



EMPLOYEE HANDBOOK

2023 Edition



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INTRODUCTORY STATEMENT

This Employee Handbook is designed to acquaint the employee with Forza Commercial Real Estate (hereinafter “the Company” or “Company”) and provide them with information about working conditions, employee benefits, and some of the policies affecting employment. The employee should read, understand, and comply with all provisions of the Employee Handbook. It describes many of the individual’s responsibilities as an employee and outlines the programs developed by the Company to benefit employees.

No Employee Handbook can anticipate every circumstance or question about policy. As the Company continues to grow, it reserves the right to revise, supplement, or rescind any policies or portion of the Employee Handbook as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the Employee Handbook as they occur.

The policies described in this handbook are not conditions of employment and do not create a contract between the Company and the employee. Absent a written contract that provides otherwise, employment with the Company is at-will, and either the employee or the Company may terminate the employment relationship at any time and for any reason. This Employee Handbook is not an offer, statement or confirmation of any guaranteed terms or conditions of employment.

EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

To provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate manager or Human Resources. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

The Company is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, threats, negative stereotyping, or other inappropriate comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic are prohibited and will not be tolerated. Sexual harassment is one form of prohibited harassment that may be particularly prevalent and may include:

- Unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature, or
- Any form of sexually offensive behavior including gender-based harassment of a person of the same or opposite sex as the harasser when:
 - Submission to the conduct is made explicitly or implicitly a term or condition of an individual's employment,
 - Submission to or rejection of the conduct by an individual is used for employment decisions affecting an individual, or
 - Such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile, or offensive work environment.

This policy applies to all employees, managers, and temporary workers and serves to protect all employees, managers, temporary workers, customers, vendors, contractors, and other persons within and outside the workplace from harassment by another.

An employee who violates this policy will be subject to disciplinary action up to and including termination of employment. If any employee believes they have witnessed or been subject to a violation of this anti-harassment or any of the company's anti-discrimination policies, the employee should promptly report the matter:

- to his or her manager, either in person or in writing
- to any other member of management; or
- to Human Resources

A thorough and impartial investigation of all complaints will be conducted in a timely and confidential manner. Anyone found to have engaged in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

The Company does not retaliate against employees for raising concerns and employees can raise concerns and make reports without fear of reprisal.

The Company also complies with specific state and local laws related to harassment and other forms of discrimination.

DISABILITY COMPLIANCE AND REASONABLE ACCOMMODATION

We are committed to ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities – including but not limited to hiring, job assignment, promotion, compensation, discipline, termination, access to benefits and training, and other terms and conditions of employment – are conducted on a non-discriminatory basis. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability, perceived disability, or association of the individual.

The Company complies with any legal obligations it may have to engage in an interactive process and to provide reasonable accommodations to qualified applicants and employees with disabilities.

Depending on company requirements, these legal obligations may include the Americans with Disabilities Act (“ADA”) and/or any other applicable federal, state, and local laws.

Any employee who believes they need a reasonable accommodation in the workplace should direct their request to their manager and/or Human Resources. All requests will be evaluated on an individualized, case-by-case basis.

This policy is neither exhaustive nor exclusive. The Company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

CONFLICT OF INTEREST AND CONFLICT OF COMMITMENT

Purpose

The purpose of this policy is to provide guidance in identifying and handling potential and actual conflicts of interest involving the Company. In most instances, conflicts of interest can be avoided simply by continuing to exercise good judgment and, indeed, the Company relies on the sound judgment of our employees to prevent many such conflicting situations. The Company remains committed to requiring the highest levels of integrity from all employees, leaders, and members of management.

Policy Statement

The Company maintains our most important asset is our positive and unquestionable reputation of Honesty, Integrity, and Respect. Our reputation is and must continually be based on the quality of services we provide, as well as the community's perception of transparency within our organization and all our employees.

Although certain conflicts of interest may be unavoidable, full disclosure will minimize the impact of a conflict of interest or an appearance of conflict of interest. Therefore, it is The Company's policy that all executives, officers, directors, managers, hourly and administrative team members shall avoid, without prior approval, personal interests that conflict with the best interest of The Company and the community we serve. Employees must acknowledge and observe all laws and regulations governing business transactions, compete fairly with others, and use any resources for ethical, legitimate, and business purposes only.

All employees shall make every attempt to avoid incurring any financial or personal obligations that may impair (or appear to impair) their judgment when acting on behalf of the Company.

Examples of potential conflicts of interest include:

- A significant investment in any company or individual that may do business with or compete with the Company or an affiliate.
- Conducting any level of business on behalf of The Company with a relative or company in which the employee or a relative has an interest.
- Self-benefit: using positions or relationships within The Company to promote one's own interests or those of a family member, including using confidential or privileged information gained in the course of employment for personal benefit or gain or for the personal gain or benefit of family members.
- Employment with any company that may do business or compete with the Company or an affiliate.
- Accepting unfair and unreasonable gifts, entertainment, travel, or financial resources from any company that may do business with or compete with the Company or an affiliate.

A Plan Manager (member of leadership) is assigned to monitor the plan and ensure that safeguards are followed. Plan Managers review plans with employees annually in the spring to cover the upcoming fiscal year. Plans are updated as circumstances change, and the annual reviews continue until the conflict no longer exists.

Conflict of Commitment

A Conflict of Commitment occurs when the time or effort an employee devotes to external activities interferes with an employee's fulfillment of assigned responsibilities, or when an employee makes unauthorized use of Company resources in the course of external activities. Conflicts of commitment are not allowed by any level of employment.

The Company's core values include a commitment to the following: energetic to achieve, hard work with balance and compassion. Accordingly, all employees have a clear obligation to make decisions and conduct the affairs of The Company first and foremost, based upon the desire to promote the best interests of The Company in a manner consistent with these values.

Questions related to the policy and potential conflicts of interest should be directed to management.

