

**Celerity Energy Group  
Platinum Control Technologies  
Platinum Vapor Control**

*Employee Handbook*

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## INTRODUCTION

### ***Welcome Message***

Welcome to Platinum. We believe the opportunity at Platinum is extraordinary, both for the company and the individuals associated with the company. We are looking for high integrity people that are motivated to succeed. I hope that you are one of those people. In order to help you make this determination, we have compiled the information contained herein.

#### Mission

- Platinum provides excellent products designed to solve Client problems and commits to always providing our Clients with extraordinary experiences.

#### Objectives

- To be the #1 provider of burner management systems in the United States.
- To be the #1 provider of vapor recovery units in the United States.
- To have Clients that consider us to be indispensable.
- To have employees that embrace all aspects of The Platinum Way.

#### The Platinum Way

- We succeed. No excuses.
- We always operate with uncompromised integrity.
- We strive to always exceed our clients' expectations.
- We provide our clients with excellent experiences.
- We solve our client's problems, even if they are not directly our problems.
- We obsess about service.
- We don't assume, we listen.
- We are not always right, and we admit it when we are wrong.
- We are humble.
- We know that Success is never a solitary venture.
- We celebrate our victories and learn from our mistakes.
- We communicate the good and bad, both internally and externally.
- We always show respect.

Again, welcome and best wishes.

Jim Samis  
President, Platinum

## ***Organization Description***

### **I. Goods Produced and/or Services Provided**

Platinum Control Technologies markets and sells products, primarily the patented Burner Management System, to oilfield related entities.

Platinum Vapor Control markets and sells products, primarily Vapor Recovery Units to the oilfield related entities.

### **II. The History of Platinum**

Based in Fort Worth, Texas, Platinum can trace its roots back to Calgary, Alberta, where our engineers in the field saw a need for a more effective igniter system with more extensive burner management.

Six years of trial and error produced a comprehensive burner management system that included mobile monitoring, temperature control and redundant shutdown capabilities. The Platinum BMS improved operations to such an extent that Platinum decided to make the technology available to other companies in the industry.

Today, the Platinum BMS is the only burner management system on the market certified by the UL and CSA.

Platinum was previously owned by Platinum Energy Services in Alberta and became its own entity in September 2010.

### **III. Role of the Human Resources Department**

The Human Resources (hereinafter referred to as "HR") Department of Platinum Control Technologies focuses on providing direction for the people who work in the organization. The HR Department supports management with issues related to a number of topics, including, but not limited to, compensation, hiring, performance management, organizational development, wellness, benefits, employee motivation, communication, administration and training.

## ***Introductory Statement***

This handbook is designed to acquaint you with Celerity Energy Group d/b/a Platinum Control Technologies and Platinum Vapor Control, herein after referred to as "Platinum", and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Platinum to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

If you have any questions regarding this handbook or Platinum's policies, you should direct them to Platinum's HR Department. This handbook supersedes all previously issued handbooks and inconsistent verbal or written policy statements. Except for the provisions set forth in Section 701 (Mutual waiver of Jury Trial). Platinum reserves the right to revise, supplement, rescind, delete and add to the provisions of this handbook without notice to the employee; provided, however, that each revision, deletion and addition to the provisions of this handbook must be expressly approved by the General Partner of Platinum in writing.

## ***Client Relations***

Clients are among our organization's most valuable assets. Every employee represents Platinum to our clients and the public. The way we do our jobs presents an image of our entire organization. Clients judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist and serve any client or potential client. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to clients.

Our personal appearance and contact with the public, our manners on the telephone, and the communications we send to clients are a reflection not only of ourselves, but also of the professionalism of Platinum. Positive client relations not only enhance the public's perception or image of Platinum, but also pay off in greater client loyalty and increased sales and profit.

## **EMPLOYMENT**

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### ***101 Employment At Will***

Effective Date: 03/01/2011

In the absence of a written agreement between an employee and Platinum, employment with Platinum is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, in the absence of a written agreement between an employee and Platinum, Platinum may terminate the employment relationship at will at any time, with or without cause, so long as there is no violation of applicable federal or state law.

Except for the provisions contained in Section 701 (Mutual Waiver of Jury Trial) of this Employee Handbook, policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Platinum, and any of its employees. No employee has any authority to enter into a contract of employment—express or implied—that changes or alters the at-will employment relationship. Only Platinum has the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing.

The standards of conduct and normal disciplinary actions and procedures set forth in this section do not modify your at-will employment by Platinum. This section of the handbook is intended to describe norms of conduct that are expected of you. This section is not a guaranty of continued employment, even if the standards set forth are met.

### ***102 Employee Relations***

Effective Date: 03/01/2011

Platinum believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their immediate supervisor.

Our experience has shown that when employees deal openly and directly with their supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Platinum adequately demonstrates its commitment to employees by responding effectively to employee concerns.

In an effort to protect and maintain direct employer/employee communications, we will resist organization, within applicable legal limits, and protect the right of each employee to speak for himself or herself. If and when employees examine the option of representation by individuals outside Platinum, we strongly encourage careful consideration; such related issues as regular deductions from paychecks for representation fees, not to mention the potential interference with manager/employee relationships, may occur.

### ***103 Equal Employment Opportunity***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Platinum will be based on merit, qualifications, and abilities. Platinum does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, military status, veteran status, genetic information or any other protected category as established by law. In addition, Platinum complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, recruiting, hiring, placement, discipline, promotions, termination, layoff, recall, transfer, benefits, compensation and training.

Platinum is also committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"). It is Platinum's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability, so long as the employee can perform the essential functions of the job with or without reasonable accommodation. Consistent with this policy of nondiscrimination, Platinum will provide reasonable accommodation to a qualified individual with a disability, as defined by the ADA, who makes Platinum aware of his or her disability and the need for reasonable accommodation, unless doing so would create an undue hardship on Platinum. Any qualified applicant or employee with a disability who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources Department and request an accommodation.

Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. You should report every instance of unlawful discrimination to your immediate supervisor or the Human Resources Department, regardless of whether you or someone else is the subject of discrimination. All complaints will be taken seriously and will be promptly and thoroughly investigated. In conducting this investigation, Platinum will endeavor to maintain the confidentiality of the parties unless doing so will adversely affect the thoroughness of the investigation. Platinum will not tolerate any acts of retaliation against a complainant who utilizes this procedure in good faith. Any supervisor who retaliates against the accuser or those involved in the investigation will be disciplined, up to and including separation from employment. Anyone found to be engaging in any type of unlawful discrimination or violating Platinum's policy of equal employment in any way will be subject to disciplinary action, up to and including termination of employment.

## ***104 Business Ethics and Conduct***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

The successful business operation and reputation of Platinum is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. In that spirit, Platinum prohibits employees from operating or acting in any manner that is contrary to the best interests of Platinum and its continued success.

Platinum will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action the matter should be discussed openly with your immediate supervisor and, if necessary, with the HR Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Platinum employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

## ***105 Personal Relationships in the Workplace***

Effective Date: 03/01/2011

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although Platinum has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, Platinum will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

A relative or individual involved in a dating relationship may not be employed by Platinum if the employment would create either:

1. A direct manager/subordinate relationship with the relative or individual involved in the dating relationship or
2. An actual conflict of interest or the appearance of a conflict of interest.

Should one of the above situations arise, Platinum will, in its sole discretion, determine the appropriate action to take. This may include placing one or both employees in other positions within the company, or dismissal of one or both employees, if suitable accommodations are not feasible.

## **106 Employee Drug Screening**

Effective Date: 04/01/2020

Platinum is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and/or alcohol.

After an offer of employment has been made to an applicant entering a designated job category, a drug screen will be performed at Platinum's expense by a health professional of Platinum's choice. Prescription drugs being taken by an applicant that may interfere with the test validity must be identified prior to screening, and the applicant must provide satisfactory evidence of medical authority for their use. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

If an applicant or employee refuses to submit to testing or does not cooperate fully during the testing process, the applicant will be subject to having the offer retracted and the employee will be subject to corrective action up to and including termination of employment. If an applicant or employee tests positive for drug and/or alcohol use, the applicant will be subject to having the offer retracted and the employee may be involuntarily separated from employment.

Applicants who fail the pre-employment drug screening test may request that a confirmation test be run on the same biological specimen. Any confirmation test results that are contrary to the original test will be tested again on the same biological specimen at the company's expense for final determination. An applicant who fails the drug test may be considered for employment and retesting after a 12-month period.

Current employees may be required to take drug and alcohol screenings. Such examinations will be scheduled at reasonable times and intervals and performed at Platinum's expense.

The Employee Assistance Program (EAP) provides confidential counseling and referral services to employees for assistance with such problems as drug and/or alcohol abuse or addiction. It is the employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment.

If you have questions concerning this policy or its administration, please refer to *Section 308 Employee Assistance Program* and *Section 602 Drug-Free Workplace Policy* or contact the Human Resources Department. Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially.

## ***107 Immigration Law Compliance***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

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

Platinum will comply with applicable immigration law, including the Immigration Reform and Control Act of 1986 and the Immigration Act of 1990. In furtherance of this policy, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present original documentation establishing identity and employment eligibility. Platinum participates in a government run program called E-Verify. The E-Verify program assists in verifying identity and employment eligibility.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## ***108 Conflicts of Interest***

Effective Date: 03/01/2011

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee, a relative, or an acquaintance as a result of Platinum's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, no employee shall engage directly or indirectly in any business transactions or private arrangements for profit that accrue from or are based upon his or her position or authority with Platinum. If employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Platinum as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Platinum does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Platinum. Payments to or expenditures for the benefit of an employee or an employee's relatives for the express or apparent purpose of improperly influencing transactions between Platinum (and related entities) and another firm are strictly prohibited.

If an employee is in a circumstance where he/she is not certain whether something constitutes a "conflict of interest," he/she should discuss the matter with his/her immediate supervisor or the HR Department.

