

Superior Energy Services

Employee Handbook



About The Employee Handbook

This Handbook is for U. S. based employees of SESI Corporate LLC, a subsidiary of Superior Energy Services, Inc., (“Superior”). It is designed to provide you with information concerning some of the policies, procedures, and benefits that may affect you and your employment and is responsive to a number of frequently asked questions. You are expected to carefully read the Handbook and become familiar with its contents. If you have questions and concerns not fully addressed by this Handbook, please refer them to your immediate manager / supervisor or Human Resources.

This Handbook supersedes and replaces all prior Handbooks. An electronic copy of this Handbook and all resources linked within can be found on the Superior intranet site [here](#).

Additional information regarding policies, procedures, and benefits available to you as an employee is available on the Superior intranet under the [My Superior](#) section found on the intranet’s home page.

This Handbook will be reviewed from time to time and amendments will be made to keep pace with the changes in our business, work, and legal environments and to align with best practices as they evolve over time. Superior reserves the right to revise, amend, amplify, or delete any of the Handbook’s content in its sole discretion and in a manner that is consistent with applicable federal, state, and local laws.

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Section 1: Company Policies

1.1 Our Shared Core Values at Work

Our Shared Core Values at Work are the key governing principles that bind us together as a company. Our Shared Core Values capture what is important and ensure we are a fair employer, a trusted business partner and a good corporate citizen. They represent the basis on which we operate and should be reflected in every business decision, every customer transaction, and every employee conversation.

Our Shared Core Values at Work are a resource when we need information about our policies or standards, or if we are faced with difficult business decisions. They are intended to guide us in handling specific work-related situations that may arise and any time our actions or omissions may impact our work relationships and, as always, Superior (“the Company”) relies on you to use good judgment and to seek help when you need it.

Integrity

We conduct ourselves and our business affairs with honesty and integrity, and do not tolerate illegal or fraudulent activities.

Respect

We treat our employees with fairness, dignity, and respect and do not tolerate any forms of discrimination.

Safety

We protect the safety and health of ourselves, our fellow employees, and everyone that we work with, and we stop unsafe actions.

Fair Play

We deal fairly with customers, suppliers, and other business relationships and always act in the best interests of the Company.

Citizenship

We conduct ourselves as good citizens in the communities where we operate, and we respect the environment.

Find more information on the Company intranet site under [Shared Core Values](#).

1.2 Compliance with Our Shared Core Values or Other Policies

We expect all employees to conduct themselves in a professional, respectful manner that aligns with Our Shared Core Values. Our standards and expectations of employee conduct are higher than the law. This means that Company employees may be subject to discipline for violating the Company's standards and expectations even if their conduct does not violate the law. Employees who violate the Company's policies are subject to discipline, up to and including termination of employment, at the Company's sole discretion. While the discipline imposed will depend on the circumstances, and the Company reserves the right to determine, in its discretion, what that discipline will be in each specific situation, the Company has no tolerance for violations that put the safety and health of our employees, customers, or the public at risk.

1.3 Equal Employment Opportunity & Affirmative Action Commitment

A key part of our commitment to fairness, dignity, and respect is our commitment to ensure that all other personnel actions are administered, without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, and disability, or other legally protected status. We will ensure that all employment decisions are based only on valid job requirements and qualifications, skills, performance, and other job-related factors. The Company is a federal contractor subject to all applicable federal contractor statutes and complies with affirmative action and other federal contractor requirements that may be in effect from time to time.

This, along with our Shared Core Values, also means that the Company is committed to equal employment opportunities, and it is our policy to take affirmative action to employ and advance in employment protected veterans and individuals with disabilities. Employees and applicants may review the non-confidential portions of our affirmative action plans during regular business hours. You can view our [Equal Employment Opportunity and Affirmative Action Policy Statement](#) by visiting the "HR Compliance" section of the Employee Intranet.

1.4 Prohibition Against Discrimination, Harassment & Retaliation

The Company is committed to providing a professional work environment that is free of unlawful harassment, discrimination, and retaliation. The Company prohibits sexual harassment (by members of the same sex and opposite sex), and harassment or discrimination based on race, sex, sexual orientation and gender identity, color, religion, creed, pregnancy or related medical conditions, age, national origin or ancestry, veteran status, physical or mental disability, genetic information or any other status protected by applicable laws.

This commitment applies to anyone involved in the operation of the Company, and prohibits harassment by or toward any employee of the Company, including managers / supervisors and co-workers, as well as by anyone doing business with or for the Company. Conduct of the Company's employees while performing their duties outside the workplace, on the internet, and via electronic systems shall also be governed by this commitment.

1.5 Harassment-Free Workplace

We all have the right to work in an environment that is free from intimidation, harassment, and abuse. Verbal or physical conduct by any employee that harasses another, disrupts another's work performance, or creates an intimidating, offensive, abusive, or hostile work environment will not be tolerated. This includes bullying, yelling, excessive use of profanity, intimidation, threats of violence, and all forms of unlawful discrimination.

Prohibited Harassment

Prohibited harassment includes, but is not limited to, the following behaviors:

- Verbal conduct such as epithets, derogatory jokes or comments, or slurs;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings, gestures or other items;
- Physical conduct such as assault, unwanted touching or sexual advances, blocking normal movement or interfering with work because of any protected characteristic;
- Verbal and/or physical conduct intended to intimidate, offend, degrade or humiliate another person or create a hostile work environment; and
- Threats or demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors.

Any employee or member of management who engages in such discriminatory conduct is subject to disciplinary action up to and including discharge.

Complaint Procedure

Any person who believes this policy has been violated should follow procedures referenced in [**Asking Questions and Reporting Possible Violations section of this Handbook.**](#)

1.6 Reporting Concerns, and Shared Responsibility

Employees who have any questions about the Company's commitment to equal employment or to affirmative action requirements, who believe they may have been subjected to any form of discrimination, harassment, or retaliation, or who are aware of an incident of discrimination, harassment or retaliation involving another individual, or who are aware of any other misconduct, unethical, or illegal behavior, have a duty to speak up and ask for help through any one of the channels detailed below.

Reporting Concerns and Violations

Compliance with the Company's policies is a shared responsibility. Therefore, employees are expected to report in good faith any concerns or suspected violations so that the Company can investigate and respond as appropriate, including but not limited to:

- Discrimination, harassment, or retaliation
- Fraud, theft, or financial misconduct
- Violations of laws or regulations
- Breaches of Company policies or procedures

- Unsafe working conditions or threats to health and safety
- Unethical behavior or conflicts of interest
- Conduct inconsistent with Our Shared Core Values

Reports can be made through any of the following channels:

- The reporting employee's manager/supervisor or any other member of management
- Human Resources
- Via email to compliance@superiorenergy.com
- Via the Company Hotline at (833) 293-3439 (domestic) or for employees outside of the U.S. click on this link for international phone numbers: [International Phone Numbers](#)
- To report online, click this link: [Online Reporting](#)
- Via mail to the General Counsel at 1001 Louisiana Street, Suite 2900, Houston, Texas 77002.

The Company will promptly and objectively investigate all reports and take appropriate corrective action when necessary.

Confidentiality and Non-Retaliation

We will take reasonable steps to protect the confidentiality of all individuals involved, to the extent possible and consistent with the need to conduct a thorough investigation. Retaliation against anyone who makes a good faith report or who in good faith participates in an investigation is strictly prohibited and will result in disciplinary action.

Accountability and Shared Responsibility

Creating a positive and ethical workplace is everyone's responsibility. Employees are expected to:

- Speak up when they see or suspect misconduct
- Cooperate fully in investigations
- Uphold the Company's policies and Shared Core Values in all actions

The Company can only address issues it knows about. Multiple reporting avenues are available to ensure employees can choose among pathways for bringing their concerns forward in a safe, supported, and unrestricted manner. In the event an employee brings a concern forward in one avenue and does not receive or is not satisfied with the response, the employee is expected to escalate the matter to the General Counsel's office as set forth above.

1.7 Conflicting Guidelines or Policies

The Company's other practices and policies supplement the practices set forth in this Employee Handbook. However, if the guidelines in this Employee Handbook conflict with other such practices or policies, then the guidelines set forth in this Employee Handbook will prevail.

