

EMPLOYEE HANDBOOK

Proud to be a Partner

4th Edition



Partner Solutions
Facility Services



Partner Solutions | Facility Services

Employee Handbook

August 2020

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Acknowledgment of Receipt and Review

Welcome

1.1 A Greeting

Welcome! You have just joined a dedicated organization. We hope that your employment with Partner Solutions will be rewarding. We take pride in our employees as well as in the services we provide and the products we use. The Company complies with all federal and state employment laws, and this handbook generally reflects those laws. The Company also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook. The employment policies and/or benefits summaries in this handbook are written for all employees. Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact the Human Resources Department.

We wish you success in your employment here at Partner Solutions!

All the best,

Leonardo Sousa,

President, CEO & Founder



1.2 At-Will Employment

Your employment with Partner Solutions is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the President has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the President.

If a written contract between you and the Company is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

2.0 Introductory Language and Policies

2.1 About the Company

Welcome aboard to Partner Solutions Facility Services. We are very happy that you have finally decided to join us. We are confident that your expertise and dedication can contribute significantly to the company and together, we can achieve so much. As a new employee, you will need to familiarize yourself with our company's benefits program, protocols and expectations. Make sure to read through this employee handbook for

much more information. Please understand that the purpose of this book is for your personal understanding and cannot therefore be used as a legal document.

You will be having an orientation soon with your direct supervisor and Human Resources personnel. They will discuss in detail our organizational chart, services, benefits, policies, training guidelines and much more.

This handbook is designed to summarize certain personnel policies and benefits of Partner Solutions and to acquaint employees with many of the rules concerning employment with the Company. This handbook applies to all employees, and supersedes all previous employment policies, written and oral, expressed and implied. The company reserves the right to modify, rescind, delete or add to the provisions of this handbook at any time.

2.2 Company Facilities

The company headquarters is located at 501 John Mahar Highway #101 Braintree, MA 02184. The phone number for the office is 617-553-4862. If you have questions regarding this handbook or any policies listed within, please contact Human Resources by phone at extension 408 or at hr@psgc.email



2.3 Mission Statement

At Partner Solutions, we provide a range of services that includes Janitorial Services, Carpet Cleaning, Window Washing, and other general Facility Management Services. We are proud to provide unsurpassed, quality service in our industry. We believe that quality matches collaboration; therefore, we equip every employee with the necessary tools and training to accomplish the ever-changing tasks at hand with confidence.

2.4 Organization Chart for the Company

- * Leonardo Sousa, CEO/President/Founder
lsousa@psgc.email
- * Ricardo Pereira, Vice President of Operations
rpereira@psgc.email
- * Nathalia Gama, Business Development Executive
ngama@psgc.email
- * Karen Griffin, Human Resources & Marketing Manager
kgriffin@psgc.email
- * Lucas Rabelo, District Manager
lrabelo@psgc.email

2.5 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Partner Solutions policies and procedures. The handbook is not a contract. The Company reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

3.0 Hiring and Orientation Policies

3.1 Conflicts of Interest

Partner Solutions is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Company, you must disclose it to Human Resources. If an actual or potential conflict of interest is determined to exist, the Company will take such steps as it deems necessary to reduce or eliminate this conflict.

3.2 Employment of Relatives and Friends

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at Partner Solutions. It is your obligation to inform the Company of any such potential conflict so the Company can determine how best to respond to the particular situation. If present employees become relatives during employment, the Company should also be notified so that we may best determine if any conflict of interest could potentially disrupt operations.

3.3 New Hires and Introductory Periods

The first 60 days of your employment is considered an introductory period. During this period, you will become familiar with Partner Solutions and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. This is also an opportunity for you to make suggestions to improve the company's efficiency and operations. Your introductory period with the Company can be shortened or lengthened as deemed appropriate by management and

Human Resources. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

Your offer letter will detail the introductory period and any potential pay increases that will occur at the end of that probationary period. Your pay increase upon completion of the introductory period will be at the end of the initial 60 days and on the next pay cycle, after your evaluation. You will be paid on a bi-weekly basis; every other week. At the end of your introductory period, you will be eligible for the benefits detailed in your offer letter.

3.4 Training Program

Training during your Orientation will include on the job safety and procedural protocols. For practical job duties and practices, in most cases, and for most departments, training employees is done on an individual basis by the department manager or Human Resources. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your District Manager.

3.5 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Partner Solutions. If you are currently employed and have not complied with this obligation, your employment with the company will be terminated.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Company.

4.0 Wage and Hour Policies

4.1 Attendance Policy

If you know ahead of time that you will be absent or late, provide reasonable advance notice to your Supervisor or District Manager prior to your starting time. You may be required to provide documentation of any medical or other excuse for being absent or late where permitted by applicable law. In the event that the employee fails to call their supervisor or report to work for three consecutive workdays, the employee will be deemed to have voluntarily resigned from their employment with the company and will be removed from the payroll. Excessive absenteeism or tardiness may subject the employee to disciplinary action, up to and including termination.

Partner Solutions reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences where permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to the policy.

4.2 Direct Deposit

Partner Solutions encourages all employees to enroll in direct deposit. It is not required that you enroll. If you have selected the direct deposit payroll service, a written explanation of your deductions will be available through the app to you on payday described in the preceding sections in lieu of a check.