## **109 Outside Employment**

Effective Date: 03/01/2011

An employee may not engage in outside employment unless it is disclosed to Platinum and determined not to interfere with the employee's full-time performance. Each employee must disclose all outside employment in writing. Outside employment may not be entered into or continued unless authorized by Platinum in writing. If Platinum authorizes an employee's outside employment, and Platinum later determines that the employee's outside work interferes with his or her performance or ability to meet the requirements of Platinum, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Platinum. Failure to disclose outside employment, or a misrepresentation regarding outside employment, may result in disciplinary action up to and including termination.

Outside employment will present a conflict of interest if it has an adverse impact on Platinum.

## **110 Non-Disclosure**

Effective Date: 03/01/2011

Information about Platinum, its employees, clients, suppliers, and vendors is to be kept confidential and divulged only to individuals within Platinum with both a need and authorization to receive the information. If in doubt as to whether information should be divulged, err in favor of not divulging information and discuss the situation with your immediate supervisor or the HR Department.

All records and files maintained by Platinum are confidential and remain the property of Platinum. Records and files are not to be disclosed to any outside party without the express permission of the HR Department and the employee.

The protection of confidential business information and trade secrets is vital to the interests and the success of Platinum.

Such confidential information includes, but is not limited to, the following examples:

- \* Compensation data
- \* Computer processes
- \* Computer programs and codes
- \* Client lists
- \* Client preferences
- \* Financial information
- \* Labor relations strategies
- \* Marketing strategies
- \* New materials research
- \* Pending projects and proposals
- \* Proprietary production processes
- \* Research and development strategies
- \* Scientific data
- \* Scientific formulae
- \* Scientific prototypes

- \* Technological data
- \* Technological prototypes

Confidential information may not be removed from Platinum's premises without express authorization. Confidential information obtained during or through employment with Platinum may not be used by any employee for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit. Platinum reserves the right to avail itself of all legal or equitable remedies to prevent impermissible use of confidential information, or to recover damages incurred as a result of the impermissible use of confidential information. Additionally, violation of this policy will result in disciplinary action, up to and including termination of employment.

Employees may be required to enter into written confidentiality agreements confirming their understanding of Platinum's confidentiality policies. All employees may be required to sign a non-disclosure agreement as a condition of employment.

## ***111 Disability Accommodations***

Effective Date: 03/01/2011

Platinum is committed to complying fully with the Americans with Disabilities Act ("ADA") and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed in order to provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only in regard to an applicant's ability to perform all of the required duties of the position.

Consistent with this policy of nondiscrimination, Platinum will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who makes Platinum aware of his or her disability and the need for reasonable accommodation, unless doing so would create an undue hardship on Platinum. Any qualified applicant or employee with a disability who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources Department and request an accommodation. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation), as well as to equality in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

Platinum is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Platinum will follow any state or local law that provides individuals with disabilities greater protection than that provided by the ADA.

This policy is neither exhaustive nor exclusive. Platinum is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws. Please contact the Human Resources Department if you have any questions.

## ***112 Job Posting and Employee Referrals***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Platinum provides employees an opportunity to indicate their interest in open positions and to advance within the organization according to their skills and experience. In general, notices of all regular, job openings are posted on the company's website, although Platinum reserves its discretionary right to not post a particular opening.

Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities). Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

To be eligible to apply for a posted job, employees must meet the following eligibility requirements:

- Minimum of 6 months continuous service in their present position or have the approval of the manager
- Have performed competently in their current position and not the subject of a formal disciplinary action. Any form of disciplinary action reports on file for an employee will be reviewed and taken into consideration when applying for an open position.
- Eligible employees should only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

Note: Before formally submitting an Application, employees must discuss with their manager their intention of applying for an internal position. Managers shall not retaliate against an employee who requests consideration for a transfer.

To apply for an open position, employees should submit an employment application and resume to the hiring manager listing job-related skills and accomplishments. It should also describe how their current experience with Platinum and prior work experience and/or education qualifies them for the position.

Platinum recognizes the benefit of developmental experiences and encourages employees to talk with their immediate supervisor about their career plans. Managers are encouraged to support employees' efforts to gain experience and to advance within the organization.

An applicant's immediate supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Platinum also encourages employees to identify friends or acquaintances who are interested in employment opportunities and to refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, or sharing their knowledge of the organization, and should not make commitments or oral promises of employment. An employee should submit the referral's resume and/or completed application to the hiring manager for an open position.

## EMPLOYMENT STATUS AND RECORDS

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### ***201 Employment Categories***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

It is the intent of Platinum to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, in the absence of a written agreement between an employee and Platinum executed by Platinum, the right to terminate the employment relationship at will at any time is retained by both the employee and Platinum.

Each employee is designated as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws.

Unless superseded by state law, NON-EXEMPT employees are entitled to be paid overtime pay at the rate of time and one-half (i.e., one and one-half times) their regular rate of pay for hours physically worked beyond forty (40) hours in a workweek, in accordance with applicable state or federal wage and hour laws.

Unless superseded by state law, EXEMPT employees are not required to be paid overtime, in accordance with applicable state or federal wage and hour laws, for work performed in excess of forty (40) hours in a workweek. Executives, professional employees, outside sales representatives, computer professionals, and certain employees in administrative positions are typically exempt.

An employee's EXEMPT or NON-EXEMPT classification may be changed only upon written notification by Platinum management. If you are unsure of how your employment is classified, please ask your immediate supervisor or the Human Resources department.

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

REGULAR FULL-TIME employees are those who are not in an introductory status and who are regularly scheduled to work Platinum's full-time schedule. Generally, they are eligible for Platinum's benefit package, subject to the terms, conditions, and limitations of each benefit program.

ORIENTATION employees are those whose performance is being evaluated to determine whether further employment in a specific position with Platinum is appropriate.

ORIENTATION FULL-TIME employees are those whose performance is being evaluated to determine whether further employment in a specific position with Platinum is appropriate and who are regularly scheduled to work Platinum's full-time schedule.

PART-TIME employees are those who are not assigned to an orientation or regular full-time status and who work less than thirty (30) hours per week for any period adding up to twenty-six (26) or more weeks within their service year. While they do receive all legally mandated benefits (such as Social Security and Workers' Compensation Insurance), they are ineligible for all of Platinum's other benefit programs.

## ***202 Orientation Period***

Effective Date: 03/01/2011

The orientation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Platinum uses this period to evaluate employee capabilities, work habits, and overall performance. In the absence of a written agreement between an employee and Platinum, either the employee or Platinum may end the employment relationship at will at any time during or after the orientation period, with or without cause.

All new employees work on an orientation basis for the first ninety (90) calendar days, unless extended by the company, after their date of hire. Any significant absence, which is determined at Platinum's sole discretion, will automatically extend an orientation period. If Platinum determines that the designated orientation period does not allow sufficient time to thoroughly evaluate the employee's performance, the orientation period may be extended for a specified period. For rehire, the employee will restart in the orientation period in all aspects, unless waived in writing by Platinum.

Full-time new employees are eligible for certain benefits outlined in this handbook that specifically state orientation full-time employees. After becoming regular full-time employees, they may also be eligible for other Platinum provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements. For further information on the benefits available to eligible employees at Platinum, please see the "Employee Benefit Programs" section of this handbook.

## ***203 Employment Applications***

Effective Date: 03/01/2011

Platinum relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In accordance with applicable state and federal laws, in processing employment applications, Platinum may obtain a consumer credit report for employment purposes after receipt of your authorization. The types of information that may be obtained include, but are not limited to, credit reports, social security number verification, and criminal records checks. These reports may be obtained at any time throughout your employment with Platinum. If Platinum takes an adverse employment action based in whole or in part on the consumer credit report, any documents required by law will be provided.

## ***204 Employment Reference Checks***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

To ensure that individuals who join Platinum are well qualified and have a strong potential to be productive and successful, it is the policy of Platinum to maintain the right to check the employment references of all applicants.

It is imperative that all reference requests on current or former employees be referred to the HR Department. Responses to such inquiries will confirm only dates of employment and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Requests for employment verification from credit or mortgage purposes should also be referred to the HR Department. Certain information will be provided only if the employee has executed an authorization.

In the event an employee is seeking other employment, a letter of reference is not authorized to be given except by the HR Department. No other supervisor or employee is authorized to prepare a letter of reference for a current or former employee.

## ***205 Access to Personnel Files***

Effective Date: 03/01/2011

Platinum maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Platinum and access to the information they contain is restricted and kept confidential in the HR Department. Employees may request access to their personnel file by contacting the HR Department.

It is the responsibility of each employee to promptly notify Platinum's HR Department and their immediate supervisor of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments and other such status reports should be accurate and current at all times. If any personnel data has changed, notify your immediate supervisor and the HR Department.

## ***206 Performance Evaluations***

Effective Date: 03/01/2011

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of an employee's initial period of hire, known as the orientation period. Additional formal performance reviews are conducted to provide both managers and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. All employee evaluations/reviews will be rated against the applicable job description.

Merit-based pay adjustments are awarded by Platinum in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance review process and the profitability of the company. However, please understand that a positive performance review does not guarantee an increase in salary, a promotion or even continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, bonuses, promotions and demotions are determined by and at the sole discretion of Platinum.

## ***207 Job Descriptions***

Effective Date: 03/01/2011

Platinum makes an effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a Manager responsibilities section, and a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required).

Platinum maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The HR Department will prepare and maintain the job descriptions when new positions are created. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary at the sole discretion of Platinum. Contact your immediate supervisor if you have any questions or concerns about your job description.

## ***208 Salary Administration***

Effective Date: 03/01/2011

Updated: 04/01/2020

The salary administration program at Platinum was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, Platinum is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and orientation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Platinum periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the

performance evaluation process. However, please understand that a positive performance review does not guarantee an increase in salary, a promotion, or even continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, bonuses, promotions, and demotions, are determined by and at the sole discretion of Platinum.

Wages:

1. Wages paid to a Non-Exempt employee will be reviewed once a year, and any approved adjustments will be effective the first pay period in January.
2. Wages paid to an Exempt employee will be reviewed once a year, and any approved adjustments will be effective the first pay period in January.
3. Cost-of-living adjustments will be made as required, at the sole discretion of Platinum.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisor. The HR Department is also available to answer specific questions about the salary administration program.