1.8 Intellectual Property

The Company's patents, copyrights, trademarks, trade secrets, and other proprietary assets ("Intellectual Property" or "IP") are the result of significant investment in innovation, research, and development. These assets are critical to our competitive advantage and long-term success.

Ownership and Assignment

All inventions, discoveries, designs, processes, software, works of authorship, and other forms of Intellectual Property created, conceived, or developed by employees—alone or with others—during the course of employment and related to the Company’s business, operations, or anticipated research and development, are the exclusive property of the Company.

Employees are required to:

- Promptly disclose any such Intellectual Property to the Company
- Assign all rights, title, and interest in the Intellectual Property to the Company
- Cooperate fully in securing and protecting the Company’s rights, including signing documents and assisting with patent, copyright, or trademark filings

This obligation applies regardless of whether the Intellectual Property was created on Company premises, during work hours, or using Company resources.

Patent and IP Filings

Employees must not file or pursue patent, copyright, or trademark applications related to work performed for the Company without prior written approval from the Company and coordination with the Legal Department.

Use of Company IP

Employees may not use, reproduce, or disclose Company Intellectual Property for personal use or for the benefit of any third party without express written authorization.

Third-Party IP

Employees must respect the intellectual property rights of others. The use of third-party materials (e.g., software, content, designs) must comply with applicable licenses and laws.

Post-Employment Obligations

These obligations regarding Intellectual Property continue after the end of employment. Former employees may not use or disclose Company IP or claim ownership of any work created during their employment.

1.9 Confidential Information

As part of your employment, you may have access to confidential and proprietary information belonging to the Company, its clients, or business partners. The Company takes reasonable steps to protect confidential and proprietary information from unauthorized disclosure, including but not limited to security measures and the dissemination of this Handbook to employees. It is essential to maintain the confidentiality of this information to protect the interests of the Company and comply with legal and ethical obligations.

Definition of Confidential Information

Confidential Information includes, but is not limited to, non-public information about the Company, its business, and its customers, and sensitive personal information about the Company's employees, including:

- Business strategies, plans, and forecasts
- Financial data and reports
- Client and customer information
- Employee records and personal data
- Trade secrets and proprietary processes
- Product designs, specifications, and development plans
- Marketing and sales strategies
- Internal communications and memos
- Any other non-public information that could harm the Company or its stakeholders if disclosed

Employee Responsibilities

Employees are expected to:

- Maintain the confidentiality of all sensitive information during and after employment
- Use Confidential Information only for legitimate business purposes
- Refrain from disclosing Confidential Information to unauthorized individuals, both inside and outside the Company
- Secure physical and digital records, as well as passwords, access codes, and credentials, to prevent unauthorized access
- Report any suspected breach of confidentiality to Human Resources or a supervisor immediately

Prohibited Actions

Employees must not:

- Share Confidential Information with competitors, media, or on social media
- Use Confidential Information for personal gain or to benefit another party
- Remove Confidential Information, whether physical or electronic, from Company premises or electronic storage locations without authorization

Return of Information

Upon termination of employment, and at any other time as may be requested by the Company, employees must return all Company property, including documents, devices, and any materials containing Confidential Information.

Legal Rights and Whistleblower Protections

Nothing in this section or elsewhere in this Handbook is intended to prohibit or restrict employees from:

- Reporting possible violations of law or regulation to any governmental agency or entity

- Cooperating with or participating in any investigation or proceeding conducted by such agencies
- Making disclosures that are protected under whistleblower laws or other applicable laws

Furthermore, employees are not required to notify the Company prior to making such reports or disclosures to any governmental agency or entity.

Consequences of Breach

Unauthorized disclosure or misuse of Confidential Information may result in disciplinary action, up to and including termination of employment, and may also lead to legal action.

Section 2: Employment Policies

2.1 Employment at Will

It is expected that both employees and the Company will treat each other in accordance with our Shared Core Values, and that the employment relationship between you and the Company will be one that is mutually productive and beneficial. Nevertheless, we realize that over time business and/or personal realities may change. Therefore, all employees are hired on an at-will basis, and either the employee may resign, or the Company may end that relationship at any time, for any reason not prohibited by law, with or without cause, and with or without notice. Nothing in this Handbook or any statement by the Company or its employees limits this employment at-will policy in any way, and this policy governs the relationship between you and the Company during your employment. Only the Chief Executive Officer (“CEO”) of the Company, or the CEO’s authorized representative, has the authority to enter into an agreement with an individual employee that changes this policy in any way, and if that happens, that agreement must be in writing, and be signed by the CEO or the CEO’s authorized representative to be valid.

2.2 Employment of Relatives (Nepotism)

The employment of family members can cause conflicts if not managed properly. Family members include individuals related by blood, marriage, and domestic partnership, as well as those in close personal relationships that could reasonably create a conflict of interest. These relationships include but is not limited to spouse or domestic partner; parents, step-parents, and parents-in-law; children, step-children, and children-in-law; siblings, step-siblings, and siblings-in-law; grandparents and grandchildren; and aunts, uncles, nieces and nephews. The Company believes in hiring and promoting people based on their knowledge, skills, abilities, and performance. To reduce the potential for conflicts of interest, no family members should work in the same department or share a manager, or report to each other. This should apply when hiring, promoting, or transferring employees, or any other employment-related decision.

2.3 Conflict of Interest

A conflict of interest occurs when there is an issue that potentially interferes with our ability to make an objective business decision that is in the best interests of the Company. Each of us is expected to use good judgment and avoid situations that can lead to even the appearance of a conflict. This can undermine the trust others place in us and damage our reputation.

Conflicts of interest are not always clear-cut. A few situations that may give rise to conflicts include close personal relationships, corporate opportunities, outside employment, and personal investments. Employees are expected to promptly disclose situations that may appear to be or actually present a conflict of interest for evaluation and handling by the Company. Questions should be directed to one's immediate manager or supervisor or, if circumstances warrant, Superior's Compliance Officer. This will allow the Company to properly evaluate, monitor, and manage the situation in a way that avoids apparent or actual conflicts.

2.4 Fraternization and Romantic Relationships

To minimize the risk of conflicts of interest, interference with a productive and collegial work environment, and potential complaints regarding fairness, harassment, and discrimination, the Company has adopted rules relating to fraternization and romantic relationships among employees. Fraternization and romantic relationships between employees who are in a reporting relationship, direct or indirect, are not permitted. This includes employees who, directly or indirectly, have the authority to make decisions such as those regarding pay, benefits, position, and employment. If employees become involved in or aware of any relationship in conflict with this policy, it must be immediately reported to Human Resources. Employees who violate this policy may be subject to disciplinary action up to and including termination of employment.

2.5 Employment of Minors

As a general rule, employees or third-party contractors of the Company must be eighteen (18) years of age or older. Due to the nature of work and both physical and environmental factors involved in our manufacturing and field operations, the Company will not employ or retain the services through third-party contractors or otherwise of anyone under the age of eighteen (18) years of age or any other minimum age requirement that may be imposed by applicable laws.

2.6 Outside Employment

Employees who hold a side job with another entity or organization, manage a side business, or engage in other employment or business activity outside employment by the Company must ensure that such activities do not impact their job responsibilities for, and duties owed to, the Company. Employees with outside employment are required to disclose outside employment so the Company can determine if a conflict exists and/or if the outside employment is interfering or may interfere with the employee's responsibilities and duties at the Company. Employees with other employment will be subject to the scheduling demands of the Company and will be assessed based on the same performance standards as similarly situated employees who do not have outside employment.

The Company will not allow a conflict of interest. If in review, the Company determines that an employee's outside employment or business interferes with performance or the ability to meet the requirements of the Company as they are modified from time to time, the employee could be asked to end the other employment or activity as a condition of remaining with the Company.

2.7 Conduct & Discipline

The way that we conduct ourselves at work, and among our customers, suppliers, and other business partners, should always be guided by our Shared Core Values. Digital and technological advancements, the internet, and globalization connect people like never before, and how we

conduct ourselves outside of work both in the community and online can have repercussions in the workplace and in our employment relationships. The Company expects that to uphold our Shared Core Values, employees will follow certain basic rules of conduct, and we will take appropriate disciplinary action, up to and including termination of employment, when employees engage in contrary behavior. While we cannot possibly list every type of behavior that might violate our Shared Core Values, the following are examples of unacceptable conduct that may result in disciplinary action, including suspension, demotion, or termination of employment.