4.3 Paycheck Deductions

Partner Solutions is required by law to make certain deductions from your pay each pay period. This includes income taxes, Federal Insurance Contributions Act (FICA) contributions (Social Security and Medicare), Paid Family and Medical Leave Act (PFMLA) and any other deductions required under law or by court or IRS order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, or other services. Your deductions will be reflected in your wage statements. At the start of the calendar year, you will be supplied with your Wage and Tax Statement W-2 Form, this summarizes your income and deductions for the prior year.



A garnishment is a court order requiring an employer to remit part of an employee's wages to a third party to satisfy a just debt. Once the company receives legal papers ordering a garnishment, we are required by law to continue making deductions from your check until we have withheld the full amount or until we receive legal papers to stop the garnishment. Even if you have already paid the debt, we still need the legal papers to stop the garnishment.

4.4 Recording Time

Partner Solutions is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Company has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using Company Paychex App to punch in and out.

You must accurately record all of your time to ensure you are paid for all hours worked, and must follow established Company procedures for recording your hours worked. Time must be recorded as follows:

- * Immediately before starting your shift.
- * Immediately after finishing work.

Rest and meal periods (breaks) will be in accordance with MA state law. Nonexempt employees who work less than a 6 hour period will be assigned a 15 minute paid break. Nonexempt employees who work more than a 6 hour period will be assigned a 30 minute unpaid break and a 15 minute paid break. These breaks will be scheduled by your supervisor and automatically deducted from your time worked. We understand that breaks are important to continue to do the labor intensive work that you do, and are not optional. If you find that you are not able to take your break due to the amount of work presented to you, you must inform your supervisor of the situation, and we will work together to find an appropriate resolution. You are not allowed to work through your break.

You should clock in no more than seven minutes before or after your start time and clock out no later than seven minutes after your quitting time. Our company follows the 7 minute rule, which rounds to the closest 15 minute period. For example, if you clock in at 6:04, your clock in will be logged into the system at 6:00, and if you clock out at 10:09, your clock out will be logged into the system at 10:15.

If you need to stay later than your usual quitting time, your manager must be informed and approve the additional time worked. Nonexempt employees will be paid overtime in accordance with MA state law. In MA, with many exceptions, the standard work week for employees should not exceed 40 hours per week. Should your supervisor find it necessary and approve an employee in excess of 40 hours, the employee will be compensated at one and a half times the regular rate of pay.

Notify HR at hr@psgc.email of any pay discrepancies, unrecorded or misrecorded work hours within 24 hours of the missed punch.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to Human Resources any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

5.0 Performance, Discipline, Layoff & Termination

5.1 Criminal Activity/Arrests

Partner Solutions will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Company, whether on or off Company property, may result in disciplinary action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.2 Open Door/Conflict Resolution Policy

Partner Solutions strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your District Manager and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the

Company, management, its employees, vendors, customers, or any other persons or entities related to the Company, bring your concerns to the attention of your District Manager at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate District Manager. If you have already brought this matter to the attention of your District Manager before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources and then, if necessary, to upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.3 Outside Employment

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at Partner Solutions is prohibited. The Company recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the Company should be reported to your District Manager or Human Resources. Failure to adhere to this policy may result in discipline up to and including termination.

5.4 Pay Raises

Depending on financial health and other Company factors, efforts will be made to give pay raises consistent with Partner Solutions profitability and job performance. Partner Solutions will conduct reviews of its employees, and qualified candidates may be eligible for a pay raise following the review and pursuant to the outcome of the review. The Company may also make individual pay raises based on merit or change of job position.

5.5 Performance Improvement

Partner Solutions will make efforts to periodically review your work performance. The performance improvement process will take place annually, or as business needs dictate. You may specifically request that your District Manager assist you in developing a performance improvement plan at any time.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

5.6 Post-Employment References

Partner Solutions policy is to confirm dates of employment and job title only. With written authorization, the Company will confirm compensation. Forward any requests for employment verification to HR.

5.7 Promotions

To match you with the job for which you are best suited and to meet the business needs of Partner Solutions, you may be transferred from your current job or location. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

5.8 Resignation Policy

Partner Solutions hopes that your employment with the Company will be a mutually rewarding experience; however, the Company acknowledges that varying circumstances can cause you to resign employment. The Company intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

The Company requests that you provide a minimum of two weeks' notice of your resignation. Provide a written resignation letter to your District Manager. If you provide less notice than requested, the Company may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

The Company reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

The Company will pay separated employees in accordance with applicable laws and other sections of this handbook.

Notify the Company if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

Return of Property

Return all Company property at the time of separation, including keys, uniform and any other company property. Failure to return some items may result in deductions from your final paycheck where state law allows.

5.9 Standards of Conduct

Partner Solutions wishes to create a work environment that promotes job satisfaction,



respect, responsibility, integrity, and value for all our employees, clients, coworkers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- * Violation of the policies and procedures set forth in this handbook.
- * Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- * Being under the influence of alcohol during working hours on Company property (including in Company vehicles), or on Company business.
- * Inaccurate reporting of the hours worked by you or any other employees.
- * Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- * Taking or destroying property that belongs to Company, a coworker or the public.
- * Unauthorized or careless use of the companys materials, equipment or property.
- * Possession of potentially hazardous or dangerous property



(where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.