## EMPLOYEE BENEFIT PROGRAMS

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### ***301 Employee Benefits***

Effective Date: 03/01/2011

Updated: 04/01/2020

Eligible employees of Platinum are provided a wide range of benefits. A number of the programs (such as employment insurance, pension plan and workers' compensation) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your Manager can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Workers' Compensation Insurance
- Medical (Health, Vision & Dental)
- Life, Short-Term Disability, Long-Term Disability Insurance
- Flexible Spending Account
- Employee Assistance Program
- Travel Assistance
- 401(k) Plan
- Paid Time Off
- Holidays
- Unpaid Personal Leave
- Bereavement Leave
- Military Leave
- Jury Duty Leave
- Witness Duty Leave

### ***302 Workers' Compensation Insurance***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Platinum provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their immediate supervisor immediately. The manager must then notify the HR Department immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported as soon as possible, but no later than twenty-four (24) hours after sustaining the injury. This will enable an eligible employee to qualify for coverage as quickly as possible. Neither Platinum nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Platinum.

### ***305 Life, Short-Term Disability and Long-Term Disability***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Life insurance, short-term and long term-disability offers you and your family important financial protection. Platinum provides a basic life insurance plan and short-term/long-term disability for eligible employees. Employees in the following employment classifications are eligible to participate in the life and AD&D insurance plan:

\* Regular full-time employees

Eligible employees may participate in these plans after completion of their orientation period and subject to all terms and conditions of the agreement between Platinum and the insurance carrier.

Details of these insurance plans including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the HR Department for more information about this benefit.

### ***308 Employee Assistance Program***

Effective Date: 04/01/2020

Platinum cares about the health and well-being of its employees and recognizes that a variety of personal issues can disrupt the employee's personal and work lives. While many employees solve their issues either on their own or with the help of family and friends, sometimes employees need professional assistance or advice.

Through United HealthCare and Unum, Platinum is able to provide access to two sources for employees to gain assistance.

United HealthCare Employee Assistance Program

Call: 800-842-2065

Visit Online: [www.liveandworkwell.com/en/prevention.html](http://www.liveandworkwell.com/en/prevention.html)

Unum

Call: 800-854-1446 (24/7 Access)

Visit Online: [www.unum.com/lifebalance](http://www.unum.com/lifebalance)

These programs provide confidential access to professional counseling services for help in confronting such personal problems as financial or legal troubles, emotional distress, marital/family difficulties, alcohol and other substance abuse. Minor concerns can become major problems if they are ignored. No issue is too small or too large, and a professional counselor is available to help you when you need it. Please contact the programs listed above, or you may contact the HR Department for assistance.

### **309 Travel Assistance**

Effective Date: 04/01/2020

Platinum offers travel assistance to employees through Unum. Whenever you travel more than 100 miles from home, to another country, or just another city be sure to pack your travel assistance phone number.

Within the US: 800-872-1414

Outside of US: 609-986-1234

Email: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

Reference Number: 01-AA-UN-762490

Here are some key benefits of emergency travel assistance:

- Help Replacing lost prescriptions and passports
- Referrals to western-trained, English-speaking medical providers
- Hospital admission assistance
- Emergency medical evacuation
- Transportation for a friend or family member to join a hospitalized patient
- Care and transport of unattended minor children
- Legal and interpreter referrals

### **310 Paid Time Off Benefits**

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Time off with pay is available to eligible employees to provide opportunities for rest, relaxation and personal pursuits. An eligible employee may also use personal leave benefits for an absence due to his or her own illness or injury, or that of a child, parent, or spouse of the employee, or for tending to personal matters that cannot be conducted outside of their scheduled work hours.

Employees in the following employment classification(s) are eligible to earn and use paid time off as described in this policy:

\* Regular full-time employees

After the completion of the employee's orientation period, the employee will be eligible to use his/her banked time off.

#### **I. Banked Time Off**

##### **90 Days – 1 Year Completed**

At the end of your orientation period, successful completion of 90 days of employment, the employee will bank forty (40) hours to use for the employee's first year of employment.

##### **1-4 Years Completed**

From the beginning of your first (1<sup>st</sup>) year anniversary date, meaning you have completed one (1) year of active employment, to the completion of the employee's fourth (4<sup>th</sup>) year of active employment, the employee will bank one hundred and twenty (120) hours per year.

**5-14 Years Completed**

From the completion of the employee's fifth (5<sup>th</sup>) year of active employment to the completion of the employee's fourteenth (14<sup>th</sup>) year of active employment, the employee will bank one hundred and sixty (160) hours per year.

**15+ Years Completed**

From the completion of the employee's fifteenth (15<sup>th</sup>) year of active employment and continuing annually thereafter, the employee will bank two hundred (200) hours per year.

**II. Carryover Time Off**

**1-4 Years Completed**

At your anniversary date, unused hours, up to a maximum of forty (40) hours banked in the employee's prior employment year, will automatically be carried over and eligible for use in the employee's current employment year.

**5-14 Years Completed**

At your anniversary date, unused hours, up to a maximum of sixty (60) hours banked in the employee's prior employment year, will automatically be carried over and eligible for use in the employee's current employment year.

**15+ Years Completed**

At your anniversary date, unused hours, up to a maximum of eighty (80) hours banked in the employee's prior employment year, will automatically be carried over and eligible for use in the employee's current employment year.

Unused hours not eligible for carryover are forfeited unless prohibited by state law.

**III. Available Paid Time Off**

The amount of available paid time off hours will be the sum of section I and II. Please reference the below chart.

Schedule of Paid Time Off Policy			
Completed Term of Service (Yrs)	Time Banked (hrs)	Maximum Carryover (hrs)	Maximum Allowable Time (hrs)
90 Days-1	40	N/A	40
1	120	40	160
2	120	40	160
3	120	40	160

4	120	40	160
5	160	60	220
6	160	60	220
7	160	60	220
8	160	60	220
9	160	60	220
10	160	60	220
11	160	60	220
12	160	60	220
13	160	60	220
14	160	60	220
15	200	80	280
16	200	80	280
17	200	80	280

The employee's anniversary date with the company is the date by which all calculations above are made.

Paid time off leave may be requested and granted in increments of one (1) full hour.

Should a holiday fall in the middle of paid time off leave, the Non-Exempt employee shall be paid straight time pay (8 hours) for that particular company holiday.

Upon separation of employment, an employee will not be paid for any banked or carried over hours.

### **Requesting Paid Time Off**

#### **Scheduled**

Paid time off requests approvals are based on staffing needs and peak times of the year. Requests will be scheduled by the employee but must have prior approval of the employee's immediate supervisor. Request approvals are based on multiple factors including but not limited to staffing needs and peak times of the year. When requesting leave, the employee must provide at least two (2) weeks written notice.

#### **Unscheduled**

Employees who are unable to report to work due to illness or injury should notify their manager before the scheduled start of their workday. The manager must also be contacted on each additional day of absence.

If an employee is absent for three (3) or more consecutive days due to illness or injury, the employee must provide a physician's statement verifying that he/she may safely return to work, verifying the illness/injury and its beginning and expected ending dates. If the physician's statement releases the employee to work with specific restrictions, those restrictions must be followed. Management must consult with the HR Department to determine if the employee will be able to continue working with the restrictions. Verification from a physician's statement may be requested for other paid time off absences as well and may be required as a condition to receiving paid time off benefits.

### **311 Holidays**

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Platinum will grant paid holiday leave to all eligible employees on the holidays listed below:

- \* New Year's Day (January 1)
- \* Memorial Day (last Monday in May)
- \* Independence Day (July 4)
- \* Labor Day (first Monday in September)
- \* Thanksgiving (third or fourth Thursday in November)
- \* Christmas (December 25)

Holiday pay will be based on the employee's straight time pay rate times eight (8) hours. Eligible employee classification(s):

- \* Regular full-time employees
- \* Orientation full-time employees

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

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

If an eligible employee works on a recognized holiday, he or she will receive wages at one and one-half times his or her straight-time rate for the hours physically worked on that holiday.

For the purpose of determining overtime, holidays will not be counted as hours worked, unless the employee has actually physically worked on the holiday.

Examples of Holiday Pay Calculations:

#### **Scenario #1**

Employee does not work on Official Holiday.

**Reg Rate: \$10**

**Ovt Rate: \$15**

<b>Day</b>	<b>Type of Day</b>	<b>Hrs Worked</b>	<b>Holiday Hrs</b>	<b>Pay Calculation</b>	<b>Total Pay</b>
<i>Sun</i>	Regular				
<i>Mon</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Tue</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Wed</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00

<i>Thu</i>	Official Holiday	--	8	8 x \$10.00 Holiday Hrs	\$80.00
<i>Fri</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Sat</i>	Regular				
<b>Total:</b>		<b>32</b>	<b>8</b>		<b>\$400.00</b>

**Scenario #2**

Employee works on an Official Holiday.

**Reg Rate: \$10**

**Ovt Rate: \$15**

<b>Day</b>	<b>Type of Day</b>	<b>Hrs Worked</b>	<b>Holiday Hrs</b>	<b>Pay Calculation</b>	<b>Total Pay</b>
<i>Sun</i>	Regular				
<i>Mon</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Tue</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Wed</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Thu</i>	Official Holiday	8	8	8 x \$15.00 Hrs Worked 8 x \$10.00 Holiday Hrs	\$200.00
<i>Fri</i>	Regular	8		8 x \$10.00 Hrs Worked	\$80.00
<i>Sat</i>	Regular				
<b>Total:</b>		<b>40</b>	<b>8</b>		<b>\$520.00</b>

**Scenario #3**

From time to time Platinum will authorize additional days off around official holidays. These additional days off do not count as official holidays and are not guaranteed.

If an employee is required by the company to work during a gifted holiday:

- The employee will be paid 1.5x their regular rate for hours worked during the gifted holiday
- If the employee does not work at least 8 hours during the gifted holiday, they will receive holiday pay at a straight time rate for any hours short of a full 8 hours for the day.