OUTSIDE EMPLOYMENT

Employees may hold outside jobs as long as they are not full time in nature and as long as they meet the performance standards of their job with the Company. All employees will be judged by the same performance standards and will be subject to the Company's scheduling demands, regardless of any existing outside work requirements.

If the Company determines that an employee's outside work interferes with performance or the ability to meet the requirements of the Company as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the Company.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside the Company for materials produced or services rendered while performing their jobs.

FINANCIAL INTEREST IN OTHER BUSINESS

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer, or competitor of the Company, except where such ownership or interest consists of securities in a publicly owned company and that securities are regularly traded on the open market.

ACCEPTANCE OF GIFTS

No employee may solicit or accept gifts, lavish entertainment or other benefits from potential and actual customers, suppliers, or competitors. Special care must be taken to avoid even the impression of a conflict of interest.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Company. Any questions regarding this policy should be addressed to the Compliance Department.

WORK PRODUCT OWNERSHIP

All employees must be aware that the Company retains legal ownership of the product of their work. No work product created while employed by the Company can be claimed, construed, or presented as property of the individual, even after employment by the Company has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and any concepts, ideas, or other intellectual property developed for the Company, regardless of whether the intellectual property is actually used by the Company.

Although it is acceptable for an employee to display and/or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a freelancer's meeting with a prospective client), one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a conflict of interest. In any event, it must always be made clear that work product is the sole and exclusive property of The Company. Freelancers and temporary employees must be particularly careful in the course of any work they discuss doing, or actually do, for a competitor of The Company.

CONFIDENTIAL NATURE OF WORK

All records and information relating to the Company or its customers are confidential and employees must, therefore, treat all matters accordingly. No Company-related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of The Company) may be removed from the Company's premises without permission from The Company. Additionally, the contents of The Company's records or information otherwise obtained regarding business may not be disclosed to anyone, except where required for

business purpose. Employees must not disclose any confidential information, purposefully or inadvertently through casual conversation, to any unauthorized person inside or outside The Company. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to appropriate disciplinary action, up to and including termination, for knowingly or unknowingly revealing information of confidential nature.

IMMIGRATION POLICY

The Company is committed to employing only individuals who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

EMPLOYMENT CATEGORIES

It is the intent of the Company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time.

Each employee's position is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed by company management as may be necessitated by law or a change in duties, etc.

In addition to the above categories, each employee will belong to one other employment category:

- **Regular Full-Time**: Employee who is employed by the company with the expectation that the employee will work at least 30 hours or more per week during the measurement period.
- **Regular Part-Time**: Employee who the company reasonably expects to be employed less than 30 hours per week during the measurement period.

- Some regular employees may work variable hours – sometimes over 30 hours per week and other times under 30 hours per week. Employees who are expected to work fewer than 30 hours per week on average are “variable employees” and are considered Regular Part-Time employees for benefit purposes.
- Seasonal: Employee who is hired into a position for which the customary annual employment is six months (180 days) or less. Seasonal employees are not eligible for company benefits.

Please note that part-time and full-time categories, for health insurance purposes and as required by the Affordable Care Act, may differ, and these categories, and the company’s use of these categories, does not and is not intended to abridge or alter the requirements of the Affordable Care Act.

PROMOTIONS

The Company encourages employees to assume higher-level positions or lateral transfers for which they qualify. Toward that end, the Company offers employees the opportunity to request consideration for certain positions within the Company.

Generally, employees must have been in their job for at least one year before applying for a change in position. In addition, employees must have a good performance, attendance, and punctuality record.

All final decisions regarding promotions will be made by management, in conjunction with Human Resources.

PERFORMANCE MANAGEMENT

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional performance evaluations are conducted to provide both managers and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The performance of all employees is generally evaluated on an annual basis, typically during the first quarter.

Merit-based pay adjustments may be awarded by the Company in an effort to recognize superior employee performance. The decision to award such an adjustment is dependent on numerous factors, including information documented in this formal performance evaluation process.

COMPENSATION

An employee's position and responsibilities determine their basic wage or salary range. The wage rate or salary within that range depends on a variety of factors, including the Company's efforts to be competitive in the marketplace and the performance of the individual. Salary or wage adjustments, when appropriate, will be based upon external market considerations, evaluation results and comparative data. It is the responsibility of the Executive Team to determine salary or wage increases.

PAYROLL

Payroll is processed semi-monthly for payment of wages. Paydays are usually the 5th and 20th of each month. If these dates fall on a weekend or holiday, the payday will be the business day prior. The 5th of the month's paycheck is for payment of wages from the 16th - last day of the previous month. The 20th of the month's paycheck is for payment of wages from the 1st - 15th of the current month.

REPORTING HOURS WORKED

Non-exempt employees are responsible for recording time worked and submitting it to their manager through the company's Time and Attendance program. All time submitted must be approved by the manager before wages can be paid. Falsification of a time record is cause for immediate termination of employment.

OVERTIME PAY

Depending on The Company's business needs, overtime may be required and requested. In accordance with the Federal Labor Standards Act (FLSA), nonexempt employees are eligible to receive overtime pay at a rate of one and one-half times their regular pay for time worked in excess of 40 hours per workweek. The typical workweek begins on each Sunday and ends on each Saturday. Holiday pay, PTO, and other time off with pay are not considered when calculating overtime pay.

Managers have the right to ensure a full-time employee does not exceed 40 hours in a work week and may release an employee early on any day given throughout the week should they meet their required schedule. The purpose is not to have an excess in overtime (over 40 hours in a week's time). Employees working overtime without approval will be subject to disciplinary action.

Exempt employees are not eligible for overtime. State laws may differ from federal law in certain cases of overtime calculation and will supersede the policy of the Company.

EMPLOYEE REFERRAL PROGRAM

The Company is always looking for qualified employees and appreciates recommendations made by existing employees. If a current employee recommends someone who is hired on a full-time, permanent basis, the referring employee is eligible to be paid a recruiting bonus.