- * Fighting with, or harassment of (as defined in our EEO Equal Employment Opportunity policy), any fellow employee, vendor, or customer.
- * Disclosure of Company trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Company or its customers, contractors, suppliers, or vendors.
- * Refusal or failure to follow directions or to perform a requested or required job task.
- * Refusal or failure to follow safety rules and procedures.
- * Excessive tardiness or absences.
- * Smoking in non-designated areas.
- * Working unauthorized overtime.
- * Solicitation of fellow employees on Company premises during working hours.
- * Failure to dress according to Company policy. Dress code requirements will vary according to job responsibilities, see your supervisor for specific information regarding specifications.
- * Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- * Engaging in outside employment that interferes with your ability to perform your job at this Company.
- * Gambling on Company premises.
- * Inappropriate use of or lending of keys or keycards to Company property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

5.10 Transfers

Partner Solutions may transfer your employment from one position to another with or without notice, as required by production or service needs, or upon request by you and with management approval.

6.0 General Policies

6.1 Authorization for Use of Personal Vehicle

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. Partner Solutions may run a motor vehicle department check to determine your driving record. It is your responsibility, upon request, to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the Company.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

6.2 Bulletin Boards

Partner Solutions maintains an official bulletin board located at the office at 501 John Mahar Hwy, Braintree, MA, on the employee portal on Paychex, or in the custodial offices at the individual client sites for providing employees with official Company notices, including wage and

hour laws, changes in policies, and other employment-related notices. At times the Company may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.



6.3 Computer Security and Copying of Software

Software programs purchased and provided by Partner Solutions are to be used only for creating, researching, and processing materials for Company use. By using Company hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Company policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Company, or developed by Company employees or contract personnel on behalf of the Company, is and will be deemed Company property. It is the policy of the Company to respect all computer software rights and to adhere to the terms of all software licenses to which the Company is a party.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Company to both civil and criminal penalties under the United States Copyright Act. You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others.

6.4 Employer Sponsored Social Events

Partner Solutions holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a District Manager prior to the event. Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

6.5 Employer-Provided Cell Phone/Mobile Device Policy

Partner Solutions may issue certain employees a Company cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you are not allowed to use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device. The Company owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them. You may not change those passwords except with permission. When using the cell phone in a public place, please remember to maintain confidentiality of any business information. As a courtesy to others, please silence cell phones during any meetings. At the time of employment termination, all such equipment and passwords must be returned to the Company in operable condition.

The use of personal cell phones at work is discouraged, please refer to Personal Cell Phone Policy. Violation of this policy may result in discipline, up to and including termination of employment.



6.6 Nonsolicitation/Nondistribution Policy

To avoid disruption of business operations or disturbance of employees, visitors, and others, Partner Solutions has implemented a Nonsolicitation/Nondistribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Nonsolicitation/Nondistribution Policy.

You are prohibited from soliciting other employees during your assigned working time. For this purpose, working time means time during which either you or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other authorized nonworking time, so long as you do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunch rooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the company's EEO and nonharassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on company premises at any time.

This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment. Violations of this policy should be reported to your District Manager.

6.7 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Partner Solutions. All employees are required to report to work

neatly groomed and dressed in designated uniform. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. We ask that you use common sense and good judgment in determining what to wear to work.

Uniforms will generally include a Partner Solutions issued apron, a white short or long sleeve t-shirt (weather-dependent) under apron, jeans (without holes, tears or excessive embellishment), knee length jean shorts in summer, and black tennis shoes or sneakers (non-slip is recommended). In addition, protective safety clothing and equipment may be required, depending upon the job.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The Company, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Company. Contact your District Manager to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes.

Frequent violations may result in disciplinary action, up to and including termination of employment.

6.8 Personal Cell Phone/Mobile Device Use

While Partner Solutions permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. Casual conversation with friends and relatives during working hours is strongly discouraged. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Company property or client work sites unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Company policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Company requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

The use of personal devices is allowed for punching in and out to record time worked. You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.9 Personal Data Changes

It is your obligation to provide Partner Solutions with your current contact information, including current mailing address and telephone number. This information may be changed in the app which records time and attendance, or inform the Company. You must also inform the company

of any changes to your marital or tax withholding status by email at hr@psgc.email. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings.

6.10 Security

All employees are responsible for helping to make Partner Solutions a secure work environment. Upon leaving work, close all windows, lock all closets, and close and lock all doors in your work area and report any lost or stolen keys, passes, or similar devices to your District Manager immediately. All alarms need to be set when leaving the building, if you are the last to leave the building and an alarm is not set or could not be set for any reason, contact your direct supervisor immediately. Do not discuss specifics regarding Company security systems, alarms, passwords, etc. with those outside of the Company.

Immediately advise your District Manager of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company. Safety and security is the responsibility of all employees and we rely on you to help us keep our premises secure.

6.11 Social Media Policy

At Partner Solutions, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the Company, you are expected to follow our guidelines for appropriate use of social media. This policy applies to all employees who work for the Company.



Guidelines

For purposes of this policy, *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, personal website, social networking website, web bulletin board or a chat room, whether associated or affiliated with the Company, as well as any other form of electronic communication.

Company principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of the Company.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

The Company cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or Company policy. Your personal posts and social media activity should not reflect upon or refer to the Company.