Gifted Holidays off will be calculated as follows:

**Reg Rate: \$10**

**Ovt Rate: \$15**

Day	Type of Day	Hrs Worked	Holiday Hrs	Pay Calculation	Total Pay
Sun	Regular				
Mon	Regular	8		8 x \$10.00 Hrs Worked = \$80	\$80.00
Tue	Regular	8		8 x \$10.00 Hrs Worked = \$80	\$80.00
Wed	Regular	8		8 x \$10.00 Hrs Worked = \$80	\$80.00
Thu	Official Holiday	8	8	8 x \$15.00 Hrs Worked = \$120 8 x \$10.00 Holiday Hrs = \$80	\$200.00
Fri	Gifted Holiday	4	4	4 x \$15.00 Hrs Worked = \$60 4 x \$10.00 Holiday Hrs Gifted = \$40	\$100.00
Sat	Regular				
<b>Total:</b>		<b>36</b>	<b>12</b>		<b>\$540.00</b>

**Scenario #4**

Employee takes PTO and works overtime during the week.

**Reg Rate: \$10**

**Ovt Rate: \$15**

Day	Type of Day	Hrs Worked	PTO Hrs	Holiday Hrs	Pay Calculation	Total Pay
Sun	Regular	8			8 x \$10.00 Hrs Worked = \$80	\$80.00
Mon	PTO		8		8 x \$10.00 PTO Hrs = \$80	\$80.00
Tue	Regular	8			8 x \$10.00 Hrs Worked = \$80	\$80.00
Wed	Regular	8			8 x \$10.00 Hrs Worked = \$80	\$80.00
Thu	Official Holiday	8		8	8 x \$15.00 Hrs Worked = \$120 8 x \$10.00 Holiday Hrs = \$80	\$200.00
Fri	Gifted Holiday	4		4	4 x \$15.00 Hrs Worked = \$60 4 x \$10.00 Holiday Hrs = \$40	\$100.00
Sat	Regular	8			4 x \$10.00 Hrs Worked = \$40  Overtime: 4 x \$15.00 Hrs Worked = \$60	\$100.00
<b>Total:</b>		<b>44</b>	<b>8</b>	<b>12</b>		<b>\$640.00</b>

### **312 Unpaid Leave Benefits**

Effective Date: 04/01/2020

Eligible employees may request unpaid personal leave only after having completed twelve (12) months of service. As soon as eligible employees become aware of the need for an unpaid personal leave of absence, they should request a leave from his or her manager.

Unpaid personal leave may be granted for a period of up to ten (10) calendar days every year. If this initial period of absence proves insufficient, consideration will be given to a written request for an extension. An employee must use all of their banked paid time off hours before requesting unpaid leave.

Requests for unpaid personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, medical insurance benefits will be provided by Platinum until the end of the month in which the approved unpaid personal leave begins. At that time, employees will become responsible for premium costs of these benefits if they wish coverage to continue. When the employee returns from unpaid personal leave, benefits will again be provided by Platinum according to the applicable plans.

Benefits, such as paid time off or holiday pay, will be suspended during the unpaid leave and will resume upon return to active employment.

When an extended unpaid personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, Platinum cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, Platinum will assume the employee has resigned.

### **313 Bereavement Leave**

Effective Date: 03/01/2011

Employees who wish to take time off due to the death of an immediate family member should notify his or her manager immediately. In turn the manager must notify the HR Department.

All employees are eligible for paid bereavement leave. Proper documentation, if requested, will be provided to the HR Department.

Up to three (3) days of paid bereavement leave will be provided to eligible employees for immediate or extended family deaths and/or "local" services.

Up to five (5) days of paid bereavement leave will be provided to eligible employees for immediate family deaths and/or "out-of-town" services. Out-of-town would be for services that are over 250 miles away.

Additional time may be granted under extenuating circumstances with written approval from the HR Department.

Bereavement pay is calculated based on his or her straight time rate at the time of absence and will not include any special forms of compensation, such as overtime.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may use any available paid leave for additional time off as necessary.

Platinum defines "immediate family" as the employee's spouse, parents (in-law), siblings and children. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

Platinum defines "extended family" as the employee's child's spouse; grandparents, aunt/uncle or grandchildren. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

### ***314 Military Leave***

Effective Date: 03/01/2011

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

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

Benefits, such as holiday or paid time off accrual and pays, will be suspended during the leave and will resume upon the employee's return to active employment.

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

Upon returning from a military leave of absence, the employee will be afforded reemployment rights in accordance with USERRA or applicable state law.

Contact the Human Resources Department for more information or questions about military leave.

### ***315 Jury Duty Leave***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Platinum encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees must show the jury duty summons or notice to their manager within forty eight (48) hours of receipt, so that the manager may make arrangements to accommodate their absence. Of course, employees are expected to report

for work whenever the court schedule permits. A copy of the summons should be provided to the Human Resources Department to be included in the employee's personnel file.

Platinum will pay you your regular straight-time pay, not to exceed eight (8) hours per day for a maximum of five days of jury service, unless state law requires employers to provide greater benefits. The court appearance confirmation document must be provided by to the HR department in order to receive payment. The aforementioned pay will not include any special forms of compensation, such as overtime. Employee classifications that qualify for paid jury duty leave are:

\* Regular full-time employees

Either Platinum or the employee may request an excuse from jury duty if, in Platinum's judgment, the employee's absence would create serious operational difficulties.

Benefits, such as paid time off or holidays, will be suspended during unpaid jury duty leave and will resume upon return to active employment.

### ***316 Witness Duty Leave***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Platinum encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by Platinum, they will receive paid time off for the entire period of witness duty. Documentation must be provided to the Human Resources Department to be included in the employee's personnel file.

Employees will be granted paid time off to appear in court as a witness at the request of a party other than Platinum. Platinum will pay you your regular straight time pay, not to exceed eight (8) hours per day, for a maximum of five (5) days unless state law requires employers to provide greater benefits. The aforementioned pay will not include any special forms of compensation, such as overtime.

The subpoena must be shown to the employee's manager within forty-eight (48) hours of receipt so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits. A copy of the subpoena will be sent to the Human Resources Department.

Platinum will continue to provide medical insurance benefits for the full term of the paid witness duty leave. Benefits, such as paid time off or holidays, will be suspended during unpaid witness duty leave and will resume upon return to active employment.

### **317 Parental Leave Benefits**

Effective Date: 04/01/2020

Updated: 01/25/2021

Parental leave under this policy is a paid leave benefit associated with the birth of an employee's own child or the placement of a child with the employee in connection with adoption or permanent foster care. Parental leave is available only to eligible Regular Full-Time employees and is not charged against the employee's paid time off benefits. Part-time and Temporary employees are not eligible for Parental leave.

The maximum amount of job-protected paid leave time allowed to eligible Regular Full-Time employees is three (3) weeks per year and an additional six (6) weeks per year for the pregnant employees giving birth. Pregnant employees are required to first file Short-Term Disability through the company paid insurance provider. Paid leave through Short-Term Disability and Company Paid Leave will not exceed a combined total of nine (9) weeks. Company Paid Leave will begin after completion of Short-Term Disability and will be compensated as follows:

- I. One (1) year of service through three (3) years of service – 25% of base salary
- II. Four (4) years of service through six (6) years of service – 35% of base salary
- III. Seven (7) years of service through nine (9) years of service – 45% of base salary
- IV. Ten (10) years of service or more – 55% of base salary

Health insurance benefits will continue to be provided during the paid Parental leave under this policy at the same rate as in effect before the leave was taken regardless of length of service provided the employee has at least one full year of service. Employee paid premiums for health insurance must be paid throughout the Parental leave by the employee.

Additionally, the employee MUST provide a 30-day notice (or as much notice as practicable if the leave is not foreseeable) to his/her Supervisor to request Parental leave and complete the necessary forms for this leave. These completed request form(s) must be filed with the Human Resource Department.

Pregnant employees may continue to work until they are certified as unable to work by their physician. At that point, pregnant employees may elect to begin the Parental leave. The employee's Parental leave must conclude within twelve (12) months after the birth or placement.

After the nine (9) weeks of Parental leave has concluded, subsequent leave shall be covered under appropriate policies. After the paid Parental leave is exhausted, the employee may charge paid time off leave.

When the employee returns to work, he/she is entitled to return to the same or equivalent job with no loss of service or other rights or privileges. Should the employee not return to work when released by his/her physician, said employee will be considered to have voluntarily terminated his/her employment.

## TIMEKEEPING/PAYROLL

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### **401 Timekeeping**

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Updated Date: 08/27/2021

Accurately recording time worked is the responsibility of every employee. Federal and state laws require Platinum to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Non-Exempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for any non-work-related reason.

Non-Exempt employees are allowed to clock in from their homes only if they are traveling directly to the customer's job site. If the employee must come by the office for any parts, inventory, tools etc., the employee must clock in at the time they arrive at the Platinum Warehouse.

Altering, falsifying, or tampering with time records, or recording time on another employee's time record, is prohibited and may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to review their time records with their Supervisor to certify the accuracy of all time recorded. The Supervisor will then submit the timesheet for payroll processing no later than the Monday after the pay period has ended.

### **402 Overtime**

Effective Date: 03/01/2011

Updated Date: 04/01/2020

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work should receive the Manager's prior authorization. In the event of an emergency that would require overtime, it is the employee's responsibility to contact his or her immediate supervisor for guidance. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all Non-Exempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked beyond forty (40) hours in a workweek, in accordance with applicable state or federal wage and hour laws. Time off for holidays, paid time off, 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 immediate supervisor may result in disciplinary action, up to and including possible termination of employment.

Exempt employees are expected to work as much of each day as is necessary to complete their job responsibilities. No overtime or additional compensation is provided to Exempt employees.

### ***403 Paydays***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

A payroll week is from Sunday through Saturday. A payroll period is two (2) consecutive payroll weeks. Non-Exempt and Exempt employees are paid bi-weekly, on the Friday following the end of a payroll period.

In the event that a regularly scheduled payday falls on a day off, such as a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees must have pay directly deposited into their bank accounts. Employees will provide advance written authorization to Platinum. Itemized pay stub of wages are available for viewing when Platinum makes direct deposits.

### ***405 Administrative Pay Corrections***

Effective Date: 03/01/2011

Platinum takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the HR Department so that corrections can be made as quickly as possible.

### ***406 Pay Deductions and Setoffs***

Effective Date: 03/01/2011

The law requires that Platinum make certain deductions from every employee's compensation.