The current referral bonus for a full-time employee is \$500, with \$250 paid after the referred employee is employed for 90 days and \$250 paid after that person is employed for 6 months.

The Company, from time to time, may pay a higher recruiting bonus for certain positions. Any manager in a direct line of hierarchy to the new hire is exempt from participation in this program, as are Human Resources employees.

The referring employee must be actively employed to receive this bonus.

LEAVES OF ABSENCE

FAMILY AND MEDICAL LEAVE ACT

Under the federal Family and Medical Leave Act of 1993, as amended January 28, 2008 (FMLA or federal FMLA), the employee may take up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness) of unpaid job-protected Family and Medical Leave in a 12-month period if the employee meets certain criteria under the statute. If the employee is qualified for FMLA leave, they may take up to 12 weeks unpaid leave for family and/or medical leave (or up to 26 weeks of military caregiver leave) in a rolling backward 12-month period.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the company for 12 months or 52 weeks.
 - Note that the 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years.

- Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement stating the employer's intention to rehire the employee after the service break.
 - For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave.

Types of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child, or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position. **A serious health condition is defined as** a condition that requires inpatient care at a hospital, hospice, or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy are encouraged to consult with Human Resources.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- 5) Qualifying exigency leave(s) for families of members of the National Guard or Reserves or of a regular component of the Armed Forces (Covered Servicemembers) when the covered military member is on covered active-duty or called to covered active-duty.

An employee whose spouse, son, daughter, or parent is a Covered Servicemember and either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. short-notice deployment
- b. military events and activities
- c. childcare and school activities
- d. financial and legal arrangements
- e. counseling
- f. rest and recuperation
- g. post-deployment activities, and
- h. additional activities that arise out of active-duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for spouse, son, daughter, or parent who is a Covered Servicemember, or current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active-duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list.

In order to care for a Covered Servicemember, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a Covered Servicemember. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.)

The leave may commence as soon as the Covered Servicemember receives the call-up notice. This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

6) Military caregiver leave(s) to care for an injured or ill servicemember or veteran.

An employee whose son, daughter, parent or next of kin is a Covered Servicemember (a current member of the Armed Forces, including a member of the National Guard or Reserves, who is receiving medical treatment, recuperation, or therapy, or is in outpatient status, or is on the temporary disability retired list for a serious injury or illness that was incurred by the servicemember in the line of duty on active-duty or aggravated by service in the line of duty) may take up to 26 weeks in a single 12-month period to take care of leave to care for that servicemember.

Amount of Leave

An eligible employee can take up to 12 weeks of leave for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If spouses both work for the company and each wish to take leave for the birth of a child, adoption, or placement of a child in foster care, or to care for a parent (but not a parent "in law") with a serious health condition, the spouses may only take a combined total of 12 weeks of leave. If spouses both work for the company and each wish to take leave to care for a covered injured or ill servicemember, the spouses may only take a combined total of 26 weeks of leave.

Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to Human Resources. When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave

is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Certification for Supporting Leave

Depending on the qualifying need for leave, the company will require appropriate certification prior to approval of leave:

- Employee's / Family Member's Serious Health Condition - The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition.
- Qualifying Exigency for Military Family Leave – The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.
- Serious Injury or Illness of Covered Servicemember for Military Family Leave - The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Servicemember.

Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

Employees may not take intermittent or reduced schedule leave for the birth or placement of a child for adoption or foster care without prior approval. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must provide medical certification to verify that the use of the leave is medically necessary.

Use of Paid and Unpaid Leave

An employee who is taking unpaid, job protected FMLA leave must use all PTO time prior to being eligible for unpaid leave. Available PTO will run concurrently with FMLA leave.

Disability leaves for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

Employee Status and Benefits During Leave

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. Under current company policy, the employee pays a portion of the health care premium, and if the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on leave.

If the employee is receiving supplemental pay while on leave (i.e., PTO, parental leave, etc.), the employer will continue to make payroll deductions to collect the employee's share of the premium.

If the employee is not receiving supplemental pay while on leave, or if supplemental pay has been exhausted, the company will cover the cost of the benefits throughout the duration of the leave.

Upon the employee's return to work, they will be required to repay the cost of benefits over the first four (4) regularly scheduled pay periods upon return through payroll deduction. If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Intent to Return to Work from FMLA Leave

For planning and other business needs, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work. If an employee fails to return to work on the agreed upon return date, without additional communication, our company will assume that the employee has voluntarily resigned.

Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

PARENTAL LEAVE

Full-time employees who have completed one year of employment may be granted a leave of absence with pay upon the birth or adoption of a child, consistent with the Company's business needs. Such leave must begin within three months of the birth of the child and/or placement of the child for adoption.

A parental leave may not exceed 5 days in a 3-month period.

When possible, employees seeking parental leave must provide a minimum of 30 days advance notice of their intent to take parental leave and provide the anticipated date of their return.

This leave shall run concurrently with the Federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

FEDERAL MILITARY LEAVE

A military leave of absence will be granted to employees who are absent from work because of active-duty or reserve service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable position depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Please contact Human Resources for more information or questions about military leave.

INDIANA MILITARY FAMILY LEAVE

The purpose of The Indiana Military Family Leave Act is to allow eligible employees to spend time with family members who have been called up for active duty in the military.

To be eligible for military family leave, an employee must have been employed for at least twelve (12) months and must have worked at least 1,500 hours during the twelve-month period immediately preceding the leave.

The leave is available to an employee who is the spouse, parent, grandparent, or sibling of a person who is ordered to active duty.

Eligible employees are provided an unpaid leave of absence of up to ten (10) working days (consecutive or non-consecutive) per year when the family member, who is a member of the U.S. Armed Forces, the U.S. Armed Forces Reserve Unit, or the Indiana Air or Army National Guard, is deployed for full-time military service on active-duty orders for eighty-nine (89) days or longer.