The following is a non-exhaustive list of conduct that violates the Company's standards, when the conduct occurs during works hours or while conducting business on behalf of the Company, on Company property or the property of a customer, at an event or function related to the business of the Company, including customer and industry events, and/or at any other time, manner, and place that disrupts, interferes with, or otherwise adversely affects job performance or the Company's business or goodwill:

- Failure to satisfactorily perform job requirements and objectives and to consistently meet expectations regarding work quality and quantity;
- Habitual or excessive, unexcused absences or tardiness;
- Insubordination, mistreatment of other employees or customers, or lack of cooperation
- Falsifying any Company document or record, whether physical or electronic in any way or allowing such falsification (including recording the work time of another employee, or falsification of any record of hours worked);
- Theft or the deliberate or careless damage of any Company property or the property of any employee or customer;
- Unauthorized disclosure of trade secrets or other confidential and proprietary business information, or any confidential customer information;
- Use of Company materials, supplies, tools or products or for personal reasons without advance permission from management;
- Misuse or abuse of the Company's electronic resources, or using those resources in a manner that interferes with the employee's work performance or productivity
- Failure to follow established safety guidelines or procedures;
- Possessing, distributing, selling, transferring or using, or being under the influence of alcohol or illegal drugs;
- Provoking or engaging in a physical fight;
- Gambling or horseplay;
- Sleeping on the job;
- Violation of customer policies or procedures;
- Dishonest, unethical, illegal, disruptive, or unproductive behavior;
- Using abusive, threatening, obscene, or vulgar language;
- Failing to observe and adhere to work schedules (including arrival and departure times, and meal and rest breaks) or working overtime without authorization from an appropriate supervisor or manager;
- Any misrepresentation, falsification, or material omission in any verbal, written, or electronic representations, communications, records, documents, forms, information, or data in any way related to your employment or the application for employment, your duties or the performance thereof, the Company, or the Company's business;

- Fraudulent, abusive, or misuse of Company benefits or programs (leaves of absence, paid PTO, expense reimbursement etc.);
- Violating any Shared Core Value or Shared Expectation of the Company.

Our goal, whenever appropriate, is to provide progressive coaching and discipline through oral and written warnings, suspensions, and other options with a lesser impact than termination. Nevertheless, your employment with the Company remains at-will, and can be terminated at any time, without following any formal progressive system of discipline or warnings. Depending on the facts and circumstances associated with employee conduct, we reserve the right to determine what level of discipline is appropriate in each situation, even immediate termination if we believe the offense is sufficiently serious.

2.8 Accommodations

Treating our employees with respect and dignity means recognizing and valuing each other's individual differences and ensuring that we minimize barriers to success in our workplace. The Company is committed to providing reasonable accommodations to qualified employees in accordance with all applicable laws and regulations and Our Shared Core Values.

2.9 Physical and Mental Disabilities

The Company will provide reasonable accommodation for qualified employees and applicants with a known physical or mental disability, if it can do so without posing an undue hardship on the Company or posing a threat to safety. Such accommodations may be made to enable an employee to perform the essential functions of his or her job, or to enable a qualified applicant to proceed through the hiring process. Employees who believe they may need such an accommodation should notify Human Resources who will coordinate with their supervisor or another appropriate member of management. The Company will work with the individual, with involvement of an appropriate health care provider if necessary, to identify possible reasonable accommodations, if any, that will help to lessen any job-related limitations or barriers. Individuals must fully cooperate with the Company during this process, including seeking and evaluating possible alternative reasonable accommodations.

2.10 Pregnancy

The Company will provide reasonable accommodations to qualified employees with known limitations related to pregnancy, childbirth, or related medical conditions, unless doing so imposes an undue hardship on the Company. Employees who believe they may need such an accommodation should notify their supervisor, another member of management, or Human Resources.

2.11 Lactation Breaks

Employees, both exempt and non-exempt, who are lactating may take a reasonable amount of break time to accommodate the employee's need to express breast milk after the birth of the applicable nursing child or children as provided by law. The Company will designate an appropriate location, shielded from view (other than a restroom), and provide for such breaks upon notice by the employee to Human Resources of the need for such breaks.

2.12 Religious Beliefs

The Company will also attempt to make reasonable accommodations for qualified employee observance of religious holidays and sincerely held religious beliefs, including time off for religious holidays and accommodations related to dress and grooming practices, unless doing so would cause undue hardship on our operations. Employees who desire a religious accommodation must make the request with Human Resources who will coordinate with the appropriate supervisor or other member of management.

2.13 Personal Appearance Policy

The Company expects employees to dress and act in keeping with the requirements of their job and in a manner that will reflect favorably upon themselves and the Company. Employees must always maintain a professional image with peers, customers, and the general public. Employees are expected to maintain good personal hygiene and report to work in clothing that is clean, neat, appropriate for the specific job duty and/or location, and in good condition. The Company retains the sole right to determine what constitutes “appropriate” dress and grooming for the position, location, and business requirements and to require any employee not appropriately dressed and groomed for work to leave work and return in a manner that complies with personal appearance expectations, without pay for the absence to the extent consistent with applicable laws.

Office Personnel

All office employees are expected to report for work in appropriate casual business attire. While the Company observes a casual dress environment, there may be situations requiring more formal attire. If you are conducting or attending meetings, seminars, roundtables, or similar work-related events in which you may come in contact with other business professionals or customers, you are expected to represent the Company in a professional manner and dress appropriately for conducting such business. Any clothing that has non-Company branded slogans, messages, words, terms, political expressions or pictures that may be unlawfully harassing, discriminatory, obscene, violent or threatening to other employees is prohibited.

Field and Service Personnel Uniforms

An approved Company uniform must be worn at all times while on Company business and while on the job location. Ripped, loose, or tattered clothing may be unsafe and, regardless, will not be allowed under our personal appearance expectations. PPE requirements must be adhered to by all employees in designated areas. Safety regulations may also impose restrictions on hair length, beard length, and jewelry.

2.14 Attendance & Punctuality

The Company does not have any unimportant jobs. Regular and predictable attendance and punctuality are, therefore, essential functions of every job. Employees are expected to abide by the hours of work in accordance with the schedules agreed upon with their manager/supervisor. If absence from work is required for a scheduled reason such as doctor's visits or parent/teacher meetings, the employee should notify his or her manager/supervisor in advance so arrangements can be made to cover the absence, if required. If advance notice is not practical, such as absences

related to sudden and incapacitating illness or injury, the employee is expected to notify his or her immediate manager/supervisor as soon as possible.

2.15 Hours of Work

Typical office hours are Monday through Friday, 8 a.m. to 5 p.m. with generally a minimum of 30 minutes to one (1) hour non-working lunch. Certain departments and job titles have set hours of work and work schedules; however, depending on business, position, and location requirements individuals may be provided the flexibility to adjust the start and stop times accounting for eight (8) hours per day if approved by department managers. All employees are expected to be at work physically or online (for remote positions) on time, and to observe the unpaid lunch period, unless otherwise directed by their manager/supervisor. Contact your manager/supervisor for your specific schedule. Remote workers, where applicable, are required to be online and available during core business hours as defined by their respective department.

Field hourly and salaried employees are subject to 24/7 scheduling based on the nature of work in oil field services.

2.16 Punctuality, Chronic Absence or Tardiness

All employees are expected to report to work or be online on time based on their work schedule. If instances of employee absences or tardiness become excessive or abusive, except for absences that are protected by applicable law, appropriate performance-improvement measures or disciplinary actions up to and including discharge will be implemented.

2.17 No Call/No Show

Employees are required to be at work as scheduled, on time and able to perform assigned tasks. When an employee is unable to report to work on time or at all, they must notify their supervisor or another member of management according to the policies in this Handbook.

Managers/supervisors should attempt to contact an employee when the employee does not call to communicate their absence or report to work after one day. In most cases, an employee who does not call in or report to work after three consecutive days will be considered to have voluntarily resigned from the Company, however circumstances and job requirements will dictate at what point the employee has voluntarily resigned.