Maintain Accuracy and Confidentiality

When posting information:

- * Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company.
- * Do not create a link from your personal blog, website, or other social networking site to a Company website that identifies you as speaking on behalf of the Company.
- * Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, do not represent yourself as speaking on behalf of the Company. Make it clear in your social media activity that you are speaking on your own behalf.
- * Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with company policies.

Media Contacts

If you are not authorized to speak on behalf of the Company. Do not speak to the media on behalf of the Company. Direct all media inquiries for official Company responses to Human Resources.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others 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.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

6.12 Suggestion Policy

At Partner Solutions, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, or meet customer and client needs. Discuss your ideas with your District Manager or another member of the management team.

We also encourage you to offer any suggestions sourced from seminars, magazines, or other outside sources of information you believe would add value to the Company. Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Company tools or property are considered to be the property of the Company.

6.13 Use of Company Technology

This policy is intended to provide Partner Solutions employees with the guidelines associated with the use of the Company information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Company, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- * Email systems and accounts.
- * Internet and intranet access.
- * Telephones and voicemail systems, including wired and mobile phones and smartphones.
- * Printers, photocopiers, and scanners.



- * Fax machines, e-fax systems, and modems.
- * All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- * Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.

General Provisions

Company IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law. All content maintained in Company IT resources and communications systems are the property of the Company. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Company electronic information and communications systems.

The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Company IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without prior consent.

The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.);

managing the use of the computer system;

and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or



expectation of privacy regarding the receipt, transmission, or storage of data on Company IT resources and communications systems.

Do not use Company IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

6.14 Use of Employer Vehicles

Company vehicles are to be used for Partner Solutions business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited. If you drive a Company vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your District Manager or Human Resources.

When a Company vehicle cannot be operated, is unsafe for use, or has been damaged, notify your District Manager or Human Resources immediately.

As the driver of a Company vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

You are not allowed to operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Multiple driving moving violations that appear on any potential state department of motor vehicle checks will result in suspension of rights to drive a Company vehicle or drive a personal vehicle on Company business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

6.15 Workplace Privacy and Right to Inspect

Partner Solutions property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, machinery, and facilities or any area on Company premises remains under the control of the Company and is subject to inspection at any time, without notice to any employees, and without their presence.

In addition, when the company deems appropriate, employees may be required to submit to searches of their personal vehicles, parcels, purses, bags, backpacks, briefcases, lunch boxes or any other possessions or articles brought on to the company's premises.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including that kept in lockers and desks.

7.0 Benefits

7.1 Continuing Education Policy and Tuition Assistance

We believe in the continuing education of our employees. If Partner Solutions sends you to a class or training program during normal working hours related to your employment and you are nonexempt, you will be

paid training pay for that time. Partner Solutions may be able to offer english courses to our employees who need to improve on their english skills, free of charge. All non-english speaking employees are encouraged to attend these courses. Please contact hr@psgc.email for more information and details on this valuable opportunity.

7.2 Dental Insurance

All regular full-time employees who have completed 60 days of employment at Partner Solutions are eligible for the Company dental plan. Dental plan benefits are described in detail in the Summary Plan Description (SPD).

7.3 Exempt Personnel

If you are classified as exempt at the time of your hiring, you are not eligible for overtime pay as otherwise required by federal, state, or local laws. If you have a question regarding whether you are exempt or nonexempt, contact your Human Resources for clarification.

7.4 Health Insurance Policy

Partner Solutions offers group health insurance benefits to all eligible full time employees who have completed 60 days of employment. Health plan benefits are available through the MA Health Connector and are described in detail in the Summary Plan Description (SPD), which may be obtained from Human Resources.

Your group health benefits are paid in part by Partner Solutions. The remainder of the costs are paid by you through deductions from your paycheck.

Benefits may be canceled or changed at the discretion of the Company, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with us, you are entitled to continue your health benefits under COBRA. In such event, the company must offer each qualified beneficiary (you and any covered dependents) who would otherwise lose coverage under the plan as a result of a qualifying event. A qualifying event is defined as termination of employment, a reduction in the number of hours of employment, death of covered employee, divorce or legal separation, a dependent child who ceases to be dependent, eligibility of the covered employee for Medicare, or an employer's bankruptcy. The Company will provide you with information about your rights to continue your benefits coverage.

7.5 Holidays

Partner Solutions offers the following paid holidays each year:

- * New Years Day
- * Martin Luther King's Day
- * President's Day
- * Memorial Day
- * Independence Day
- * Labor Day
- * Veteran's Day
- * Thanksgiving Day
- * Christmas Day

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

You will be compensated for holidays in accordance with federal and state law. We will grant paid time off to all eligible employees. Holiday pay for regular, full-time employees will be calculated based on the employee's base pay rate (as of the date of the holiday) times the number of hours the employee is scheduled for. Regular part-time employees will be paid on a pro-rata basis.

If an eligible non-exempt employee works on a recognized holiday with company approval, you will receive holiday pay in accordance with MA state law.

7.6 Nonexempt Personnel

If you are classified as nonexempt at the time of your hiring, you will be eligible for minimum wage and overtime pay in accordance with federal, state, and local laws. If you have a question regarding whether you are exempt or nonexempt, contact Human Resources for clarification.