An employee who takes unpaid military family leave must use all paid vacation or PTO time prior to being eligible for unpaid leave.

Accrued paid time off taken under this policy shall count toward, and not be in addition to, the ten (10) working days of family military leave.

Health care benefits for which the eligible employee participated before taking leave under this policy will be continued during the leave period under the same structure and conditions. An eligible employee taking leave under this policy still will be required to pay the employee's portion of the health care insurance premium normally withheld from the employee's paycheck.

An eligible employee may take up to a total of ten (10) unpaid working days (consecutive or non-consecutive) of military family leave during a year. The days may be taken during one or more of the following periods, but may not exceed ten (10) working days total:

- During the thirty (30) days before active-duty orders are in effect
- During a period in which the family member ordered to active duty is on leave while active-duty orders are in effect; and/or
- During the thirty (30) days after the active-duty orders are terminated.

An eligible employee who wants to take an unpaid military family leave under this policy must request leave under the policy by providing written notice of the date the leave will begin, including a copy of the active-duty orders if available, to the employee's direct supervisor or manager. The notice must be given at least thirty (30) days before the date on which the employee intends to take the leave, unless the active-duty orders are issued less than thirty (30) days before the date the requested leave is to begin. In that situation, notice should be provided as soon as possible after the active-duty orders are issued.

To the extent an employee's military family leave also qualifies for some other type of leave, such leaves shall run concurrently to the full extent allowed by law.

BEREAVEMENT LEAVE

In the unfortunate event of a death in the immediate family, a paid leave of absence will be granted as outlined below. These days may be taken intermittently, in full-day increments, within 10 calendar days from the day of the death or day of the funeral.

For the purpose of this policy:

5 days will be granted for:

- Spouse
- Child (including biological, step, foster, or adopted)
- Parents (including in-laws and step-parents)

2 days will be granted for:

- Siblings, step-siblings
- Grandparents
- Grandchild

Employees should alert their manager of their situation. In turn, the manager should notify Human Resources of the reason and length of the employee's absence.

JURY DUTY AND MANDATORY COURT APPEARANCES

Unpaid time off will be allowed for employees engaging in jury duty or other required court appearances, and PTO may be used. An employee on jury duty is expected to report to work any day he/she is excused from jury duty unless state law requires otherwise.

Upon receipt of the notice to serve jury duty, the employee should immediately notify their manager, as well as Human Resources. Additionally, a copy of the notice to serve jury duty should be provided to Human Resources. Upon the employee's return, the employee must notify Human Resources and must submit a signed Certificate of Jury Service indicating the number of days served.

If the jury duty falls at a time when the employee cannot be away from work, the Company may request that the court allow the employee to choose a more convenient time to serve if he/she

makes a request in accordance with the court's procedures. The employee must cooperate with this request.

EMPLOYEE BENEFITS

The Company has established a variety of employee benefit programs designed to assist the employee and his/her eligible dependents in meeting the financial burdens that can result from illness and disability, and to help the employee plan for retirement. This portion of the Employee Handbook contains a very general description of the benefits to which the employee may be entitled as an employee of The Company. This general explanation is not intended to, and does not, provide the employee with all the details of these benefits. Therefore, this handbook does not change or otherwise interpret the terms of the official plan documents, which are available from Human Resources. To the extent that any of the information contained in this handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Nothing contained in the benefit information described herein should be held or construed to create a promise of employment or future benefits, or a binding contract between the Company and its employees for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

The Company reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provision of the benefit plans described herein. Further, the Company reserves the exclusive right, power, and authority, in its sole and absolute discretion, to administer, apply, and interpret the benefit plans described herein, and to decide all matter arising in connection with the operation or administration of such plans.

For more complete information regarding any benefit programs, contact Human Resources.

HOLIDAYS

The Company, as a standard and regular practice, will grant holiday time off to all eligible employees on the holidays listed below:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)

- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Day (December 25)

Where a holiday falls on a weekend, it will be observed on the preceding Friday or following Monday as determined by the company.

Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

Eligible employee classification(s):

- Regular full-time employees

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purpose of determining overtime. Exempt employees will receive holiday pay in compliance with state and federal wage and hour laws.

While the above listed days will be the standard and normal recognized holidays, the Company reserves the right to make adjustments to the holiday schedule as necessary. Any changes will be announced to all employees with as much advance notice as possible.

If an employee is absent without prior authorization or is on unpaid leave on either the regular business day immediately before a company recognized holiday or immediately after a recognized holiday, the employee will not be paid for the holiday, unless medical certification for the absence is provided from an emergency room, urgent care facility or physician's office. Final approval is to be determined by the Human Resources.

FLOATING HOLIDAY

In addition to the company paid holidays, each full-time regular employee can choose one additional paid “floating holiday” per year as follows:

- Any federal holiday not currently recognized by the Company:
 - Martin Luther King Jr. Day
 - President’s Day
 - Juneteenth
 - Columbus Day
 - Veteran’s Day
- Any religious holiday of the employee’s choice

This holiday should be planned at least 30 days in advance and requested in the time and attendance system.

Floating holidays do not carry over from year-to-year and unused holidays are not paid out upon termination.

VOLUNTEER DAY

Employees are encouraged to take up to 8 hours per year to volunteer in their community. These hours must be used to work with a 501(c)(3) organization and be used during one day.

This volunteer day should be planned at least 30 days in advance and be requested in the time and attendance system.

Volunteer days are subject to approval, do not carry over from year-to-year, and unused days are not paid out upon termination.

TIME OFF TO VOTE

The Company encourages employees to fulfill their civic responsibilities by participating in elections. With extended voting hours and opportunities in most jurisdictions, as well as flextime for most positions, employees should have an opportunity to vote on their own time and/or utilize flexible scheduling.