Platinum offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by Platinum, usually to help pay off a debt or obligation to Platinum or other entities. No pay setoff deductions will be taken from your paycheck prior to your express authorization. Deductions from your paycheck can and will be made only when permitted by state and federal laws.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, contact the HR Department for assistance in having your questions answered.

## WORK CONDITIONS & HOURS

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### ***501 Health & Safety***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Platinum provides information to employees about workplace safety and health issues through regular internal communication channels such as manager-employee meetings, bulletin board postings, memos, emails, or other written communications.

Employees and managers receive periodic workplace safety training, through classroom and online safety training programs. This training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards and maintain OSHA compliance for the workplace. As a part of his/her job requirements, all safety-sensitive positions are required to complete these designated safety courses and pass the tests. **Because of the importance of individual success in the safety training, failure of the employee to complete the designated courses in the prescribed time frame can result in disciplinary action.**

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their own manager or with another manager, or to bring them to the attention of the HR Department. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must *immediately* report any unsafe condition or potential hazards to the appropriate manager; even if you believe you have corrected the problem. Managers must arrange for the correction of any unsafe condition or concealed danger *immediately* and must contact the HR Department regarding the problem. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report (or where appropriate, remedy) such situations, may be subject to disciplinary action, up to and including termination of employment. Failure to comply strictly with rules and guidelines regarding safety or negligent work performance that endangers health and safety will not be tolerated.

In the case of accidents that result in injury, regardless of the severity of the injury or accident, employees must notify their immediate supervisor and the supervisor must immediately notify the HR Department. If medical attention is required immediately, supervisors will assist employees in obtaining medical care, after which the details of the injury or accident must be reported. Such reports are necessary to comply with laws and to initiate insurance and workers' compensation benefit procedures.

## ***502 Work Schedules***

Effective Date: 03/01/2011

Work schedules for employees vary throughout the organization. Employees are expected to contact their supervisor for their work schedule. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

## ***503 Smoking & Tobacco Use***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

In keeping with Platinum's intent to provide a safe and healthful work environment, smoking and tobacco use is prohibited in all indoor locations, on client sites, in Platinum vehicles, and in accordance with any applicable local, city and state ordinances. "Tobacco use" includes all forms of tobacco: all cigarettes, cigars, snuff, dipping or chewing tobacco and electronic cigarettes (e-cigarettes) in all forms.

All tobacco and smoking material shall be properly extinguished and disposed of in a proper receptacle. This is a minimum requirement; smoking may be limited to a designated area or banned completely while on Platinum's or a client's property.

This policy applies equally to all employees and visitors. Platinum insists on strict adherence to this policy, and all employees smoking in any non-smoking area may be subject to disciplinary action. Please contact the HR Department if you have any questions about Platinum's smoking policy.

## ***504 Use of Phone Systems***

Effective Date: 03/01/2011

Employees should refrain from using company telephones for personal use (incoming or outgoing calls, including local calls). Employees will be required to reimburse Platinum for any charges resulting from their personal use of the company telephone. In the event of an emergency, the company telephone is available for personal outgoing calls with the manager's permission.

To ensure effective telephone communications, employees should always use the appropriate greeting when answering the telephone and should speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so. Never release personal information pertaining to a Platinum employee or a client; instead refer the caller to the HR Department.

## ***505 Cellular Phone Usage***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

In our line of work cell phones play a very important role in our day to day operations. They are essential for communication not only between the staff, but with our clients as well.

Employees may carry and use personal cell phones while at work on a limited basis. We recognize that some cell phone use is for business purposes (i.e. YouTube videos for instruction) which are acceptable. Further, we understand that cell phone use for personal reasons may occur occasionally in the event of an emergency. But, cell phone use cannot cause disruption in the workplace, distraction from work responsibilities or loss in productivity. And, in the event that this happens, an employee will become subject to disciplinary action.

Employees may not:

- Play games on the cell phone during working hours
- Read or post on social media sites (i.e. Facebook, Instagram, Twitter),
- Use their phones for any reason while driving a vehicle,
- Use their cell phone's camera or microphone to record confidential information,
- Use their phones in areas where cell use is explicitly prohibited,
- Speak on their phones within earshot of colleagues' working space during working hours, and
- Download or upload inappropriate, illegal or obscene material on a company cell phone using a corporate internet connection.

Employees may use their cell phones for the following in a limited manner:

- To make business calls,
- To use productivity or instruction applications for business purposes,
- To check important or emergency messages,
- To make brief personal calls away from the working space of colleagues, and
- Employees can use their phones during breaks or at lunch hour.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees should refrain from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

As a representative of Platinum, cell phone users are reminded to use regular business etiquette when using their cell phones.

**Cell Phone Reimbursement:** Platinum understands that some positions require the business use of a cell phone. As a representative of Platinum, cell phone users are reminded to use regular business etiquette when using their cell phones. For positions that require regular use of a cell phone, Platinum will provide two options:

1. Use their personal cell phone for business use and receive a monthly reimbursement of \$75
2. Have a company issued cell phone

**With option 1:**

- The employee may choose whichever service provider and plan he or she would like in addition to choosing extra options such as text messaging, picture messaging, etc.; however, the amount to be reimbursed will be \$75.00 per month.
- Under extenuating circumstances, this amount may be increased due to company required travel.

**With option 2:**

- The bill will be received and paid for at the Corporate Office. The employee will be responsible for the additional charges incurred due to personal use of the company cell phone. This personal usage amount is considered taxable income in accordance with federal law.

## ***506 Electronic Resources Usage***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

This policy applies to all computer, electronic and technical resources that are owned or leased by Platinum, or that are used for Platinum business. This includes, but is not limited to, computer, e-mail, voicemail, personal hand devices, internet and website usage, and all other use of Platinum's electronic, technical and computer resources.

Computers, computer files, the e-mail system, and software furnished to employees are Platinum intended for business use. All information, including e-mail messages and files, that is created, sent, or retrieved over Platinum's electronic resources is the property of Platinum, and should not be considered private or confidential with respect to Platinum's ability to monitor, access or review such information. Employees have no right or expectation of privacy as to any information or file maintained or in or on Platinum's property or transmitted or stored through Platinum's computer, voicemail, e-mail, or telephone systems. To ensure compliance with this policy, electronic resources usage may be monitored. Any electronically stored information that you create, send, or receive may be retrieved and reviewed at any time for legitimate business reasons.

Any equipment, software, services, and technology (including but not limited to computers, modems, etc.) provided to Platinum by the client(s), including access to the client intranet, Internet, specific software, is intended for specified purposes, and remain at all times the property of the client. Employees may not use client-provided equipment for any other purpose, including accessing the internet, email, social media, etc.

### **Prohibited Uses**

Platinum strives to maintain a workplace free of harassment and to remain sensitive to the diversity of its employees. **Therefore, Platinum prohibits the use of its technical and computer resources for personal use.** Additionally, the use of Platinum's technical resources must not interfere with your productivity, the productivity of any other employee, or the operation of Platinum's technical resources. Also, Platinum prohibits the use of its technical and computer resources in ways that are disruptive, offensive to others, or harmful to morale. Employees may not play games on Platinum's computers and other technical resources during working hours.

Employees should not e-mail or engage in other communications that either mask your identity or indicate that they were sent by someone else and should never access any technical resources using another employee's password. Similarly, you should only access the libraries, files, data, programs, and directories that are related to your work duties and that you are authorized to access. Unauthorized review, duplication, dissemination, removal, installation, damage, or alteration of files, passwords, computer systems or programs, or other property of Platinum, or improper use of information obtained by unauthorized means, is strictly prohibited.

Sending, saving, or viewing offensive material is prohibited. Messages stored and/or transmitted by computer, voicemail, e-mail, or telephone systems must not contain content that may reasonably be considered offensive to any employee. For example, the display or transmission of sexually explicit images, sexual comments, jokes, images and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial

comments, gender-specific comments, off-color jokes, or anything that would offend someone on the basis of his or her race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, or any other category protected by federal, state, or local laws.

Platinum's technical and computer resources should not be used for personal gain or the advancement of individual views. Platinum's technical and computer resources, including but not limited to e-mail, may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters. Solicitation for any non-Platinum business or activity using Platinum resources is strictly prohibited.

The use of personally owned computers at work is prohibited.

#### **Copyrighted Software**

Platinum purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Platinum does not have the right to reproduce such software for use on more than one computer. Any questions concerning these rights should be directed to your supervisor.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. Platinum prohibits the illegal duplication of software and its related documentation.

Employees may not load personal software onto Platinum's computer system and may not copy software from Platinum for personal use. If you want to install software on Platinum computers, you must obtain the express written permission of the HR Department.

#### **Passwords**

Employees must access a variety of IT resources, including computers, online timeclock, certain software and email. All employees are responsible for choosing strong passwords and protecting their log-in information from unauthorized people.

All passwords should be reasonably complex and difficult for unauthorized people to guess. Employees should choose passwords that are at least eight characters long and contain a combination of upper- and lower-case letters, numbers, and punctuation marks and other special characters. These requirements will be enforced with software when possible. In addition to creating complex passwords, employees should also use common sense when choosing passwords. Avoid basic combinations that are easy to break. For instance, choices like "password," "password1" and "Pa\$\$w0rd" are equally bad from a security perspective.

A password should be unique, with meaning only to the employee who chooses it. That means dictionary words, common phrases and even names should be avoided. One recommended method to choosing a strong password that is still easy to remember: Pick a phrase, take its initials and replace some of those letters with numbers and other characters and mix up the capitalization. For example, the phrase "This may be one way to remember" can become "TmBOWTr!".

Default passwords, such as those created for new employees when they start or those that protect new systems when they're initially set up, must be changed as quickly as possible. All employee passwords must be changed every 90 days, or sooner if the password has been compromised. This requirement will be enforced using software when possible.

If the security of a password is in doubt – for example, if it appears that an unauthorized person has logged in to the account — the password must be changed immediately.

Employees must refrain from writing passwords down and keeping them at their workstations.