7.7 Paid Time Off (PTO)

Partner Solutions provides regular full time and part time employees with paid time off (PTO). PTO may be used for vacation, sick time, or personal leave. Some types of leave are governed by law and others are discretionary. For all planned leaves, however, employees must submit a request in advance (see types of leave for timelines) this request must be approved by the company to be valid. In case of emergencies, employees should submit the request as soon as they become aware of the need for leave. All leaves must be requested through the App under time and attendance, and approved by the company. All requests for leave of absence will be considered in light of their effect on the company and its work requirements, as determined by the company management, which reserves the right to approve or deny such request in its sole discretion,

unless otherwise required by law. For disability-related leave requests, the company will engage in an interactive process with the employee to determine if a leave is the most appropriate accommodation. The employee must provide a certification from his or her health care provider to the company to support a leave for medical reasons.



Failure to provide the required certification in a timely manner will result in delay or denial of care.

Eligibility

* SICK TIME

All employees are eligible to receive PTO by accruing 1 hour for every 30 hours worked. Notify the manager of your expected absence as soon as possible but at least 5 hours prior to your scheduled shift.

You may use sick leave benefits for dental or doctor visits or to care for immediate family members who are sick. There may also be state mandated use of sick time. Unused sick days may not be converted to a cash payment. You may be required to use available sick leave during family and medical leave, disability leave, or other leave.

* VACATION/PERSONAL TIME

Eligible employees are entitled to 5 paid vacation days after one year of service/10 paid vacation days after five years of service.

Vacation days' pay for regular full time employees will be calculated based on the employee's base pay rate times the number of hours the employee was scheduled. Regular part time employees will be paid on a pro-rata basis. When employees eligible for paid vacation days do not take the full amount of vacation time they could have taken in a year, that amount will be forfeited at the end of the year. Upon termination, employees will be paid all accrued but unused vacation time as wages. PTO is calculated according to your work anniversary year.

PTO granted during your first year of employment will be prorated based on your hire date.

Once you reach the maximum accrual amount, you will not accrue any additional PTO until you use some of the accrued but unused PTO and the amount falls below the



maximum accrual amount. You will not receive retroactive credit for any period of time in which you did not accrue PTO because you accrued the maximum amount. You will not accrue PTO during unpaid leaves of absence, or other periods of inactive service, unless PTO accrual is required by applicable federal, state, or local law.

During a Leave of Absence

Company may require you to use any unused PTO during disability or family medical leave, or any other leave of absence, where permissible under local, state, and federal law.

7.8 Personal Leave of Absence

Partner Solutions recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Eligibility

All regular full or part time employees who have been employed for at least 60 days are eligible to apply for an unpaid personal leave of absence.

Requesting Leave

Requests for unpaid personal leave must be submitted through the App and approved by the company, you must also inform your District Manager. The company requires at least 2 weeks notice when taking an extended leave (of more than one week). In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and requirements of the department will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are

within the sole discretion of the Company. It is the responsibility of the employee to make sure the leave is approved by the Company, in the App. Taking leave without prior approval will be considered job abandonment resulting in Termination.

Any type of paid time off will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed. The company will use its best efforts to return you to the same or similar position upon return, but many factors, including the length of the leave will affect our ability to reinstate the employee.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least two weeks in advance of the return date. Leave extensions will be considered on a case-by-case basis. If the



Company denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment due to job abandonment.

Return to Work

In advance of your scheduled return date, your manager will arrange, if possible, for you to resume your previous position, if available. However, the Company's need to fill a position may override the ability to hold a position open until your return. Therefore, we cannot assure our ability to reinstate you to any position after your leave. The Company retains the discretion to determine the similarity of any available positions and your

qualifications. If we are unable to reinstate you or you refuse the offer of reinstatement to a different position, your leave status will be changed to a voluntary termination.

Failure to Return from Leave

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned your employment.

Alternative Employment

While on an unpaid leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

7.9 Regular Full-Time Personnel

Regular full-time employees are those who are not temporary employees, independent contractors, or independent consultants and have completed their introductory period and are regularly scheduled to work more than 30 hours per week. Unless stated otherwise or specifically permitted by law, the benefits provided to employees at Partner Solutions for regular full-time employees include vacation, holiday pay, sick time, health insurance, and other benefits coverage.

7.10 Regular Part-Time Personnel

All Part-Time employees are those who are not temporary employees, independent contractors, or independent consultants, have completed their introductory period and are scheduled to work fewer than 30 hours per week are considered part time. Part-time employees are eligible for some Partner Solutions benefits including vacation, holiday pay, and sick

time unless specified otherwise in this handbook, in the benefit plan summaries, or specifically permitted by law.

7.11 Temporary Personnel/Floaters

Temporary employees are hired for a specific period or specific work project, not to exceed 3 months in duration. Partner Solutions reserves the right to extend the duration of temporary employment where necessary. Temporary employees are not eligible for benefits unless specified otherwise in this handbook or in the benefit plan summaries, or specifically permitted by law.

7.12 Unemployment Compensation Insurance Policy

Unemployment compensation insurance is paid for by Partner Solutions and provides temporary income for employees who have lost their job in the event they become unemployed through no fault of their own or due to circumstances described by law. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Company and is administered by applicable state agencies, who determine eligibility for benefits, the amount of benefits (if applicable), and duration of benefits.