PTO (PAID TIME OFF)

The purpose of Paid Time Off (PTO) is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice.

Guidelines for PTO Use

Each full-time, regular employee will accrue PTO per pay period in hourly increments based on their length of service as defined below. PTO is added to the employee's PTO bank when the semi-monthly paycheck is issued. PTO taken will be subtracted from the employee's accrued time bank in two (2) hour increments. Accrual of PTO begins immediately upon employment but cannot be used for 30 days. Temporary employees, contract employees, part time employees, and seasonal employees are not eligible to accrue PTO.

PTO is accrued on all hours paid, excluding overtime.

Time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include company paid holidays, bereavement time off, and parental leave.

It is required that PTO is requested and approved or denied using the Time and Attendance system. PTO typically requires two days of notice to the manager unless the PTO is used for legitimate, unexpected illness or emergencies. In all instances, PTO must be approved by the employee's manager in advance. The Company appreciates as much notice as possible when an employee knows he/she expects to miss work for a scheduled absence.

Paid Time Off (PTO) Exceptions

- Employees who miss more than three consecutive unscheduled days due to sickness may be required to present a doctor's release to Human Resources that permits them to return to work.
- Time off taken in excess of the PTO accrued can result in disciplinary action up to and including termination of employment.
- PTO must first be exhausted and will run concurrently with other time off programs such as FMLA, personal leave, short-term disability, etc. In no cases can unpaid time be taken prior to using available PTO.

PAID TIME OFF (PTO) CHART (CALENDAR YEAR SCHEDULE)

Amount of service	Semi-monthly accrual	Annual allotment hours	Annual allotment days
Less than 4 years	5 hours	120 hours	15 days
Beginning January 1 after 4 year anniversary	6.67 hours	160 hours	20 days
All managers with direct reports, upon hire	6.67 hours	160 hours	20 days

Each employee may carry up to 40 hours of accrued PTO over into a new calendar year. Employees are responsible for monitoring and taking their PTO over the course of a year so that they do not lose time accrued when the current calendar year ends. PTO is subject to managerial approval and not every employee can take accumulated time in December; the company must continue to serve customers.

Eligible employees who provide at least two weeks advance notice of their resignation will be paid for accrued but unused PTO up to a maximum of 40 hours unless state law dictates otherwise. If an employee has used PTO time not yet accrued and employment terminates, the employee will need to repay the negative accrual amount. Employees who give two weeks' notice of employment termination cannot use PTO to cover the two-week notice period.

HEALTH, DENTAL AND VISION INSURANCE

Full time, regular employees become eligible for health and wellness benefits on the first of the month following 30 days of employment.

The employee health program provides medical, dental and/or vision benefits to eligible, covered persons (covered persons is defined in the Health Benefits Summary Plan Descriptions). The plans are self-insured or contracted with third party insurers.

An employee must pay a certain portion of the employee and eligible dependent coverage cost on a pre-tax basis by payroll deduction. The company has the right to increase or decrease the portion of employee cost of the plans. For more detailed information about the plans,

employees may refer to the materials provided at the time of enrollment or the Summary Plan Descriptions. For additional information, contact Human Resources.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Company offers an Employee Assistance Program (EAP) to employees who need confidential assistance in dealing with life matters. Employees have free unlimited access to a counselor via telephone or internet.

GROUP LIFE INSURANCE

The Company provides a company-paid term life insurance policy for all full-time, regular employees and offers the option to purchase additional life insurance for themselves, their spouse, and their children.

401(k) PLAN

The Company offers a voluntary pre-tax and post-tax (Roth) salary reduction plan to all eligible employees who are 21 years of age or older. Employees are eligible to enroll at any time following 30 days of initial employment, subject to plan provisions.

The Company offers a discretionary annual match, subject to vesting and minimum hours requirements.

Consult the Summary Plan Description or contact Human Resources for more information.

WORKER'S COMPENSATION BENEFITS

The Company is covered under statutory state Workers' Compensation Laws. Should an employee sustain a work-related injury, he/she should seek immediate medical attention and notify his/her manager and Human Resources as soon as possible to complete a First Report of Injury (FROI). Failure to report a workplace accident may result in disciplinary action up to and including termination.

EMPLOYEE TUITION DEVELOPMENT PROGRAM

The purpose of this policy is to provide employees with professional and personal development opportunities that increase their skills and enhance their contributions to the organization and their families. Providing professional development to our employees is an investment in their careers and the organization's future.

Eligibility

Full-time regular employees with at least six months of service are eligible for reimbursement for education costs that are approved by the organization.

Eligible Expenses

It is the employee's responsibility to seek out the courses and other training mediums that will enhance his or her development. Professional development can be obtained through attendance at seminars, educational courses or webinars, certificate programs, and degree programs that will assist the employee in performing his or her essential job functions and increase the employee's contribution to the organization.

Membership fees to professional organizations, subscriptions for journals, books and computer-based resources are also included.

Procedure

Employees must request permission from Human Resources for review and approval of reimbursement for a desired training and/or resource. The request must include course of study, purpose, cost, dates, times of coursework and the name of the institution or source of training.

Reimbursement

The company will match education expenses dollar-for-dollar up to 50% of the total cost, with a maximum \$2,000 company reimbursement per calendar year. This reimbursement will occur at one-half of the estimated company contribution upon registration and the balance upon successful completion.

Upon satisfactory completion of the training and/or coursework, the employee must provide documentation to support completion and payment to receive reimbursement. Receipts for expenses should be submitted in a timely manner.

The amount does not roll into the next calendar year; it is forfeited if not used. The annual maximum reimbursement is based on the company payment date, not course completion date. While there are no minimum grade requirements, a pass/fail or graded course is reimbursable if passed successfully ("Pass" or better than grade "F".) In other cases, a completion certificate will suffice.