Employees should never share their passwords with anyone else in the company, including co-workers, managers, administrative assistants, IT staff members, etc., or with any outside parties. In the event of a forgotten Password, the employee should contact the Supervisor or HR department immediately. Improper use of passwords is strictly prohibited, and failure to comply with this policy could result in disciplinary actions.

### **Confidential Information**

All employees should safeguard Platinum’s confidential information, as well as that of clients and others, from disclosure. Do not access new voicemail or e-mail messages with others present. Messages containing confidential information should not be left visible while you are away from your work area.

Employees should notify their Supervisor or the HR Department upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

## ***507 Internet Usage***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Internet access to global electronic information resources on the World Wide Web is provided by Platinum to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet usage is limited to job-related activities. Employees should refrain from personal use of the Internet.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Platinum and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of Platinum. As such, Platinum reserves the right to monitor Internet traffic and to retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Any equipment, software, services, and technology (including but not limited to computers, modems, etc.) provided to Platinum by the client(s), including access to the client intranet, Internet, specific software, is intended for specified purposes, and remain at all times the property of the client. Employees may not use client-provided equipment for any other purpose, including accessing the internet, email, personal activities, social media, etc.

Abuse of the Internet access provided by Platinum in violation of law or Platinum policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- \* Sending or posting discriminatory, harassing, or threatening messages or images
- \* Using the organization's time and resources for personal gain
- \* Stealing, using, or disclosing someone else's code or password without authorization
- \* Copying, pirating, or downloading software and electronic files without permission
- \* Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- \* Violating copyright law
- \* Failing to observe licensing agreements
- \* Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- \* Sending or posting messages or material that could damage the organization's image or reputation
- \* Participating in the viewing or exchange of pornography or obscene materials
- \* Sending or posting messages that defame or slander other individuals
- \* Attempting to break into the computer system of another organization or person
- \* Refusing to cooperate with a security investigation
- \* Using the Internet for political causes or activities, religious activities, or any sort of gambling
- \* Jeopardizing the security of the organization's electronic communications systems
- \* Passing off personal views as representing those of the organization
- \* Engaging in any other illegal activities

## ***508 Use of Equipment and Vehicles***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, to perform required maintenance, and to follow all operating instructions, safety standards, and guidelines. All Platinum property must be used properly and maintained in good working order. Employees who lose, steal, or misuse Platinum property may be personally liable for replacing or repairing the item and may be subject to discipline, up to and including discharge.

Please notify the manager if any equipment, machine, or vehicle appears to be damaged, defective or in need of repairs. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The manager can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

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.

Any accidents that occur involving a company vehicle or any accidents that occur while driving a personal vehicle for company business must be reported immediately to the HR Department, along with any corresponding reports. See below "Use of Vehicles" for more details.

Employees using company vehicles for personal use must inform the HR Department quarterly of their personal and total mileage information to be recorded in their personnel file and for payroll purposes.

Driver's license checks will be performed on all applicants after a conditional offer of employment and annually thereafter for all employees where driving is an essential job function or who must obtain rental cars during the course of conducting company business. Additionally, in order for an employee to drive his or her personal vehicle for company business, the employee must provide the HR department with proof of insurance.

Any employee without a valid driver's license and proof of insurance will not be allowed to operate a company vehicle or be authorized to drive a personal vehicle on company business. If driving is an essential job function, and employee cannot be reasonably accommodated, the employee will be terminated.

If an employee has a valid driver's license and has four or more moving violations in the past 12 months, the employee will be placed on a 6-month Probationary Status and will be subject to frequent review of their driving record. If further violations are received during their Probationary Status, the company will review the specific circumstances surrounding the individual and will seek appropriate action up to and possibly including termination from employment.

**Use of Vehicles:** Employees must observe all safety, traffic and criminal laws of the State. No driver may consume alcohol or illegal drugs while driving a Company vehicle, while driving a personal vehicle on Company business, while in a Company vehicle or personal vehicle on Company business, or prior to the employee's shift if such consumption would result in a detectable amount of alcohol or illegal drugs being present in the employee's system while on duty. In addition, no driver may consume or abuse any substance, regardless of legality or prescription status, if by doing so the driver's ability to safely operate a motor vehicle is impaired or diminished.

Regardless of fault, circumstance, time or place, any driver who receives a traffic citation from or is arrested by a law enforcement officer, or who is involved in any driving accident while on duty, must inform an appropriate supervisor about the incident immediately or as soon as possible thereafter. If a driver is cited by a law enforcement official for violating a motor vehicle law, the documentation relating to such incident must be turned over as soon as possible to the employer and must cooperate fully with the employer in verifying the information with other parties involved and with law enforcement.

Any employee who violates any part of this policy will receive disciplinary action, up to possibly including termination from employment.

**Car Allowances:** It is the intent of Platinum Control to provide a car allowance for specified employees who, in the normal course of their assigned duties, routinely require the use of a vehicle for business purposes. The car allowance is to be used for expenses associated with the business use of the vehicle. These expenses include financing, insurance, depreciation, maintenance, repairs, tires, etc. For individuals receiving a car allowance, fuel expenses related to business travel will be reimbursed or placed on the company credit card. No mileage reimbursement shall be paid to employees receiving a car allowance.

To be eligible to receive an automobile allowance, employees must have and maintain a valid state Driver's License and current automobile insurance coverage on the vehicle. Proof of auto insurance and a valid Driver's License must be supplied to the HR Department.

Automobiles operated by those receiving such allowance should be in excellent condition, project a positive company image, and be appropriate for business use. As representatives of Platinum, those receiving an

allowance are expected to maintain their vehicles and keep them in a safe and clean condition. When operating their vehicles, such employees are expected to observe applicable rules of the road. More than four moving violations in a 12-month period or any conviction for a violation which results in a restriction to your driver's license, will exclude you from participation in the car allowance program.

For employees who do not receive a car allowance, mileage reimbursement will be issued for business related miles driven with their personal vehicle. This does not include travel to and from work.

### ***509 Travel and Other Business Expenses***

Effective Date: 11/24/2010

Updated Date: 10/11/2013

Platinum will reimburse employees for reasonable travel and other business-related expenses incurred in the course of business.

Business expenses will be reimbursed if the expense is used for business purposes only and is in conjunction with the employee's job duties. Employees must pay for personal purchases with their own funds. Personal purchases will not be reimbursed by Platinum. All reimbursement requests must be submitted within five (5) business days of the last day of the month that the expense occurred in.

Employees whose travel plans have been approved by management are responsible for making their own travel arrangements or contacting the administration office for assistance. Travel agency fees will not be paid or reimbursed by Platinum. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Platinum or placed on the company-issued card. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

\* Airfare or train fare for travel in coach or economy class or the lowest available fare. Preferred seating upgrades for more legroom of up to \$30 per seat will be reimbursed. (Any reasons for exceptions to this policy should be documented with the receipt when it is turned into the A/P department.)

\* Car rental fees, only for compact or mid-sized cars. In the instance where numerous persons are traveling together a larger vehicle is acceptable.

\* Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.

\* Cost of meals, up to \$60 per day

Occasionally, an employee's assignment will require the entertainment of Platinum's clients or potential clients, or others as appropriate. Platinum defines entertainment as meals and beverages. The employee must receive prior approval from management before incurring expenses due to entertainment. The employee must document the place of entertainment, person(s) being entertained and the purpose of entertainment on all receipts submitted for entertainment.

It is Platinum's policy that consuming alcoholic beverages while working is prohibited. During entertainment business functions is the only time it is acceptable for an employee to consume alcohol. In the event an employee chooses to consume alcoholic beverages in connection with a business entertainment function, Platinum expects that employees will comply with all federal, state and local laws; act responsibly and avoid excess. If an employee has any concerns that he/she is not capable of safely driving after such events, Platinum will reimburse the cost of

alternative transportation to ensure that the employee does not place themselves or others in danger. An employee, who is arrested and convicted for Driving while Under the Influence in the performance of company business, or when returning from a business function, is subject to disciplinary action up to and including termination.

Employees who are involved in an accident while traveling on business must promptly report the incident to the HR Department.

With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such non-business travel are the responsibility of the employee and should not be placed on the company issued credit card or submitted in an expense report.

When travel is completed, employees must submit completed travel expense receipts/reports on the next scheduled business day to the Accounting Department. Reports should be accompanied by itemized receipts for all expenses.

Employees are expected to exercise restraint, prudence and good judgment when incurring expenses. Employees should contact the HR Department for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this policy, including falsifying expense reports to reflect costs not incurred by the employee can be grounds for disciplinary action, up to and including termination of employment.

## ***510 Visitors in the Workplace***

Effective Date: 03/01/2011

To provide for the safety and security of employees and the facilities at Platinum, 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.

For safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter Platinum at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Platinum's premises, employees should immediately notify their manager.

## ***511 Workplace Violence Prevention***

Effective Date: 03/01/2011

Platinum is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Platinum has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including managers and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. **Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Platinum workspace.**

Conduct that threatens, intimidates, or coerces another employee, a client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a manager. Do not place yourself in peril.

Platinum will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Platinum may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Platinum encourages employees to bring their disputes or differences with other employees to the attention of their manager or the HR Department before the situation escalates into potential violence. Platinum is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

## ***512 Company Accounts, Credit Cards and Rebates***

Effective Date: 12/21/2010

Platinum recognizes the need and convenience of company accounts and credit cards. Platinum will issue company credit cards to certain employees for use in their jobs. Use of company-issued credit cards is a privilege, which Platinum may withdraw at its sole discretion. Any credit card Platinum issues to an employee must be used for business purposes only, in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business, non-essential purpose, i.e., for any personal purchase or any other transaction that

is not authorized or needed to carry out their duties. Employees must pay for personal purchases with their own funds or personal credit cards.

If any employee uses a company credit card for personal purchases or any other unauthorized purchase in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee, and will be recovered in full from the employee's next paycheck(s). Such deductions will be in the amount of the unauthorized purchase(s), but if a deduction for such amount would take the employee below minimum wage for the workweek in question, the deductions will be in two or more equal increments that will not take the employee's pay below minimum wage for any workweek involved. In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and including termination of employment.