7.13 Workers' Compensation Insurance Policy

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at Partner Solutions, no matter how slightly, you are to report the incident immediately to your District

Manager or Human Resources. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your District Manager or Human Resources immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

Any employee who is unable to work due to a work related injury or illness and who is eligible for Workers' Compensation benefits will be provided an unpaid leave for the period required. The first 12 weeks will be treated concurrently as a family and medical leave under the federal Family Medical Leave Act (FMLA) for employees eligible for FMLA leave.

7.14 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible Partner Solutions employees and their beneficiaries to continue health insurance coverage under the Company health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Human Resources to learn more about your COBRA rights.

7.15 Emergency Paid Sick Leave Policy (COVID-19)

Partner Solutions provides eligible employees with emergency paid sick leave under certain conditions between April 1, 2020 and December 31, 2020 under the Emergency Paid Sick Leave Act, which is part of the Families First Coronavirus Response Act (FFCRA).

Eligibility

All employees are eligible for emergency paid sick leave.

Reason for Leave

You may take emergency paid sick leave if you are unable to work (or telework) because:

1. You are subject to a federal, state, or local quarantine or isolation order related to COVID-19;
2. You have been advised by a health care provider to self-quarantine because of COVID-19;
3. You are experiencing symptoms of COVID-19 and are seeking a medical diagnosis;
4. You are caring for an individual or are advised to quarantine or isolate;
5. You are caring for a child whose school or place of care is closed, or whose childcare provider is unavailable, due to COVID-19 precautions;
- or
6. You are experiencing substantially similar conditions as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury.

Duration/Compensation

Full-time, 40 hour a week employees are entitled to up to 80 hours of paid sick leave for qualifying events. Part-time employees are entitled to take the number of hours they would normally be scheduled to work during a two-week period.

For employees with varying hours, one of the following methods for determining the number of hours paid will be used:

- * If the individual has worked less than six months, the expected number of hours to be scheduled per day at the time of hire.



The rate of your pay depends on your reason(s) for taking leave. If you:

- * Are subject to a federal, state, or local quarantine or isolation order related to COVID-19, pay is at the greater of your regular rate or the applicable minimum wage, capped at \$511 per day.
- * Have been advised by a health care provider to self-quarantine because of COVID-19 concerns, pay is at the greater of your regular rate or the applicable minimum wage, capped at \$511 per day.
- * Choose to obtain a medical diagnosis because you are experiencing symptoms of COVID-19, pay is at the greater of your regular rate or the applicable minimum wage, capped at \$511 per day.
- * Caring for or assisting an individual who is subject to an order or recommendation as described in bullet 1 or 2 above, pay is at two-thirds of the greater of your or the applicable minimum wage, capped at \$200 per day.
- * Are caring for your child because of school or daycare closure, or because the child care provider is unavailable, due to COVID-19, pay is at two-thirds of the greater of your regular rate or the applicable minimum wage, capped at \$200 per day.
- * Are experiencing any other substantially similar condition specified by the Secretary of Health and Human Services, pay is at two-thirds of the greater of your regular rate or the applicable minimum wage, capped at \$200 per day.

Leave Rules

You may elect to use emergency paid sick leave before using any accrued paid leave. The Company will coordinate any interaction between local, state, and federal leave laws, including emergency paid sick leave laws, to the extent necessary and consistent with those laws.

No leave provided by the Company before April 1, 2020 may be credited against your leave entitlement. In addition, no unused emergency paid sick leave can be carried over after December 31, 2020 or paid to you.

Requesting Leave

If you need to take emergency paid sick leave, provide notice as soon as possible. Normal call-in procedures apply to all absences from work.

Intermittent Use of Leave

If the Company directs or allows you to telework, but you are unavailable to do so because of one of the qualifying reasons for emergency paid sick leave, the Company may agree to allow you to take paid sick leave intermittently, in any agreed increment of time. If you normally report to work at a Company worksite, the Company may agree to allow you to take paid sick leave in any agreed increment of time to care for your son or daughter whose school or place of care is closed, or child care provider is unavailable, because of a COVID-19 related reason.

Documentation

When requesting emergency paid sick leave, you must provide the following information (verbally or in writing):

- * Your name;
- * Date(s) for which leave is requested;
- * Qualifying reason for the leave; and
- * Verbal or written statement that you are unable to work because of the qualified reason for leave.

To take emergency paid sick leave for a qualifying COVID-19 related reason under bullet 1 above, you must additionally provide the name of the government entity that issued the quarantine or isolation order.

To take emergency paid sick leave for a qualifying COVID-19 related reason under bullet 2 above, you must additionally provide the name of the health care provider who advised you to self-quarantine due to concerns related to COVID-19.

To take emergency paid sick leave for a qualifying COVID-19 related reason under bullet 3 above, you must additionally provide either:

- * The name of the government entity that issued the quarantine or isolation order to which the individual being cared for is subject; or

* The name of the health care provider who advised the individual being cared for to self-quarantine due to concerns related to COVID-19. To take emergency paid sick leave for a qualifying COVID-19 related reason under bullet 5 above, you must additionally provide:

- * The name of the child being cared for;
- * The name of the school, place of care, or child care provider that has closed or become unavailable; and
- * A representation that no other suitable person will be caring for the child during the period for which you take emergency paid sick leave.

The Company may also request you to provide such additional material as needed to support a request for tax credits pursuant to the FFCRA. The Company is not required to provide leave if materials sufficient to support the applicable tax credit have not been provided.

Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Expiration

This policy expires on December 31, 2020.