Certain coursework may apply for a tax-free reimbursement to the employee. If not applicable, all reimbursements will be considered taxable wages and subject to all active employee deductions.

Example:

IT certification course – total cost \$5,000.

Company reimburses total of \$2,000. \$1,000 upon registration, and \$1,000 upon successful completion. Reimbursement is in the form of an expense reimbursement, subject to income tax withholding and payroll deductions.

Restrictions

If the course is applicable to the employee's job, limited time off from work or flexibility may be granted. If the course is not work related, all course activities must be completed outside employee's normal work schedule.

Maximum Annual Budget

A generous annual budget has been set for this program. If the limit is approaching, the company reserves the right to restrict learning opportunities to company or job-specific education.

EMPLOYEE CONDUCT

To ensure orderly operations and provide the best possible work environment, the Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Falsification of information provided to the Company or on any Company record such as an application for employment, time keeping record, patient record or any other company record
- Theft or inappropriate removal or possession of property
- Reporting to work or working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicle or equipment
- Fighting or threatening violence in the workplace
- Bullying
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety, security or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism, tardiness or any absence without notice or approval
- Unauthorized absence from workstation during the workday
- Unauthorized use of telephones, email system, or other employer-owned equipment
- Unauthorized disclosure of business “secrets” or confidential information
- Violation of employee policies
- Unsatisfactory performance or conduct
- Damaging, theft or misuse of Company, patient, or another employee’s property • Committing dishonest or fraudulent acts

ATTENDANCE, PUNCTUALITY AND DEPENDABILITY

The Company depends heavily upon its employees; therefore, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to devote best efforts are always essential. As such, employees are expected at work on all scheduled workdays and during all scheduled work hours and to report to work on time.

Attendance

(Note: if any conflict exists between the Company policy and state laws, the state laws will supersede the Company policy).

- Regular attendance is a basic responsibility of every employee. Excessive or unexcused absence or excessive tardiness will result in disciplinary action up to and including termination.
- Two (2) consecutive scheduled shifts (or days) of unauthorized, unreported or unsubstantiated absence are considered job abandonment unless the employee is eligible for and qualifies for approved medical leave. Upon verification by Human Resources that an absent employee does not qualify for medical leave, the employee may be terminated for job abandonment.
- Any absence that occurs without notice prior to the scheduled shift starting time or not made personally and directly to a manager is considered no notice or an unreported absence. Unreported absences may result in disciplinary action up to and including termination.
- Abuse of PTO days may be cause for disciplinary action if a manager considers the use excessive.

Tardiness

- An employee must notify their manager if they are going to be late. Notification does not excuse being late but may prevent formal discipline.
- Employees are expected to be present and ready to work at the assigned starting time and to work until the designated quitting time. An employee who displays habitual tardiness or failure to be ready for work at the assigned time will be subject to disciplinary action.

Break Policy

While breaks are not required by law in all states (see current exceptions below), the company does allow employees to take two (2) short term breaks on each working day. These breaks should be limited to the confines of the work area and should be less than ten (10) minutes in length.

Meal Period Policy

All Employees are expected to take an unpaid 30-minute meal break during each working day. Employees are not compensated for this time, so they must be relieved of all active responsibilities and restrictions during meal periods.

Meal periods are scheduled the manager to accommodate operating requirements. Employees should not be absent from their workstations beyond the allotted meal period time. Unless approved by the manager, employees may not forego meal periods to leave work earlier than usual or combine break or meal periods to extend the allotted time.

DRESS CODE

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image the Company projects to customers and visitors.

During business hours or when representing the Company, employees are expected to present a clean, neat, and tasteful appearance. Employees should dress and groom themselves according to the requirements of their position and accepted social standards. This is particularly true if the job involves dealing with customers or visitors in person.

- Corporate employee dress code is business casual.
- Field operations staff should wear clothing appropriate for work comfort and safety, including branded merchandise where required.

Managers are responsible for enforcing the dress code. If an employee's manager believes one's personal appearance is inappropriate, an employee may be asked to leave the workplace until they are properly dressed or groomed. Employees should consult their manager if they have questions as to what constitutes appropriate appearance. If necessary, reasonable accommodations may be made to a person with a disability or a religious exemption.

PROGRESSIVE DISCIPLINE

The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. the Company may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, final warning (can include suspension without pay), or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules section of this Handbook includes examples of problems that may result in disciplinary action or termination of employment.

Performance Improvement Plan

All employees are expected to meet the Company's standards of work performance. Work performance encompasses many factors, including attendance, punctuality, personal conduct, job proficiency, and general compliance with the Company's policies and procedures.

If an employee does not meet these standards, the Company may, under appropriate circumstances, take corrective action, other than immediate dismissal or progressive discipline. Many times, this may take the form of a Performance Improvement Plan (PIP).

Employees who are under a PIP are not eligible for salary increases, bonus awards, promotions, or transfers during the PIP process or period.

Refusal to enter into a Performance Improvement Plan may result in termination of employment.

DRUG & ALCOHOL ABUSE

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Company premises is strictly prohibited. Employees in violation of the policy are subject to appropriate disciplinary action, up to and including termination of employment. Additionally, the Company reserves the right to require an employee to undergo a medical evaluation under appropriate circumstances.

Drug Testing

The Company is committed to a work environment free of illegal drug and alcohol use. This program is designed solely for the benefit of our employees to provide reasonable safety on the job and protection from offending individuals. In addition, this program attempts to meet our responsibility to the public, whom we serve. Illegal drugs, controlled substances and alcohol are not permitted at any worksite location.

Testing: Drug and/or alcohol tests will be administered under the following conditions:

- Pre-employment (job dependent)
- When an employee shows signs of impairment on the job;
- After any accident or occurrence that results in an injury on the job
- After any vehicular accident

*****Employees who refuse to submit to drug and alcohol testing will be terminated*****

ELECTRONIC ACCEPTABLE USE POLICY

The Company is committed to protecting its employees, partners, and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

All Information Technology systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing email, internet browsing, and FTP, are the property of the Company. These systems are to be used for business purposes in serving the interests of the company and of our clients and customers during normal operations.