All company credit card receipts are due within 24 hours of the date of purchase. If a company credit card purchase is made on the weekend or a holiday, the receipt may be turned in to the corporate office on the next working business day. If purchases are made during business travel, company credit card receipts may be turned in to the corporate office once the employee arrives back to his/her regular working location. The credit card receipt must show details of the items purchased. In the event of a food or meal purchase, the cardholder must supply a list of individuals for whom the meal was purchased and the business purpose of the meal with the receipt. Any abuse or violation of the above will be cause for cancellation of your card and disciplinary action up to and including termination of employment.

Employees shall not accumulate reward points or receive rebates, from any source, related to the purchase of goods or services from any vendor which can be redeemed for the employee's personal use. Any vendor program offering rebates or award points to Platinum related to the purchase of goods and services must be reviewed and approved in writing by the home office. Rebate payments and award program points must be made payable to "Celerity Energy Services d/b/a Platinum Control Technologies." Rewards offered to an employee for purchasing supplies or services for Platinum could reasonably be viewed as a means of influencing or rewarding the employee in how he or she carries out his or her official duties for the company. Under these circumstances, such rewards would constitute gifts that influence or reward an employee for his or her actions. Therefore, the redemption of these rewards by an employee eligible to receive them as a result of their responsibilities on behalf of Platinum would violate this policy and may result in disciplinary action up to and including termination of employment.

Platinum will set up company accounts with regularly used vendors in order to speed up the purchasing process for employees. Platinum employees are not authorized to set up accounts with vendors, complete credit applications, sign contracts or verbally enter into a contract on Platinum's behalf without written authorization from the Platinum. If you have any questions regarding company accounts, please contact Administration.

## EMPLOYEE CONDUCT & DISCIPLINARY ACTION

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### ***601 Employee Conduct and Work Rules***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

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

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

- \* Theft or inappropriate removal or possession of property
- \* Falsification of timekeeping records
- \* Working under the influence of alcohol or illegal drugs
- \* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- \* Fighting or threatening violence in the workplace
- \* Boisterous or disruptive activity in the workplace
- \* Negligence or improper conduct leading to damage of employer-owned property
- \* Insubordination or other disrespectful conduct
- \* Violation of safety or health rules
- \* Smoking in prohibited areas
- \* Sexual or other unlawful or unwelcome harassment
- \* Possession of dangerous or unauthorized materials, such as explosives, weapons or firearms, in the workplace
- \* Excessive absenteeism or any absence without proper notification
- \* Unauthorized absence from workstation during the workday
- \* Unauthorized use of telephones, mail system, or other employer-owned equipment
- \* Unauthorized disclosure of business "secrets" or confidential information
- \* Violation of personnel policies
- \* Unsatisfactory performance or conduct
- \* Sleeping/falling asleep at work while on the time clock or while responsible for performing active or passive job duties

Unless such right is limited or restricted in a written agreement executed by Platinum and the employee, employment with Platinum is at the mutual consent of Platinum and the employee, and either party may terminate that relationship at any time, with or without cause.

### ***602 Drug-Free Workplace***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

It is Platinum's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a safe and satisfactory manner.

The policy of Platinum is to maintain a drug-free workplace. The term "workplace" is defined as Platinum and/or any Platinum -sponsored site or any other site where any Platinum employee is engaging in the performance of work for Platinum and/or the client. Platinum has no tolerance for drug or alcohol abuse by its employees. The use of any illegal drugs, intoxicants, or controlled substances (without a prescription or in violation of doctor's orders) is strictly prohibited. Illicit drug use and indiscriminate alcohol consumption put everyone at risk and cannot be tolerated. In keeping with our efforts to promote health and safety and protect the interests of our employees, clients, and Platinum, we cannot allow anyone to use, possess, sell, manufacture, purchase, or be under the influence of alcohol, illegal drugs, intoxicants, or controlled substances at any time on Platinum premises, in Platinum vehicles, or while on Platinum business. Furthermore, the involvement of employees in these activities off the job raises significant concerns for Platinum and will be treated with equal severity. The company reserves the right to require existing employees to submit to medical evaluation, including substance-abuse testing where there is reasonable suspicion to believe that job performance is being impaired by substance or alcohol abuse. "Reasonable suspicion" means suspicion based on information regarding, among other things, the appearance, behavior, speech, attitude, mood, and/or breath odor of any employee. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees suspected of possessing alcohol, illegal drugs, intoxicants, or controlled substances are subject to inspection and search, with or without notice. Employees' personal belongings, including any bags, purses, briefcases, and clothing, and all Platinum property, are also subject to inspection and search, with or without notice. Employees who violate Platinum's drug and alcohol abuse policy will be removed from the workplace immediately. Platinum may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction or negotiated pleas, including nolo contendere, for criminal conduct involving illegal drugs, intoxicants, or controlled substances, whether on or off duty, or any violation of Platinum's drug and alcohol abuse policy, including having a positive drug-test result, may lead to disciplinary action, up to and including termination. To inform employees about important provisions of this policy, Platinum has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy. Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters with their manager or the HR Department to receive assistance or referrals to appropriate resources in the community. Notification of substance abuse to management or the HR department must happen prior to any random, reasonable suspicion, or accident drug/alcohol screening.

Employees with drug or alcohol problems that have not resulted in and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through Platinum's health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all Platinum policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause Platinum any undue hardship.

Employees must notify Platinum of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five (5) days of the conviction.

The use of drugs or alcohol can cause accidents and/or serious injury. Employees using such substances are not only endangering themselves, but they are also endangering other employees who work with them. In view of this, employees are expected to protect their own welfare and to participate in Platinum's efforts to provide a safe working environment by notifying their immediate supervisor of suspected violations of this policy. If the complaint involves your immediate supervisor, please inform the HR Department immediately.

### ***603 Prohibiting Discrimination, Sexual and Other Unlawful Harassment***

Effective Date: 03/01/2011

In accordance with applicable law, Platinum prohibits any form of discrimination and/or sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, sexual orientation, age, veteran status or any other basis protected by federal, state, or local law. All such discrimination and/or harassment will not be tolerated. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Platinum provides ongoing training to ensure you the opportunity to work in an environment free of discrimination and sexual and other unlawful harassment.

"Sexual harassment" is defined as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person, whether that person is of the opposite or the same sex as the harasser.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. submission or rejection of the conduct is used as a basis for making employment decisions affecting the individual or;
3. conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

\* Number (3) not only applies to sexual harassment but also to unlawful harassment.

If you experience or witness unlawful discrimination or harassment in the workplace, you should report it immediately to your manager, regardless of whether you or someone else is the subject of the discrimination or harassment. If your manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the HR Department. You can raise concerns and make reports without fear of reprisal or retaliation.

Your complaint should be as detailed as possible, including the names of individuals involved, the names of any witnesses, descriptions of actual events and direct quotations when language is relevant, and any documentary evidence (e.g., notes, pictures, or cartoons).

All allegations of unlawful discrimination or harassment will be promptly and thoroughly investigated. All employees are required to cooperate fully in any such investigation. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will remain protected unless doing so would adversely affect

the thoroughness of the investigation. When the investigation is completed, you will be informed of the outcome of the investigation.

Any manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the HR Department so it can be investigated in a prompt and thorough manner. Anyone engaging in unlawful discrimination or sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

### ***604 Attendance and Punctuality***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

To maintain a safe and productive work environment, Platinum expects employees to be reliable and to be punctual in reporting for scheduled work. Regular, on-time attendance is considered part of each employee's essential job functions. Absenteeism, early departures from work and tardiness place a burden on other employees and on Platinum.

In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their immediate supervisor as soon as possible, but no later than sixty (60) minutes after the start of their scheduled shift. It is the employee's responsibility to have their supervisor's name and contact information. No Call-No Show is considered a form of job abandonment and will result in a voluntary resignation on the employee's part.

Every time you are absent or late, or leave early, you must provide your supervisor with an honest reason or explanation. You must also inform your supervisor of the expected duration of any absence. Platinum will comply with applicable laws relating to time off from work, but it is your responsibility to provide sufficient information to enable Platinum to make a determination. You must notify your supervisor of any change in your status as soon as possible.

Tardiness occurs when an employee is not at his or her workstation, working, on time as scheduled. Excessive tardiness is not acceptable work conduct. Platinum defines excessive tardiness as the accumulation of six (6) tardies in a calendar year (January – December). Excessive tardiness is grounds for disciplinary action, up to and including termination of employment.

Platinum provides paid time off benefits to all eligible employees for a temporary absence. Disciplinary action, up to and including employment termination, will commence, for the overuse of personal time. For more information, please see the Paid Time Off policy.

### ***605 Personal Appearance***

Effective Date: 03/01/2011

Updated Date: 04/01/2020

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Platinum presents to Clients and visitors.

During business hours or when representing Platinum, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with clients or visitors in person. If company issued uniforms are provided, employees are expected to wear it properly and in its entirety. Uniforms are expected to be clean, pressed and free of tears or damage.

If a member of management or a client feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your manager if you have questions as to what constitutes appropriate appearance.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- \* Shoes must provide safe, secure footing, and offer protection against hazards.
- \* Tube tops may not be worn under any circumstances.
- \* Mustaches and beards must be clean, well-trimmed, and neat and must comply with all safety requirements.
- \* Hairstyles are expected to be in good taste.
- \* Extreme hairstyles do not present an appropriate professional appearance.
- \* Offensive body odor and poor personal hygiene are not professionally acceptable.
- \* Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- \* Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- \* Facial jewelry should be minimal or clear spacers should be used to maintain a professional appearance.
- \* If management determines an employee's tattoos may present a conflict, the employee will be encouraged to identify appropriate options, such as covering of tattoos, transfer to an alternative position, or other reasonable means to resolve the conflict.

## ***606 Return of Property***

Effective Date: 03/01/2011

Employees are responsible for all Platinum property, materials, or written information issued to them or in their possession or control.

All Platinum property must be returned by employees on or before their last day of work. Where permitted by applicable laws, Platinum may withhold from the employee's paycheck the cost of any items that are not returned when required. Platinum may also take all action deemed appropriate to recover or protect its property.

## ***607 Resignation***

Effective Date: 03/01/2011

Resignation is a voluntary act initiated by the employee to terminate employment with Platinum. Although advance notice is not required, Platinum requests at least two (2) weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire unless state or federal law requires otherwise.