2.18 Employee Records

Personnel records are kept on every employee of the Company and are maintained in the Human Resources Department. All records are the property of the Company and are kept confidential. Unauthorized use or disclosure of personal information is prohibited. Exceptions may be made only with the written consent of the employee, for valid business reasons, as required by applicable laws, or in response to subpoena or government agency requests.

2.19 Verification of Employment

The Company is committed to ensuring consistent, appropriate, and lawful employment verifications on former and current employees. In order to assist us in this endeavor, anyone requesting an official job reference or proof of employment or income should call The Work Number

at (800) 996-7566 (Voice)/ (800) 424-0253 (TTY/Deaf) and enter #16037 for the Company. No manager or manager/supervisor is authorized to release references or employment verifications on the Company's behalf for current or former employees. The Company's process concerning references for former employees is to disclose only the dates of employment and the title of the last position held.

2.20 Promotion & Transfers

The Company provides opportunities for career advancements. Performance in current position and ability to perform in a new position are key considerations for advancement. Employees have the responsibility to upgrade their skills in order to qualify for consideration.

Transfers, whether initiated by the employee or the Company, are encouraged when they contribute to the strength of the organization and offer opportunities for personal development. The Company recognizes that employees may be better suited for, or more interested in, other types of work within the organization.

When filling job openings, the Company shall base its selection of candidates solely on the job-related qualifications of the individuals submitting request for the positions, without regard to any legally protected characteristics. Generally, job vacancies that cannot be filled within a department or business unit are posted. However, business conditions and operational considerations could affect the decision to post a particular position. Therefore, employees should not expect all vacant positions to be posted, unless required by applicable law.

The Company requests that employees communicate interest in such opportunities with their immediate Supervisor or Department Head. To the extent an employee desires to be considered for a posted position, the employee must apply for the position. The Company shall consider the candidate's qualification, abilities, past performance, experience, and capacity to assume the increased responsibilities of the job opening. Nothing in this policy shall alter at-will employment or the Company's right and discretion to change job assignments, to establish and modify job classification, and to create and review work rules and workloads.

2.21 Solicitation & Distribution

To maintain and promote safe and efficient operations, and to avoid disruption of and interference with Company operations, customer satisfaction, teamwork, and work quality the following policy has been established:

- Persons who are not employed by the Company may not solicit or distribute literature on Company property at any time for any purpose.
- Employees of the Company:
 - May not solicit during working time for any purpose
 - May not distribute literature during working time for any purpose
 - May not distribute literature at any time for any purpose in working areas
- Working time includes the working time of both the employee doing the soliciting or distributing and the employee to whom the soliciting or distributing is directed. Working time does not include meal or other specified periods during the workday when employees are not engaged in performing work tasks. Working areas do not include parking lots, cafeterias, or break rooms.

- Off duty employees are not permitted to access the interior of Company buildings or other work areas.

Section 3: Pay and Benefits

3.1 Pay Transparency

The Company complies with any applicable laws that prohibit discharging or in any other manner discriminating against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is authorized and (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the Company's legal duty to furnish information.

3.2 Fair Pay

Part of our commitment to our employees is to conduct our business dealings fairly, honestly, and legally. We strive to pay our employees fairly and according to federal and state laws and all applicable regulations.

3.3 Personal Data Changes

Employees are responsible to keep their personal data up to date in the payroll system for payroll, benefits, and other similar purposes.

3.4 Direct Deposit

It is in the best interest of the Company and our employees to take advantage of direct deposit for both financial and administrative reasons. Direct deposit provides a number of benefits, such as reducing loss or theft of a check, reducing potential for fraud, and promptly depositing of earned wages in employee accounts on payday. Direct-deposited funds are generally available on the morning of the pay date.

The only alternative to direct deposit is the use of a Paycard. Please contact Human Resources for assistance with any questions or concerns about direct deposit or for assistance with completing the necessary documentation.

3.5 Overtime Pay

Employees may be asked to work overtime to meet business needs, and as otherwise requested or approved by management. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work. Overtime compensation is paid to all nonexempt employees as required by applicable laws. Overtime pay is based on actual hours worked. Time off on holidays, PTO, jury duty, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the manager/supervisor may result in disciplinary action, up to and including termination of employment.

3.6 Timekeeping

To ensure that the Company has complete and accurate time records for hourly and any other overtime-eligible employees and that they are paid for all hours worked, such employees are required to accurately record all working time by using the timekeeping system in effect for their specific work location or division. Hourly and any other overtime-eligible employees should review and approve their time entry prior to submitting each pay cycle. Falsifying time entries and working “off the clock” is strictly prohibited and will be subject to discipline up to and including discharge for any employees requesting, permitting, or participating in falsification or “off-the-clock” work.

Any employee who is encouraged, requested, or required to work “off the clock” or becomes aware of time entry falsification must immediately report the matter to Human Resources.

3.7 Meal Breaks

Hourly employees who are instructed or allowed to take meal breaks (at least 30 minutes in duration) must record their stop and start times for any uninterrupted meal breaks and are not permitted to perform any work during such breaks.

3.8 Payroll Deductions

The Company will make certain payroll deductions as required by law, elected by the employee, or otherwise appropriate and permitted applicable law. These deductions will include those for federal and state income, Social Security, and other payroll taxes; garnishments, child support, and other income withholding orders; and retirement, health care, and other health and welfare benefit contributions; repayment of wage advances and loans; recoupment of overpayments; and any other deductions permitted by applicable law. Salary payments may be reduced for reasons allowed by law, such as for full-day absences for personal time off not due to sickness or disability; full-day absences due to sickness or disability under the Company’s policies or plans; partial-day absences covered by the Family and Medical Leave Act; and for the proportionate amount of time not worked during the initial and terminal weeks of employment. By accepting or continuing employment with the Company, employees acknowledge and agree to payroll deductions under the Company’s policy.

3.9 Payroll Verification and Concerns

Employees should review their payroll information each pay cycle to ensure that the information is correct. If an employee believes pay errors have been made, whether due to underpayment or overpayment, improper deductions, incorrect computation of hours worked or compensation owed, or for any other reason, the employee must immediately report the matter to Human Resources. The Company will promptly evaluate and respond to any such reports and, if appropriate, take corrective action as soon as possible, which includes reimbursing the employee for any improper deductions or underpayments determined to have occurred.

3.10 Termination Pay

The termination pay guidelines below are designed to ensure all employees receive accurate and timely final pay.

Voluntary Termination

A voluntary termination generally is a separation initiated by the employee, which may also result when the employee fails to return to work or continue working as assigned/required. Upon receiving notice of an employee's resignation, the Company will, at its discretion, determine whether the employee will work through the notice period provided by the employee. Unused PTO accruals are included as part of final pay. Any PTO time used but not accrued will be deducted from the employee's final paycheck.

Employees initiating a voluntary termination will be paid their final paycheck in accordance with state and federal guidelines.

Involuntary Termination

An involuntary termination generally is a separation initiated by the Company. Examples of involuntary termination include, but are not limited to, dismissals due to poor performance, violations of established policy and/or other unprofessional conduct, at the Company's discretion. Involuntary terminations also include job eliminations and reductions in force.

Employees whose termination is a result of job elimination or reduction in force may be entitled to an offer of severance subject to conditions stated in Section 3.11 of this Handbook. If employment with the Company ceases for any reason, voluntary or involuntary, the employee will be paid for PTO time accrued but not used. Any PTO time used but not accrued will be deducted from the employee's final paycheck.

Employees impacted by an involuntary termination will be paid their final paycheck in accordance with state and federal guidelines.

3.11 Severance

Full-time employees whose employment is involuntary terminated for reasons beyond their control such as due to job elimination, reduction in force, or office closing may be entitled to a lump sum severance benefit, less applicable tax withholding, conditioned upon employee providing a signed waiver and release of claims against the Company in the form and content specified by the Company. The benefit is based on years of completed service from the last hire date, with a minimum of two weeks and maximum of 26 weeks. Severance will not apply to part-time individuals or individuals with employment contracts.

3.12 Employment Classifications

- **Regular full-time** - employees who are regularly scheduled to work a full-time schedule of 30 or more hours per week and are on the company payroll.
- **Regular part-time**— employees who are regularly scheduled to work less than 30 hours per week and are on the company payroll.