It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

Policy - General Use and Ownership

1. Users should be aware that the data they create on the corporate systems remains the property of the Company. Because of the need to protect the network, management cannot guarantee the confidentiality of information stored on any network device belonging to the Company.
2. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Information Technology systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.
3. For security and network maintenance purposes, authorized individuals within the Company may monitor equipment, systems and network traffic at any time.
4. The Company reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

1. Examples of confidential information include but are not limited to company private information, corporate strategies, competitor sensitive information, trade secrets, specifications, customer lists, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.
2. Employees must keep passwords secure and must not share accounts. Authorized users are responsible for the security of their passwords and accounts.

3. Because information contained on portable computers is especially vulnerable, special care should be exercised.
4. All hosts used by the employee that are connected to Company Information Technology systems, whether owned by the employee or The Company, shall be continually executing approved virus-scanning software with a current virus database unless overridden by departmental or group policy.
5. Employees must use extreme caution when opening email attachments received from unknown senders, which may contain viruses, email bombs, or Trojan Horse code.

Unacceptable Use

Under no circumstances is an employee of the Company to engage in any activity that is illegal under local, state, federal, or international law while utilizing Company-owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by the Company.
2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which the Company or the end user does not have an active license is strictly prohibited.
3. Introduction of malicious programs into the network or server.
4. Revealing an account password to others or allowing use of the account by others. This includes family and other household members when work is being done at home.

5. Using a Company computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
6. Making fraudulent offers of products, items, or services originating from any Company account.
7. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
8. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties.
9. Executing any form of network monitoring which will intercept data not intended for the employee's host unless this activity is a part of the employee's normal job/duty.
10. Circumventing user authentication or security of any host, network, or account.
11. Interfering with or denying service to any user other than the employee's host.
12. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
13. Providing information about, or lists of, Company employees to parties outside the Company.

Prohibited Email and Communications Activities

1. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
2. Any form of harassment via email or telephone, whether through language, frequency, or size of messages.

3. Unauthorized use, or forging, of email header information.
4. Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
5. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
6. Use of unsolicited email originating from within the Company's networks of Information Technology service providers on behalf of, or to advertise, any service hosted by the Company or connected via the Company network.

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Employees who receive any emails with this content from any Company employee should report the matter to their supervisor immediately.

Email Use Policy

When email is transmitted from the Company, the general public will tend to view that message as an official policy statement from the Company.

The Company email system shall not be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin.

Company resources are not to be used for personal use. Sending inappropriate emails from a Company email account is prohibited. Virus or other malware warnings and mass mailings from the Company shall be confirmed and sent by Company IT staff only. These restrictions also apply to the forwarding of email received by a Company employee.

Company employees shall have no expectation of privacy in anything they store, send or receive on the company's email system. the Company may monitor messages without prior notice. the Company is not obligated to monitor email messages.

Illegal Copying

Employees may not illegally copy material protected under copyright law or make that material available to others for copying. Employees are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material they wish to download or copy. Employees may not agree to license or

download any material for which a registration fee is charged without first obtaining the express written permission of the President of the Company.

Virus Detection

Files obtained from sources outside the Company, including files downloaded from the internet; files attached to email; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Company's computer network. Employees should never download files from the internet, accept email attachments from outsiders, or use storage devices from non-company sources, without first scanning the material with Company approved virus checking software. If an employee suspects that a virus has been introduced into the network, the employee must notify the IT Manager immediately.

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, and civil and criminal liability.

TELEPHONE USE

Because a large percentage of our business is conducted over the phone, it is essential to always project a professional telephone manner.

Although the Company realizes that there are times when an employee may need to use the telephone for personal reasons, it is expected that good judgment will be used in limiting the length and frequency of such calls. Additionally, no long-distance personal calls may be made on the Company phones without prior approval from the employee's supervisor.

VOICEMAIL POLICY

The Voice Mail system is the property of the Company. It has been provided by the Company for use in conducting Company business. All communications and information transmitted by, received from, or stored in this system are Company records and property. Use of the Voice Mail system for personal purposes is prohibited.

Employees have no right of personal privacy in any matter stored in, created, received, or sent over the Company voicemail system. The Company, in its discretion as owner of the voicemail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the system, for any reason without the permission of any employee and without notice. Any password used by employees must be revealed to the Company as messages may need to be accessed by the Company in an employee's absence.

Even though the Company reserves the right to retrieve and read any voicemail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or listen to any messages that are not sent to them. Any exception to this policy must receive the prior approval of Company management.

Employees should also use professional and courteous greetings on their voicemail so as to properly represent the Company to outside callers. To avoid accidentally disclosing message contents to unauthorized listeners, employees should not listen to messages while using the speaker phone feature.

Violations of this voicemail policy may result in disciplinary action up to and including termination of employment.

SOCIAL MEDIA POLICY

The Company respects the right of employees to use social media forums for self-publishing and self-expression on personal time. However, unless specifically authorized by the company to do so as part of employee's position, employees are not permitted to use forms of social media during working hours or at any time on company computers or other company-supplied devices.

Employees are expected to follow the guidelines and policies set forth below to provide a clear line between the person as the individual and the person as the employee.

- An employee is personally responsible for their commentary. They can be held personally liable for commentary that is considered defamatory, obscene, proprietary, or libelous by any offended party.
- An employee cannot use employer-owned equipment, including computers, company licensed software or other electronic equipment, facilities, or company time to conduct personal communication.
- An employee cannot harass, threaten, discriminate, or disparage employees or anyone associated with or doing business with the Company.
- If an employee chooses to identify themselves as a Company employee, some readers may view them as a spokesperson for the Company.