7.16 Expanded Family and Medical Leave Policy (COVID-19)

Partner Solutions provides eligible employees with up to 12 weeks of expanded family and medical leave for a qualifying need related to a public health emergency between April 1, 2020 and December 31, 2020 under the Families First Coronavirus Response Act (FFCRA). The Company's existing Family and Medical Leave Act (FMLA) leave policy still applies to other FMLA-qualifying reasons not addressed in this policy.



Eligibility

Expanded family and medical leave is available to all employees that have been employed by the Company for at least 30 calendar days. You are considered to have been employed by the Company for at least 30 calendar days if:

- * You were on the Company's payroll for the 30 days immediately prior to the day your leave would begin; or
- * You were laid off or otherwise terminated by the Company on or after March 1, 2020 and were rehired or otherwise re-employed by the Company on or before December 31, 2020, provided that you had been on the Company's payroll for leave upon reinstatement if you had been previously employed by the Company for 30 or more of the 60 calendar days prior to your layoff or termination.

Reason for Leave

Leave under this policy is limited to circumstances where you are unable to work (including telework) due to your need to care for your son or daughter whose school or place of care has been closed, or whose child care provide is unavailable, for reasons related to COVID-19. *Son or daughter* means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age or is 18 years of age or older and is incapable of self-care because of a mental or physical disability.

Your need for leave under this policy is qualifying only if no suitable person is available to care for your child during the period of such leave.

Requesting Leave

If you need to take expanded family and medical leave, provide notice as soon as possible. Normal call-in procedures apply to all absences from work.

Duration of Leave

You will have up to 12 weeks of leave to use from April 1, 2020, through

December 31, 2020 for the reason stated above. This period of leave is included in, and not in addition to, the total FMLA leave entitlement of 12 weeks in a 12-month period as defined in the Company's Family and Medical Leave Act policy.

Intermittent Use of Leave

If the Company directs or allows you to telework, but you are unavailable to do so because you need to care for your son or daughter whose school or place of care is closed, or child care provider is unavailable, because of a COVID-19-related reason, the Company may agree to allow you to take extended FMLA leave intermittently, in any agreed increment of time. If you normally report to work at a Company worksite, the Company may agree to allow you to take extended FMLA leave in any agreed increment of time to care for your son or daughter whose school or place of care is closed, or child care provider is unavailable, because of a COVID-19 related reason.

Compensation

The first 10 days (two weeks) of expanded family and medical leave are unpaid. However, during this period, you may use accrued paid vacation, sick, or personal leave and will receive the full amount of such accrued leave. You may also elect to use the paid leave provided under the Emergency Paid Sick Leave Act, which provides pay up to a maximum of \$200 per day. After the first two workweeks of expanded family and medical leave, leave will be paid at two-thirds of your regular rate of pay for the number of hours you would otherwise be scheduled to work. Pay will not exceed \$200 per day and \$10,000 in total, or \$12,000 in total if using emergency paid sick leave for the first two weeks. Any unused portion of this pay will not carry over to the next year.

The Company will coordinate any interaction between local, state, and federal leave laws, including emergency paid sick leave laws, to the extent necessary and consistent with those laws.

For employees with varying hours, one of the following methods for determining the number of hours paid will be used:

* If the individual has worked six months or more, the average number of hours that the employee was scheduled per day over the six-month period ending on the date on which the individual takes leave, including hours for which they took leave of any type.

* If the individual has worked less than six months, the expected number of hours to be scheduled per day at the time of hire.

Documentation

When requesting expanded family and medical leave, you must provide the following information (verbally or in writing):

1. Your name;
2. Date(s) for which leave is requested;
3. Qualifying reason for the leave;
4. Verbal or written statement that you are unable to work because of the qualified reason for leave;
5. The name of the child being cared for;
6. The name of the school, place of care, or child care provider that has closed or become unavailable; and
7. A representation that no other suitable person will be caring for the child during the period for which you take expanded family and medical leave.

The Company may also request you provide additional materials as needed to support a request for tax credits pursuant to the FFCRA. The Company is not required to provide leave if materials sufficient to support the applicable tax credit have not been provided.

Restoration

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Expiration

This policy expires on December 31, 2020.

7.17 Family and Medical Leave (FMLA) Policy

In accordance with the Family and Medical Leave Act of 1993 (FMLA), Partner Solutions provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

1. Have worked for the Company for at least 12 months, although it need not be consecutive;
2. Worked at least 1,250 hours in the last 12 months; and
3. Be employed at a worksite that has 50 or more employees within 75 miles.



Leave Entitlement

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period for any of the following reasons:

- * The birth of a child and in order to care for that child (leave must be completed within one year of the child's birth);
- * The placement of a child with you for adoption or foster care and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- * To care for a spouse, child, or parent with a serious health condition;
- * To care for your own serious health condition, which makes you unable to perform any of the essential functions of your position; or
- * A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, child, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service.

As used in the policy:

* *Spouse* means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.

* *Child* means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.

* *Parent* means a biological, adoptive, step, or foster parent or any other individual who stood in loco parentis to you when you were a child.

* *Next of kin* for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as his or her caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

* *Serious health condition* means an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider. Ordinarily, unless complications arise, cosmetic treatments and minor conditions such as the cold, flu, ear aches, upset stomach, minor ulcers, headaches (other than migraines), and routine dental problems are examples of conditions that are not serious health conditions under this policy. If you have any questions about the types of conditions that may qualify, contact Human Resources.