- **Temporary** – employees who are employed for a specified period of time and designated number of hours per week. These employees are not eligible for benefits. Examples include interns, seasonal workers, time-restricted project-based workers, or for similar limited or non-regular periods.

3.13 Benefits

The Company provides a comprehensive benefits package for all full-time employees. Full-time employees will be eligible for benefits coverage on the first day of the month following their start date. Employees have 31 days to complete benefits enrollment and provide proper documentation for dependent coverage or the ability to enroll in benefits will be forfeited until Open Enrollment or the occurrence of a Qualifying Life Event. Enrollment and additional information is available by reviewing the current Employee Benefits Guide.

The Company also provides retirement savings opportunities through the 401(k) plan. Review the current Employee Benefits Guide for eligibility and enrollment information. Information regarding eligibility, qualification, and other terms and conditions of employee benefits may be found in governing plan documents for such benefits plans and programs. In the event of any conflict between this Handbook and the provisions of the benefits plan and program documents, the benefits plan and program documents control.

3.14 Employee Business Expenses

The Company will reimburse employees for approved reasonable business expenses incurred by employees while on authorized Company business. Such expenses generally include airfare, meals, accommodations, and rental cars. All expenses should be reasonable and supported by appropriate receipts. If you have questions about any business-related expenses, please discuss them with your immediate manager/supervisor. All expenses submitted for reimbursement must be recorded and appropriately justified on an expense report and comply with applicable finance and [expense reimbursement guidelines](#).

Paid Time Off and Types of Leave

4.1 Paid Time Off (PTO)

PTO is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. PTO will allow flexible paid time off to take care of personal matters and/or to cover when absences are due to an employee's own illness or non-job-related injury, or due to that of a child, parent, or spouse of the employee.

PTO Eligibility

To be considered eligible, you must be a full-time, regular employee with a minimum 30-hour work week.

Employees who work rotations may not be eligible for PTO. Field employees who work on variable rotations are eligible but limited to accruing a maximum of 80 hours per year. Field employees with a set rotational schedule (*i.e.*, 7/7, 14/14, etc.) are not eligible for PTO.

New employees will begin accruing PTO at the time of hire and become eligible to use PTO as accrued.

PTO Schedule

PTO hours are based on completed years of service as of December 31 of the current year.

Level 1		Level 2		Level 3		Level 4	
Years of Service	Days of PTO	Years of Service	Days of PTO	Years of Service	Days of PTO	Years of Service	Days of PTO
<5	15	5 < 10	20	10 < 20	25	20+	30

PTO Accrual Schedule

PTO accrues and is earned incrementally on a bi-weekly basis. The employee's PTO-accrual amount is granted on the first day of each pay period (bi-weekly). The accrual amount is based on total hours of PTO divided by 26 pay periods.

PTO Level	Total Annual PTO Entitlement in Hours	Total Annual PTO Entitlement in Days	Hours Earned Per Pay Period
Field Employees (<i>PTO eligible</i>)	80	10	3.08
Level 1	120	15	4.62
Level 2	160	20	6.15
Level 3	200	25	7.69
Level 4	240	30	9.23

PTO Scheduling and Use

PTO may be scheduled and taken in advance and may be taken before it is fully accrued; however, advanced PTO time taken is limited to 50% of the total amount of PTO the employee will have earned by December 31 of the calendar year. This allows an employee to take a limited amount of PTO time prior to accruing it. Any used but unaccrued PTO time is considered an advance or loan.

When an employee's employment separates, whether voluntarily or involuntarily, any used but not accrued PTO advanced or loaned to the employee will be deducted from the employee's final paycheck.

PTO will be paid at an employee's base pay rate excluding overtime, commissions, allowances, incentives, job bonuses, and other forms of supplemental or premium compensation. Also, any PTO hours taken will not apply to the number of hours worked when determining an employee's overtime pay for that week.

PTO will not accrue during periods of extended absence from work or periods when employment status is considered inactive, unless required by law.

A doctor's excuse may be required when three (3) or more consecutive days of PTO are used to cover an employee's own illness or injury. Before returning to work from a PTO absence of five (5) consecutive calendar days or more for the employee's own illness or injury, an employee may be requested to provide a physician's verification that he or she may safely return to work and perform the essential functions of the job, specifying any restrictions or accommodation needed.

It is the responsibility of each manager/supervisor to administer PTO within their departments. PTO will be scheduled and approved according to business needs and requirements. The submission of a PTO request is not a guarantee that it will be granted. To ensure business continuity, we encourage employees to submit their PTO request as far in advance as possible. Employees must submit a PTO request to their manager/supervisor for approval through the Time & Attendance system. It is the manager's/supervisor's responsibility to ensure that all employees submit a PTO request, and any approvals are granted prior to the payroll deadline.

Minimum Increments

PTO can be taken in minimum increments of two (2) hours for full-time regular employees. PTO pay does not include overtime or any special forms of compensation such as commissions, allowances, incentives, job bonuses, and other forms of supplemental or premium compensation. PTO hours will be paid as straight time not to exceed eight (8) hours a day and will not be used in the calculation of overtime. Addition of PTO hours should not exceed the number of hours of a regularly scheduled shift.

No Carry-Over

Taking personal time is your responsibility. PTO hours are available to be used, not just accrued, and our policy does not allow employees to carry over time from one year to the next unless required by applicable law. Any unused accrued PTO lapses on December 31 each year and is not paid out to employees. Accrued but unused PTO will be paid to employees upon termination of employment.

4.2 Holiday Schedule

All active full-time employees are eligible for the following ten (10) holidays each calendar year. Holidays are typically observed as follows, but subject to change:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Floating Holiday*

At the beginning of each calendar year, a current holiday schedule will be distributed at each office location. Full-time, regular employees are eligible to receive eight (8) hours of holiday pay at their regular base rate. Holiday pay is not calculated toward overtime. Holiday pay will not be paid to

inactive employees or employees who are on a leave of absence (due to short-term disability or long-term disability) or taking an unpaid leave of absence. Use of PTO in conjunction with holidays may be restricted based on the needs of the business unit in which the employee works. Employees should consult Human Resources or their supervisor or manager for any questions about the use of PTO around Company-provided holiday.

*Floating holiday is to be requested at the employee's discretion and approved by the manager.

4.3 Family and Medical Leave Act (FMLA)

Part of treating our employees with fairness, dignity and respect means understanding that during the course of an employee's time with the Company, personal and family medical situations occur that require employees to be away from work. The Company is committed to providing leave from work in accordance with the Family and Medical Leave Act (FMLA), and all applicable state and local laws, for such situations. This section addresses some of the most important aspects of FMLA under federal law, which are applicable to all eligible employees. You may also be eligible for additional leave benefits under the state or local law where you work, so please contact Human Resources to determine if such other leave may be available.

Eligibility

To be eligible for FMLA, employees must have worked for the Company for a total of at least 12 months, consecutively or nonconsecutively consistent with applicable law, have worked at least 1,250 hours over the previous 12-month period, and work at a location where at least 50 employees are employed by the Company within a 75-mile radius.

Reasons for Leave

FMLA leave is available to eligible employees for:

- The birth, adoption, or foster placement of an employee's child within 12 months following birth or placement ("Bonding Leave")
- An employee's own serious health condition ("Serious Health Condition Leave")
- A qualifying need arising from a spouse, parent or child's covered active duty as a member of the Armed Forces ("Military Emergency Leave") and/or
- To care for a spouse, parent, child or next of kin who is a covered service-member as defined by the FMLA ("Military Caregiver Leave").

Amount of Available Leave

Eligible employees may take up to 12 workweeks of leave in any rolling backward 12-month period when the leave is taken for: (1) Bonding Leave; (2) Family Care Leave; (3) Serious Health Condition Leave; and/or (4) Military Emergency Leave. However, if both spouses work for the Company and are eligible for FMLA leave, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave.

Employees taking Military Caregiver Leave will be limited to a combined total of twenty-six (26) workweeks of leave in a single 12-month period, which unlike other types of leave, begins on the date an employee first uses such leave and ends 12 months after that date. If both spouses work

for the Company and are eligible for FMLA leave, the spouses will be limited to a total of 26 workweeks off between the two when the leave is for Military Caregiver Leave only, or is for a combination of Military Caregiver Leave, Military Emergency Leave, Bonding Leave and/or Family Care Leave taken to care for a parent.