- An employee cannot post the name, trademark or logo of the company or any company privileged information, including copyrighted information or company-issued documents.
- The employee is to contact management immediately if contacted by the media or press about any post that relates to Company business.

Violations of any of the guidelines listed in this policy will be subject to corrective counseling and may result in disciplinary action, up to and including termination. Where necessary, the company will advise appropriate officials of any violations of law.

If an employee becomes aware of any violations of this policy, they should report the violation to their manager or Human Resources.

Please note that nothing in this policy, or any other policy in this handbook, does or is intended to prohibit employees from engaging in conduct that is protected by the National Labor Relations Act, such as discussing terms and conditions of employment.

USE OF EQUIPMENT AND SUPPLIES

The Company provides certain supplies, uniforms, equipment, automobiles, and materials necessary for employees to perform their jobs. These items are to be used solely for Company purposes. Employees are expected to exercise care in the use of Company equipment and property and use such property only for authorized purposes. Loss, damages, or theft of Company property should be reported at once. Negligence in the care and use of the Company property may be considered grounds for discipline, up to and including termination.

The Company's equipment, such as telephones, postage, fax and copy machines, is intended to be used for business purposes. An employee may only use this equipment for non-business purposes in an emergency and only with the permission of their manager. Personal usage, in an emergency, of these or other equipment that results in a charge to the Company should be reported immediately to your supervisor.

USE OF COMPANY VEHICLES

Only employees with an unrestricted, current driver's license and who have adequate insurance coverage may operate Company vehicles or use a vehicle to conduct Company business. An employee operating a Company vehicle or a vehicle to conduct Company business must provide

proof of adequate insurance. Company vehicles may only be used for authorized Company business.

Any employee operating a Company vehicle must do so in a safe manner. Any employee operating a Company vehicle under the influence of drugs or alcohol or in an unsafe or negligent manner may be immediately terminated. The Company has the right to search any Company vehicle at any time. Therefore, employees have no reasonable expectation of privacy with respect to Company vehicles.

Employees who operate a company owned or personal motor vehicle for company business must abide by the Safe Driving Policy. The Safe Driving Policy will be provided by Human Resources.

EMPLOYER INFORMATION AND PROPERTY

The protection of Company business information, property and all other the Company assets are vital to the interests and success of the Company. No Company related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of the Company) may, therefore be removed from Company premises.

In addition, when an employee leaves the Company, the employee must return all the Company related information and property that the employee has in their possession, including without limitation, documents, files, records, manuals, information stored on a personal computer, supplies, and equipment or office supplies.

ANTI-NEPOTISM POLICY

Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family relationships will not be permitted, however, if employment would:

- Create a manager/subordinate relationship with a family member;
- Have the potential for creating an adverse impact on work performance; or
- Create either an actual conflict of interest or the appearance of a conflict of interest.

All workplace relationships must be reported to management and Human Resources. The company will make final decisions in all cases.

ROMANTIC RELATIONSHIPS

If a romantic relationship between coworkers should develop, it is the responsibility of the employees or their manager to promptly disclose the existence of the relationship to Human Resources.

Romantic relationships that exist or develop in a direct or indirect manager/employee relationship are not allowed in any circumstance.

This policy shall apply without regard to gender and without regard to the sexual orientation of the participants in a relationship of the kind described.

All workplace relationships must be reported to management and Human Resources. The company will make final decisions in all cases.

VIOLENCE IN THE WORKPLACE

The Company believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the employee's manager and/or Human Resources immediately.

Violation of this policy will result in disciplinary action, up to and including immediate discharge.

INTERNAL COMPLAINT PROCEDURES

If an employee believes that they have a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussion with their manager. If the response is unsatisfactory, Human Resources should be contacted.

ACCIDENTS AND EMERGENCIES

Maintaining a safe work environment requires the continuous cooperation of all employees. The Company encourages employees to communicate with fellow employees and their manager regarding safety issues.

Employees should contact their manager, the nearest manager, and/or 911 in the event of an accident or emergency.

If an employee is injured on the job, the Company provides coverage and protection in accordance with the Worker's Compensation Law. When an injury is sustained while at work, it must be reported immediately to the employee's manager, who in turn will notify Human Resources.

Failure to report accidents is a serious matter as it may preclude an employee's coverage under Worker's Compensation Insurance.

SOLICITATIONS

Employees may not solicit any other employee during working time, nor may employees distribute literature in work areas at any time. Under no circumstance may an employee disturb the work of others to solicit or distribute literature to them during their working time.

Persons not employed by the Company may not solicit Company employees for any purposes on Company premises.

VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at The Company, only authorized visitors are allowed in the workplace. Employees are responsible for the conduct and safety of their visitors.

Under no circumstance should a non-employee be given keys, access codes, or alarm codes to any Company property. Non-employees who do not have direct business should never be allowed in a warehouse area.

If an unauthorized individual is observed on Company premises, employees should immediately notify their manager or, if necessary, direct the individual to the reception area or front desk.

REFERENCE CHECKS

All inquiries regarding a current or former Company employee must be referred to the Human Resources Department.

RESIGNATION

When an employee decides to leave for any reason, the Company requests two week's written notice of resignation. It should be noted that no PTO may be taken once notice of resignation has been submitted. See PTO section of this Handbook for explanation of PTO payout upon separation.

TEMPORARY POLICIES

From time to time, the Company may institute temporary policies to respond to drastic changes in business practices, for example a global pandemic. These policies may supplement or replace existing policies and will be communicated appropriately.

EXPENSE REIMBURSEMENT

Employees may be asked or required to incur expenses on behalf of the company. In all cases, expense reimbursements are at the discretion of the company.

Expenses are reimbursed on the second paycheck of the month.

Employees should consult with their supervisor for specific expense reimbursement guidelines and reporting methods. Employees who travel for the Company or regularly incur expenses will be provided with a separate Travel/Expenses/Credit Card policy.