of tobacco products, and smoking (smoking includes but is not limited to the use of electronic cigarettes, personal vaporizers, or electronic nicotine delivery systems) while working, except during authorized breaks and only in designated associate smoking areas (where applicable by state/local/resort regulations).
23. Contributing to unsanitary conditions or poor housekeeping.
24. Operating/using machines, tools or equipment that has not been assigned.
25. Violating safety rules or performing unsafe work practices.
26. Engaging in careless horseplay of any kind.
27. Failure to observe parking/traffic regulations on customer property or operating a company vehicle in an unsafe manner.
28. Distracting or interfering with associates resulting in disruption of work flow.
29. Making false or defamatory statements about any associate, MasterCorp or its customers.
30. Leaving the job site during work time without permission or notice to manager.
31. Failing to follow instructions (verbal or written).
32. Not performing job responsibilities during work hours; such as, sleeping, watching television, talking on phone, etc.
33. Entering the job site other than during authorized, scheduled hours.

34. Aiding a competitor or any act that creates a conflict of interest with the Company.
35. Performing work of a personal nature during working time.
36. Failure to cooperate during an investigation.
37. Any other violation of Company policy or procedure not previously referenced.

**Rest and Meal Periods:** For associates who work in a state with a meal and/or rest period law, associates are expected and encouraged to take all breaks and meal periods and be fully relieved of duty during those times. Non-exempt associates may not work through the meal period and must clock in and out for meal period.

**Time off:** Requested time off cannot be guaranteed and is based off of the needs of the resort. If desired, please request from your Manager at least 2 weeks prior to the desired day(s) off.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work. Obviously, not every type of misconduct can be listed. Note that all associates are employed at-will, and MasterCorp reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Company will deal with each situation individually- please refer to the Employee Handbook provided upon arrival.

#### **Associate Dress and Personal Appearance:**

- All MasterCorp associates must comply with the below dress code and appearance policy.
- It is the responsibility of each associate to launder and care for clothing in order to comply with company dress guidelines. All clothing items are to be free of rips, tears, holes, stains and wrinkles.
- Nametags are required at all times while on customer property or meeting with customers. The name tag should be affixed to the left side of your chest over your heart.
- Uniform tops specific to the job you are performing must be worn. These uniform tops are issued on the associate's first day of employment. Non-logged or non-MasterCorp approved shirts are prohibited.
- Black slacks or shorts (permissibility of shorts is site specific) are the standard. The length of shorts must be no shorter than the tips of the fingers with arms hanging freely next to the associate's side in the standing position.
- Belts, if pants have belt loops, are to be color coordinated with the pants and shoes.
- Socks must be color coordinated with the uniform pants and shoes.
- Non-slip or slip-resistant shoes are recommended for all associates.
- Additionally, subject to site dress code standards, a MasterCorp logged cap, may be worn and is the only approved hat.

## Grooming and Hygiene:

- Personal grooming should reflect a pleasant and clean appearance.
- All associates are to wash their hair and body regularly. Other personal hygiene items such as deodorant are also necessary to model clean grooming habits.
- Long hair must be completely confined to ensure that loose hair does not fall throughout the unit during cleaning or inspection.
- Beards and/or mustaches longer than 1/4 inch must be covered by a beard guard.
- All fingernails should be neatly clipped, neutral in color and clean; dirt under the fingernails does not reflect MasterCorp values. Glamour nails or nail extensions are not allowed since cleaning or inspecting cannot be performed effectively with these types of nails.
- Visible body piercings/ tattoos should be minimal. Tattoos should not contain material that is harassing, discriminatory, violent, threatening or obscene. Jewelry that is loose and dangling (longer than 1 inch) may cause potential safety concerns. Use discretion when selecting jewelry; it should be appropriate and conservative.
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