Some extensions to leave beyond an employee's FMLA entitlement may be granted when the leave is necessitated by an employee's work-related injury/illness, or a "disability" as defined under the Americans with Disabilities Act and/or applicable state or local law. Employees who would like to request additional leave beyond FMLA in these circumstances should contact Human Resources to discuss whether such an extension may be available.

Intermittent and Reduced Schedule Leave

Under some circumstances, employees may take FMLA Leave intermittently—which means taking leave in smaller blocks of time, or working an adjusted, reduced weekly or daily work schedule. Leave taken intermittently may be taken in increments of no less than one hour. Employees who take leave intermittently or on a reduced work schedule basis for planned medical treatment must make a reasonable effort to schedule the leave so as not to unduly disrupt operations. Please contact Human Resources prior to scheduling planned medical treatment. If FMLA Leave is taken intermittently or on a reduced schedule basis due to foreseeable planned medical treatment, the Company may also require you to transfer temporarily to an available alternative position with an equivalent pay rate and benefits, including a part-time position, to better accommodate recurring periods of leave.

Notice and Certification

Employees taking FMLA leave must provide advance notice of the need for Bonding, Family Care, Serious Health Condition and/or Military Caregiver Leave, at least 30 days prior to the leave, or as soon as practicable if such advance notice is not possible. Employees taking Military Emergency Leave must provide notice as soon as is reasonable and practicable under the circumstances. To make a request for FMLA leave, please contact Human Resources. Employees on any type of FMLA may also be required to recertify their leaves, or provide periodic reports during their leave, depending on the individual facts and circumstances.

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of FMLA Leave. If you fail to return to work at your leave's expiration and have not obtained an extension of the leave, the Company may presume that you do not plan to return to work and that you have voluntarily terminated your employment.

Compensation During Leave

Generally, FMLA Leave is unpaid. However, employees may be eligible for compensation during some or all their FMLA leave through various benefits and programs offered by the Company, or through state-sponsored benefits. This includes an expectation that employees will utilize all available PTO (if applicable) at the beginning of and contemporaneous with any unpaid FMLA leave that may apply. The use of paid benefits will not extend the length of an FMLA leave but instead provides a certain level of compensation during the leave.

Benefits During FMLA Leave

The Company will continue making contributions for your group health benefits during FMLA Leave on the same terms as if you had continued to work. This means that if you want your benefits coverage to continue during FMLA Leave, you must also continue to make any premium payments that you are regularly required to make for yourself or your dependents. During periods of paid FMLA leave (such as where an employee uses available PTO to receive pay while on leave), paid leave benefits will continue to accrue. During periods of unpaid FMLA, as with other periods of extended unpaid leave, employees do not accrue additional paid leave benefits.

Job Reinstatement

Employees will generally be reinstated to the same position held at the time of the FMLA Leave, or to an equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, employees have no greater right to reinstatement than if they had been working instead of out on FMLA leave. That means that operational or other business realities may impact this right to reinstatement, as could someone's status as a "Key Employee" as defined under the FMLA.

Returning to Work

Employees are responsible for keeping their supervisor informed of their expected return-to-work date and whether they intend to return to work when they have been granted a leave of absence. Employees will be required to provide a medical release to return to work or undergo a fitness-for-duty exam before being permitted to return to work, which is necessary for safety of the employee and others and to allow the Company time to consider any possible accommodations, if applicable.

Potential Misuse of FMLA

An employee who fraudulently obtains FMLA from the Company is not protected by FMLA's job restoration or maintenance of health benefits provisions. In addition, such employees may be subject to discipline, up to and including termination of employment.

Additional Information About FMLA

A Notice to Employees of Rights Under FMLA (Wage and Hour Division Publication 1420) is posted on your bulletin board or a copy may be requested from Human Resources. Human Resources will also provide a copy of this poster along with the appropriate FMLA paperwork for employees who may need FMLA leave.

Other Family, Medical, and Maternity Leave

The Company will comply with any additional leave requirements, paid or unpaid, that may be required by state or local laws.

4.4 Bereavement Leave

Employees who need leave because of the death of an immediate family member should notify their manager/supervisor immediately. Up to three (3), eight (8)-hour days of straight time, paid bereavement leave for each death of an immediate family member will be provided to regular full-time employees.

The Company defines “immediate family” as a legal spouse, domestic partner, parent, child, sibling, grandparent, grandchildren, legal guardian, or the parent, child, sibling, grandparent or grandchildren of the employee’s legal spouse. Employees may be required to furnish proof of death, such as a death certificate or obituary. Approval or denial of unpaid time off requests for bereavement of a friend or extended family member, will be handled at the discretion of management based on availability of coverage for job responsibilities during the requested period the Company’s business and operational needs and similar considerations.

4.5 Military Leave

As another part of our commitment to treating our employees with dignity and respect, as well as our commitment to being good citizens in our communities, the Company provides military leaves of absence to employees who serve in the uniformed services as required by the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and applicable state law. Leave is available for active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, for examinations to determine fitness for any such duty, and for any other leave permitted by law. Total military leave time taken may not exceed five (5) years during employment, except in certain specific circumstances or as otherwise provided by law.

Advance notice of the need for leave is required, preferably in writing, unless giving such notice is not reasonable based on circumstances not attributable to the employee or is precluded by military necessity. Please inform Human Resources of anticipated military leave time as far in advance as possible.

Accrued paid time off will be paid during military leave at your request.

Health insurance benefits will remain in effect for the first thirty (30) days of any military leave. After this 30-day period, employees on a military leave, and their dependents, will be given the opportunity to elect to continue their health insurance benefits as required by USERRA for up to twenty-four (24) months, subject to the terms, conditions, and limitations of the plan for which the employee has elected coverage immediately prior to the leave. Employees or dependents making such elections will normally be required to pay up to 102% of the costs of the premiums for maintaining coverage through USERRA. An employee on military leave may also be entitled to continuation coverage under COBRA for up to eighteen (18) months, which runs concurrently with the USERRA continuation coverage. If you comply with the steps necessary under state or federal law for re-employment, the Company will reinstate you according to that law. Failure to return to work or reapply within the applicable time limits may result in loss of employment rights.

4.6 Jury Duty

The Company encourages employees to fulfill their civic responsibilities by serving on a jury when required. Regular, full-time and part-time employees receive paid leave while reporting for jury duty

as required by a jury duty summons. Jury duty pay is calculated on the employee's base pay rate, corresponding to whether the employee's schedule is full-time or part-time, and does not include any special forms of compensation, such as incentives, commissions, bonuses, shift differentials or overtime.

Employees must show the jury duty summons to their manager/supervisor as soon as possible to accommodate their absence. Employees must report for work when the court schedule permits or when they are released from jury duty. Employees must present a release from the court showing the date and time of their release. The court will furnish this release upon request.

4.7 Personal Leave

Unpaid personal leave may be granted to an employee, upon written request, for personal reasons not otherwise covered by applicable laws, programs, or policy for up to 30 days. Employees must have exhausted all other available paid time off. Employees should notify Human Resources who will coordinate with the supervisor or another appropriate member of management. Employees may be responsible for benefit premiums during the period of approved leave and will not accrue PTO during any unpaid leave granted.

4.8 Time Off to Vote

The Company encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees can find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their non-working hours, the Company will grant up to one (1) hour of time off to vote except when applicable state law requires otherwise.

Employees should request time off to vote from their manager/supervisor at least two (2) working days prior to the election. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

4.9 Unpaid Time Off

When an employee has exhausted all paid leave but requires additional time off, the employee must request approval from their supervisor in advance of the needed time off. If approved, that time will be unpaid.

4.10 Severe Weather Office Closures

If the office closes for short durations due to severe weather, employees will be paid for the regular business hours that the office was closed. As a general rule, offices should track activity for school district closings and/or public transit reductions related to severe weather conditions. Supervisors may request certain office employees to telecommute during extended office closures. Supervisors may request that operations employees report to work to assist with cleanup efforts, etc. Employees are expected to return to work as soon as the office is re-opened. Any employee unable to return to work when the office re-opens will have to use PTO for the time missed.