### ***608 Security Inspections***

Effective Date: 03/01/2011

Platinum wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Platinum prohibits the possession, transfer, sale, or use of such materials on its premises. Platinum requires the cooperation of all employees in administering this policy.

Platinum reserves the right, at all times and without prior notice, to inspect and search any and all its property for the purpose of determining whether any of its policies have been violated, or when an inspection or investigation is necessary for purposes of promoting safety in the workplace or compliance with state and federal laws. These inspections may be conducted during or after business hours and in the presence or absence of the employee.

In addition, in order to ensure the safety and security of employees and clients, and to protect Platinum's legitimate business interests, Platinum or its representatives reserve the right to question and inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings that the individual may be carrying. These items are subject to inspection and search at any time, with or without prior notice. Any individual who wishes to avoid inspection of any articles or materials should not bring such items onto Platinum's and/or a client's premises. Employees should have no expectation of privacy in anything they bring onto Platinum and/or its client's property or in the use of Platinum electronic resources.

### ***609 Solicitation & Distribution of Literature***

Effective Date: 03/01/2011

In an effort to ensure a productive and harmonious work environment, persons not employed by Platinum may not solicit or distribute literature in the workplace at any time for any purpose.

Platinum recognizes that employees may have interests in events and organizations outside the workplace. However, an employee may not solicit, distribute or circulate any literature concerning any cause or organization during his or her working time or during the working time of the employee or employees at whom the activity is directed. (Working time does not include meal periods, break periods, or any other periods in which employees are not, and are not scheduled to be, performing services or work for Platinum.)

Examples of impermissible forms of solicitation include, but are not limited to, the following:

- \* The collection of money, goods, or gifts for political groups
- \* The distribution of literature not approved by the employer
- \* The solicitation of memberships, fees, or dues

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- \* Employee announcements
- \* Internal memoranda
- \* Organization announcements
- \* Payday notices
- \* Workers' compensation insurance information
- \* Etc.

If employees have a message of interest to the workplace, they may submit it to their supervisor for approval. No messages will be posted without the approval of the supervisor.

### ***610 Progressive Discipline***

Effective Date: 03/01/2011

Effective Date: 04/01/2020

The purpose of this policy is to state Platinum's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Platinum's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Platinum is based on mutual consent and unless such right is limited or restricted in a written agreement executed by Platinum and the employee both the employee and Platinum have the right to terminate employment at will, with or without cause or advance notice. Platinum may use progressive discipline at its sole discretion.

Disciplinary action may call for any one of the following steps -- verbal warning, written warning and improvement plan, suspension with or without pay, or termination of employment. Depending on the facts and circumstances of each case, there may be circumstances when one or more steps are bypassed at Platinum's sole discretion.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; another offense may lead a written warning; another offense may lead to a suspension; and still another offense may then lead to termination of employment.

Platinum recognizes that there are certain types of employee infractions that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the progressive discipline steps. Management is expected to consult with the HR Department for the correct progressive discipline procedures to administer.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of

unsatisfactory conduct that will trigger progressive discipline. The employee should always be given the opportunity to explain his/her misconduct or to state any mitigating circumstances.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Platinum.

## **611 Problem Resolution**

Effective Date: 03/01/2011

Platinum is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Platinum management.

Platinum strives to ensure fair and honest treatment of all employees. Managers and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Platinum in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to his or her manager as soon as possible, but in no event any longer than three (3) calendar days after the incident occurs. If the manager is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to the HR Department.
2. Management responds to the problem during discussion no longer than five (5) days, after consulting with appropriate management, when necessary. Management documents discussion.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

## **612 Workplace Etiquette**

Effective Date: 03/01/2011

Platinum strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Platinum encourages all employees to keep an open mind and graciously accept

constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the HR Department if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- \* Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or their manager.
- \* Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- \* Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- \* Refrain from using inappropriate language (such as swearing) that others may overhear.
- \* Monitor the volume when listening to music, voice mail or a speakerphone that others can hear.

Violation may result in disciplinary action, up to and including termination.

### ***613 Social Media Policy***

Effective Date: 06/01/2015

At Platinum, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Platinum, as well as any other form of electronic communication. Examples of social media applications are LinkedIn, Facebook, Instagram, MySpace, Wikipedia, YouTube, Twitter, Yelp, Flickr, Second Life, Yahoo groups, Wordpress, ZoomInfo, etc.

To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media:

- Any conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects members, customers, suppliers, people who work on behalf of Platinum or Platinum's legitimate business interests may result in disciplinary action up to and including termination.

**Anything** that applies to OR references **Platinum** and/or the Platinum clients **must** be approved by the Executive team **before** it is posted to any social media site.

- Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action

up to and including termination.

- Maintain the confidentiality of Platinum trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Express only your personal opinions. Never represent yourself as a spokesperson for Platinum. Use private settings when appropriate. On personal pages, posts and pictures, Platinum encourages employees to limit access to only family and friends for viewing.
- On Professional social media sites (such as LinkedIn), ALL content (blogs, message, pictures) should be professional and appropriate. Many Platinum clients, vendors and prospective customers visit these types of professional networking sites to connect and evaluate other businesses. Platinum has clients, vendors and other contacts reviewing these types of professional sites to evaluate the company. Your presence on these types of applications is a representation of the company.
- If you do publish a blog or post online related to the work you do or subjects associated with Platinum, make it clear that you are not speaking on behalf of Platinum. It is best to include a disclaimer such as “The opinions expressed on this site are my own and do not necessarily represent the views of my employer, Platinum.”
- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use Platinum email addresses to register on social networks, blogs or other online tools utilized for personal use.
- Platinum prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

In summary, employees should be **VERY** careful what he/she posts on all social media sites. This Social Media policy applies to **all employees 24/7**, even when accessing Social media sites during employee leisure time.

## ***614 Employment Terminations***

Effective Date: 03/01/2011

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- \* Resignation - voluntary employment termination initiated by an employee.
- \* Discharge - involuntary employment termination initiated by the organization.
- \* Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Management must consult with the HR Department before a termination as soon as possible. Platinum recognizes that there are certain types of employee infractions that are serious enough to justify either a suspension, or, in extreme situations, termination of employment. In extreme situations, where management is unable to consult with the HR Department, management is expected to dismiss the employee from work and request that the employee contact him/her the next business day. Failure to report a termination, in a timely manner, to the HR Department may result in disciplinary action, up to and including termination.

Platinum will schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of any outstanding debt to Platinum, and/or return of Platinum, client or facility-owned property. Suggestions, complaints, and questions can also be voiced.

If an employee chooses to voluntarily terminate his/her employment with Platinum, and provides a specified length of time as notice, Platinum reserves the right to decline the specified time and may dismiss the employee effective immediately.

Since employment with Platinum is based on mutual consent, in the absence of a written agreement between an employee and Platinum, both the employee and Platinum have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state laws.

Some employee benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

## MISCELLANEOUS

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### ***700 Suggestion Program***

Effective Date: 03/01/2011

As employees of Platinum, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit Platinum by solving a problem, reducing costs, improving operations or procedures, enhancing client service, eliminating waste or spoilage, or making Platinum a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your manager for help.

Suggestions should be submitted to your immediate supervisor. You will be notified of the adoption or rejection of your suggestion.

Special recognition and possible cash award may be given to employees who submit a suggestion that is implemented, at Platinum's sole discretion.

### ***701 Mutual Waiver of Jury Trial***

Effective Date: 03/01/2011

Each employee and Platinum agree to resolve any disputes between them arising out of or in any way related to the employment relationship (including, but not limited to, employment and discontinuation of employment) before a judge without a jury. **PLATINUM AND EACH EMPLOYEE WHO RECEIVES A COPY OF THIS HANDBOOK, OR HAS KNOWLEDGE OF THIS POLICY, AND CONTINUES TO WORK FOR PLATINUM THEREAFTER, HEREBY WAIVES THE RIGHT TO TRIAL BY JURY AND AGREES TO HAVE ANY DISPUTES ARISING BETWEEN THEM RESOLVED BY A JUDGE OF A COMPETENT COURT SITTING WITHOUT A JURY.**

## ACKNOWLEDGEMENT OF RECEIPT

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I have received a copy of Platinum's Employee Handbook, which outlines its work performance requirements, policies, procedures and benefits. I will familiarize myself with the information in this handbook, will seek verification or clarification from the HR Department where necessary, and will comply with all policies and requirements.

In the absence of a written agreement between an employee and Platinum executed by the President of Platinum, all employees of Platinum are employees at will, and as such are free to resign with or without notice and with or without reason. Similarly, in the absence of a written agreement between an employee and Platinum executed by the President of Platinum, Platinum may terminate the employment of any employee at any time, with or without reason and with or without notice. In the absence of a written agreement between an employee and Platinum executed by the President of Platinum to the contrary, employees also may be demoted or disciplined, and the terms and conditions of their employment may be altered at any time, with or without cause, at the discretion of Platinum.

Upon the express written approval of the President of Platinum, the information in this handbook is subject to change, with or without notice, and I understand that changes in the policies may supersede, modify, or eliminate the policies summarized in this handbook. Changes are effective upon implementation.

Each employee and Platinum agree to resolve any disputes between them arising out of or in any way related to the employment relationship (including, but not limited to, employment and discontinuation of employment) before a judge without a jury. PLATINUM AND EACH EMPLOYEE WHO RECEIVES A COPY OF THIS HANDBOOK, OR HAS KNOWLEDGE OF THIS POLICY, AND CONTINUES TO WORK FOR PLATINUM THEREAFTER, HEREBY WAIVE THE RIGHT TO TRIAL AND AGREE TO HAVE ANY DISPUTES ARISING BETWEEN THEM RESOLVED BY A JUDGE OF A COMPETENT COURT SITTING WITHOUT A JURY.

Furthermore, except for the provisions contained in Section 701 (Mutual Waiver of Jury Trial) of this Employee Handbook, I acknowledge that this handbook is not intended to be a contract of employment (express or implied/bilateral or unilateral), nor is it intended to otherwise create any legally enforceable obligations on the part of Platinum or its employees. This handbook supersedes and replaces all previous personnel policies, practices, and guidelines.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_