Section 5: Workplace Safety

In addition to the policies outlined in this handbook, your department, division and business unit will provide any additional or site-specific HSE policies relevant to their operations. These policies will be communicated to the employees through various methods such as site orientations, training sessions, or postings at the worksite. Employees are expected to review and adhere to these policies as part of their HSEQ responsibilities.

5.1 Target Zero Mission and Goals

Target Zero is the Company's HSEQ system that defines how we do business and provides the tools and resources necessary to truly embrace HSEQ excellence as one of Our Shared Core Values. Protecting our people and the environment, as well as delivering quality products and services to our customers, are values that run deep at the Company.

Our goals are to achieve widespread employee ownership and participation in all functions of HSEQ and to improve operational performance by reducing incidents of all types. Our Health, Safety, Environment, and Quality (HSEQ) team is service-focused and helps to reinforce these values globally, supporting our businesses and leadership team every day in the achievement of our HSE goals.

5.2 HSEQ Policy Statement

The Company is a performance-driven company whose systematic approach to HSEQ management highlights our greatest responsibilities, the health and safety of our employees and protection of the environment.

THE COMPANY'S FOCUS ON HEALTH AND SAFETY IS EVERY EMPLOYEE'S RESPONSIBILITY AND IS MORE THAN A PRIORITY, IT IS A DEEPLY-HELD SHARED CORE VALUE OF THE COMPANY

In order to maintain this standard, we are committed to demonstrating visible leadership, care and concern for our people and respect for the environment and have implemented robust Global HSEQ Expectations and HSEQ Management Systems to help drive a culture of excellence throughout the Company.

All Company personnel are empowered with "Stop Work Authority" and are obligated to use such authority whenever a situation arises that they consider to be unsafe, or that could put people or the environment at risk. Nothing we do is so important that it cannot be done safely. Safety and environmental stewardship is the responsibility of each employee and line management.

The Company's integrated HSEQ approach, which includes Global HSEQ Expectations and HSEQ Management Systems appropriate for each of its business unit's operations, represents our commitment to achieving and maintaining a high level of HSEQ performance standards. Some of the requirements contained in these standards include:

- Developing and nurturing a culture which supports full implementation of the Company's HSEQ standards;
- Providing training and resources for employees in HSEQ, and job-specific skills and knowledge;
- Ensuring proper incident reporting and notification;
- Training employees in and promoting our behavior-based safety programs;

- Performing regular HSEQ reviews, evaluations and inspections, and providing feedback to Company management;
- Minimizing our impact on the environment through pollution prevention, waste management, water and energy efficiency, and effective use of raw materials;
- Complying with and adhering to applicable HSEQ regulations and local, state/provincial, federal and/or international laws; and
- Implementing documented processes focused on ensuring the quality of our management systems, products and services appropriate to the business environment; and,
- Working toward continual improvement of safety and environmental performance by setting attainable objectives and targets.

By these actions and with the full cooperation and contribution of all employees, we will continue to set the expectation of being a global leader in health, safety, environment, and quality performance.

5.3 Reporting Workplace Incidents

The Company's goal is to minimize, and wherever possible, eliminate workplace incidents, injuries, and illnesses. But when incidents do occur, we value the safety of our employees and those with whom we work, above all else. Employees are required to report any motor vehicle accident, injury, illness, environmental impact, property damage, third-party incident, unsafe act, unsafe condition or near miss to their manager/supervisor as soon as reasonably practical or within twenty-four (24) hours of knowing a work-related incident occurred. As outlined more fully in Our Shared Core Values, the Company will not tolerate retaliation against any employee who reports such incidents in good faith.

Employees who suffer a work-related incident may be eligible for certain wage-replacement benefits and/or coverage of medical expenses associated with the injury, depending on the law and applicable workers' compensation program in the state where they work. For more information about workers' compensation, please contact HSEQ.

For additional information on HSEQ in the workplace, [Target Zero](#) can be accessed through the intranet.

5.4 Emergency Response

The Company has established, implemented, and maintains processes, protocols and/or procedures to identify the potential for emergency situations, to respond to such emergency situations, periodically test procedures (drills), and periodically review procedures in accordance with applicable local requirements. Employees are trained in their respective facility emergency preparedness processes, protocols and/or procedures. Please refer to the HSE Department for details.

5.5 Infectious Disease Plan

We all have a role to play in preventing the transmission and spread of infectious disease in the workplace, such as COVID-19, the influenza virus, and others. The Company publishes and will update from time to time its information and protocols for protecting against the spread of infectious diseases in the workplace. Employees are expected to review these materials regularly

to remain informed and prepared and to comply with the Company's protocols as updated in response to new and emerging diseases. Please refer to The [Infection Control Plan](#) on the Company Intranet.

5.6 Commitment to a Drug & Alcohol-Free Workplace

As part of its overall commitment to protect the safety and health of ourselves, our fellow employees, and everyone that we work with, the Company is committed to maintaining a drug and alcohol-free workplace. While the particular details of the Company's testing processes and procedures may vary depending on service line requirements, the state where you work, where the project is located or the capacity in which you perform the work, this statement of commitment sets forth some of the Company's general expectations with regard to drugs and alcohol. In addition to understanding and agreeing to adhere to the values and expectations in this commitment, employees are also responsible for fully complying with the specific drug and alcohol policies which apply to them.

Behavior that Violates Our Shared Core Values and this Commitment

While on Company property, including vehicles used for Company purposes; equipment wherever located, either owned, leased, or controlled by the Company; customer premises; and at any time while performing services on behalf of the Company, this commitment prohibits the following:

- Bringing and/or storing (including in a desk, locker, automobile, etc.) illegal drugs or drug paraphernalia, or attempting to do so.
- Having possession of, being under the influence of, or testing positive for, either drugs or alcohol.
- Using, consuming, transferring, offering, transporting, distributing, manufacturing, selling, purchasing or dispensing illegal drugs or alcohol, or attempting to do so.
- Abuse of prescription drugs, either the employee's or someone else's.
- Switching, tampering with or adulterating any specimen or sample following a drug or alcohol test under the applicable policy.
- Refusing to cooperate with the terms of this commitment or any of the Company's testing policies or procedures.
- Failure to consent to, participate in and abide by the terms and recommendations of any Substance Abuse Professional or Employee Assistance Program (EAP) to which the Company makes a referral for evaluation/assessment, including recommendations relating to rehabilitation or treatment programs, for employees who violate any portion of this commitment or related policies.

5.7 Types of Drug and Alcohol Testing

As permitted by applicable law, individuals who wish to work or who already work for the Company may be tested in the following circumstances:

- Pre-employment tests for applicants;
- Post-incident tests;
- Random testing;
- Where reasonable suspicion of being under the influence of drugs or alcohol exists;

- When an employee returns to work and fitness-for-duty needs to be evaluated as it relates to drug or alcohol use; and/or
- Follow-up testing as needed

5.8 Searches and Inspections

The Company reserves the right, at all times, to have authorized personnel conduct unannounced, general inspections and searches of personal effects, belongings, vehicles, quarters, rooms, lockers, baggage, offices and desks of employees and other personnel for the purpose of determining if they are in possession of any illegal drugs, paraphernalia, alcohol or for other conduct prohibited under this policy. Employees may also be subject to customer-led searches or inspections while on the client's property.

5.9 Getting Help

The Company supports employees who wish to self-disclose drug and/or alcohol dependency or abuse challenges. Certain accommodations and benefits may be available to employees who seek assistance from the Company before violating policies or workplace expectations. If you would like to discuss anything in this regard, please contact Human Resources.

5.10 Social Events and the Consumption of Alcohol

The Company realizes that there may be occasions when responsible consumption of alcohol at Company-sponsored/sanctioned events is acceptable. This may include social events (e.g., holiday parties, summer picnics, Company-sponsored teams in sport/sporting leagues) and customer or potential customer entertainment by sales or marketing staff. However, even in these situations, the Company's Shared Core Values demand that alcohol be consumed in moderation, if at all, and that all other Company policies and standards, including those pertaining to safety and prevention of harassment/offensive behavior and workplace violence, continue to apply.

5.11 Commitment to a Smoke-Free Workplace

As an additional demonstration of our commitment to protect the safety and health of our employees and everyone with whom we work, the Company provides a smoke-free workplace. Smoking and the use of e-cigarettes, vaping pens, and other electronic or non-electronic smoking devices are strictly prohibited inside Company property (indoors). Use of such products in outdoor settings is discouraged, however designated smoking/vaping areas will be clearly marked and equipped with appropriate disposal containers. Employees who see other individuals smoking inside the workplace have a right to object and should report the violation to their manager/supervisor, another member of management or Human Resources. Employees who violate this commitment may be subject to disciplinary action, up to and including termination of employment.

5.12 Mobile and Electronic Device Usage Policy

To ensure a safe, respectful, and productive work environment, the Company has established the following guidelines for the use of a personal and company-issued mobile devices and electronic equipment.

General Usage

Personal use of mobile phones and other electronic devices, including calls, texting, internet browsing and social media should be limited and not interfere with assigned job duties, productivity, work quality, or safety.

Driving and Vehicle Operation

The operation of any mobile device (e.g., smartphone, text messaging device, tablet computer) while driving, without hands-free functionality, is forbidden. Employees cannot use a mobile device while driving anywhere for Company business unless a hands-free device is utilized.

Text messaging while driving is strictly prohibited. Devices may remain on during a trip to alert the driver of any incoming calls or messages but should not be used. If hands-free functionality is not available, safety must come first. Regardless of the circumstances, employees must pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

Employees must comply with all local, state, and federal laws regarding electronic device use while driving. If a traffic citation is issued for a violation, the employee is responsible for any fines incurred.

Field, Shop and Equipment Areas

Mobile device use is prohibited while actively working in the field, shop, or yard. Devices must not be used near or while operating any Company equipment where they may interfere with safe operations. Personal use should be restricted to designated break times, or the employee must move to a safe area to proceed with the call.

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

5.13 Weapons & Workplace Safety

Consistent with protecting the safety and health of everyone we work with the Company strives to maintain a workplace that is free of violence.

Toward this end, the Company prohibits the presence or use of handguns, firearms and other dangerous weapons inside Company property or customer's premises unless otherwise permitted by law or as noted below. As part of this initiative, the Company reserves the right to conduct any necessary and lawful searches of Company-owned or leased vehicles and all vehicles, packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this expectation.

Any employee who violates this expectation is subject to disciplinary action, up to and including termination of employment. A visitor who violates this expectation may be removed from the property and reported to authorities. This expectation does not apply to law enforcement personnel or security personnel who are engaging in official duties.

Please note that although the above-referenced expectation is strictly enforced, the Company does not prohibit employees who lawfully possess firearms or ammunition from storing their firearms or

ammunition inside their locked, privately owned vehicles in parking lots or other parking areas provided by the Company where such storage is permitted by applicable state law. Such lawfully possessed firearms and ammunition may not be removed from the employee's personal vehicle or displayed to others. In such situations, employees must comply with the rules of both the Company, customer, and the property owner as well as applicable law.

Preventing Workplace Violence

Violence of any kind has no place at the Company. We won't tolerate the following:

- Intimidating, threatening or hostile behavior.
- Causing physical injury to another.
- Acts of vandalism, arson, sabotage or other criminal activities.
- The unlawful possession of weapons on Company property.

5.14 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. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. Authorized visitors to Company facilities and worksites shall receive an orientation of an HSEQ related nature based on scope of work/meeting, facility, areas visited, etc. upon arrival, and previous to any activities. Because of safety and security reasons, family and friends of employees are prohibited from visiting their work area. If an unauthorized individual is observed on the Company premises, employees should immediately notify their supervisor.

Note: The Company personnel, vendors, sales, friends/family, etc. restricted to office areas are not typically considered visitors.

5.15 Use of Company Property & Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using Company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, and HSE policies, procedures and best practices. Employees who are authorized to operate any vehicle for Company business shall successfully complete all training requirements indicated by corresponding HSE policies/procedures. Employees are responsible for the safe operation of all property (equipment, tools, machinery, vehicles, etc.) at any time that they are on Company facilities and worksites, whether or not the Company controls these operations. Unauthorized individuals are not allowed to operate Company vehicles.

Please notify your Supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent possible injury to employees or others, deterioration of equipment and/or damage to the environment.

Employees assigned Company vehicles are responsible for the timely maintenance and upkeep of the vehicle, i.e., oil and filter changes, wash, tire rotation, etc.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Employees who receive a traffic citation or who are involved in an incident involving Company vehicles or property must notify the Company immediately by either contacting their supervisor or HSEQ representative. Employees must submit a police report for any and all incidents involving Company vehicles, or which occur while conducting company business. Failure to comply may result in disciplinary action, up to and including termination of employment.

All employees who operate a company vehicle are subject to a driving record review prior to employment and ongoing monitoring while employed. Any traffic violations, incidents, or a DWI may result in disciplinary action up to and including termination of employment. Therefore, employees should report these types of violations to Management or HSEQ who must then notify Human Resources. Offending employees may also be required to attend an approved driver's education school at their own expense and on their own time.

Assigned Company vehicles may only be operated by approved Company personnel. Use of unassigned Company-owned equipment and vehicles for personal use, without prior authorization, is strictly prohibited and can result in termination of employment. All Company vehicles shall be operated in accordance with federal, state and local laws, ordinances and regulations, including state required seatbelt and speed laws. Company, in its sole discretion, may revoke employee's right to use a Company vehicle for any reason.

5.16 Compliance with HSEQ Responsibilities

As a mandatory condition of your employment, you are expected to comply with the HSEQ responsibilities indicated above and within all policies, procedures, and practices developed by your Department, Division, and Business Unit. Any violation of such responsibilities constitutes proper grounds for disciplinary action, up to and including termination. You are encouraged to seek assistance from your supervisor/ manager at any time, if assistance is needed to maintain compliance.

Section 6: Technology and Data Security

6.1 Information Policy

The Information Policy sets the general standards for the Company and applies to employees, contractors, and consultants of the Company. The objective of this policy is to set forth guidelines for the ownership, storage and protection expectations of all information related to activities associated with the Company ("Company Information").

When managing Company Information, your approach should be consistent with Our Shared Core Values at Work in that we always conduct ourselves and our business affairs with honesty and integrity, treat each other respectfully, act fairly in our endeavors while doing what is in the best interest of the Company and strive to be good citizens. To learn more, please visit the intranet and click on [Information Policy](#) from the homepage under "Enterprise-Wide Policies."

6.2 Internet Usage Policy

The Internet Usage Policy sets the general standards for the Company and applies to the employees, contractors, and consultants of the Company. The objective of this policy is to set forth guidelines for internet, social media, and website usage.

There is no expectation of privacy when using Company IT Systems or accessing Company data. All systems, emails, and other communications are or may be monitored by the Company.

Your approach to internet and social media usage must be consistent with Our Shared Core Values at Work in that we always conduct ourselves and our business affairs with honesty and integrity, treat each other respectfully, act fairly in our endeavors while doing what is in the best interest of the Company and strive to be good citizens. To learn more, please visit the intranet and click on [Internet Policy](#) from the homepage under “Enterprise-Wide Policies.”

6.3 Workplace Monitoring

The Company may monitor the workplace, using video equipment, to ensure quality control, employee safety, security, and customer satisfaction. Because the Company is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner. The Company will not use monitoring devices in rest rooms, changing areas or lactation rooms.

Employees should have no expectation of privacy when using Company or any customer’s computer equipment. Computers, computer files, the e-mail system, and software furnished to employees by the Company are the Company property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

Handbook Acknowledgement

I acknowledge that I have received and read a copy of the Company Employee Handbook ("Handbook"). I further acknowledge that I understand, accept and agree with the provisions of the Handbook, none of which constitute a promise of continued employment or benefits.

I understand that the Handbook serves as a guideline and supersedes prior handbook materials. I also understand that it is not all-inclusive and does not represent or create a contract of employment, express or implied. The provisions of the Handbook may be amended, revoked, suspended, or terminated at management's sole discretion at any time without prior notice.

I further understand it is my responsibility to become familiar with the contents of this Handbook and agree to abide by the policies, procedures, and guidelines it contains and any future updates communicated by the Company. I understand that disregard for the stated policies, procedures, or guidelines may be considered grounds for dismissal.

By signing, I acknowledge that I have read, understand, and agree to abide by the content of the Handbook as a condition of my employment and the continuation thereof.

Name: _____

Signature: _____

Date: _____