* *Health care provider* means a medical doctor or doctor of osteopathy, physician assistant, podiatrist, dentist, clinical psychologist, optometrist, nurse practitioner, nurse-midwife, clinical social worker, or Christian Science practitioner licensed by the First Church of Christ. Under limited circumstances, a chiropractor or other provider recognized by our group health plan for the purposes of certifying a claim for benefits may also be considered a health care provider.

* *Qualifying exigencies* for military exigency leave include:

* Short-notice call-ups/deployments of seven days or less (Note: Leave for this exigency is available for up to seven days beginning the date of call-up notice);

* Attending official ceremonies, programs, or military events;

* Special child care needs created by a military call-up including making alternative child care arrangements, handling urgent and nonroutine child care situations, arranging for school transfers, or attending school or daycare meetings;

* Making financial and legal arrangements;

* Attending counseling sessions for yourself, the military service member, or the military service members' son or daughter who is under 18 years of age or is 18 or older but incapable of self-care because of a mental or physical disability;

* Rest and recuperation (Note: Fifteen days of leave is available for this exigency per event);

* Post-deployment activities such as arrival ceremonies, re-integration briefings, and other official ceremonies sponsored by the military (Note: Leave for these events are available for 90 days following the termination of active duty status). This type of leave may also be taken to address circumstances arising from the death of a covered military member while on active duty;

* Parental care when the military family member is needed to care for a parent who is incapable of self-care (such as arranging for alternative care or transfer to a care facility); and

* Other exigencies that arise that are agreed to by both the Company and you.

* A *serious injury/illness* incurred by a service member in the line of active duty or that is exacerbated by active duty is any injury or illness that renders the service member unfit to perform the duties of his or her office, grade, rank, or rating.

Notice and Leave Request Process

If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practicable (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must consult with the Company first regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the Company.

If the need for leave is unforeseeable, provide notice as soon as possible.

Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Failure to provide appropriate notice may result in the delay or denial of leave.

Requests must be made in writing and be approved by the company prior to departure.

Certification of Need for Leave

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification forms from Human Resources. When you request leave, the Company will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the Company may require an examination by a second health care provider designated by us. If the second health care provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practicable, may result in delay of further leave until it is provided.

The Company also reserves the right to require certification from a covered military member's health care provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Call-In Procedures

In all instances of absence, the call-in procedures and standards established for giving notice of absence from work must be followed.

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service. As FMLA leave is unpaid, the Company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the Company may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.



Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis.

Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, & Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a health care provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced-schedule basis.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid. If you are taking parental, family care, military exigency, and/or military care leave, you must utilize available vacation/PTO, personal days, and/or family illness days during this leave. If you are taking personal medical leave, you must utilize available sick, personal, and vacation/PTO days during this leave. If you are receiving short- or long-term disability or workers' compensation benefits during a personal medical leave, you will not be required to utilize these benefits. However, you may elect to utilize accrued benefits to supplement these benefits.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until it is provided.

Health Insurance

Your health insurance coverage will be maintained by the Company during leave on the same basis as if you were still working. You must

continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage will lapse that coverage will terminate unless payments are promptly made.

Alternatively, at our option, the Company may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the Company may require reimbursement for the health insurance premiums paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If you and your spouse are both employed by the Company, the total number of weeks to which you are both entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to 12 weeks per leave year. Similarly, spouses employed by the Company will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The Company is not required to

grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

Alternative Employment

While on leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

Interaction with State and Local Laws

Where state or local family and medical leave laws offer more protections or benefits to employees, the protections or benefits that are more favorable to the employee, as provided by these laws, will apply.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action up to and including termination.

Designation of Leave

If the Company becomes aware of any qualifying reason for FMLA leave, the Company will designate it as such. An employee may not refuse FMLA designation under this policy.

Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.



7.18 Military Leave (USERRA)

Partner Solutions complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state law. You must submit documentation of the need for leave to Human Resources. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your District Manager of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

8.0 Safety and Loss Prevention

8.1 Drug and Alcohol Policy

Partner Solutions is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Company to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

The Company expressly prohibits employees from engaging in the following activities when they are on duty or conducting Company business or on Company premises (whether or not they are working):

- * The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.

- * The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- * The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The Company does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the Company Disability Accommodation policy for additional information. Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your District Manager if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

From time to time, the Company may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times.

Employer-Sponsored Events

From time to time, the company may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at

all times. If you are unable to drive following an event, we ask that you reach out to any supervisor or co-worker to ensure that you and everyone else get home safely.

Treatment/Rehabilitation

The Company may choose to assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Company may consider your continued employment as long as concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed. The Company may also require you to obtain a medical clearance and agree to random testing and a "one-strike" rule as a condition of continued employment.

Violations

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

8.2 General Safety Policy

It is the responsibility of all Partner Solutions employees to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your District Manager as soon as reasonably possible and complete an occupational illness or injury form as needed. Failure to follow the Company health and safety rules may result in disciplinary action, up to and including termination of employment.

8.3 Policy Against Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of Partner Solutions, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Company has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- * Physically injuring another person.
- * Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- * Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- * Possessing, brandishing, or using a firearm on Company property or while performing Company business except as permitted by state law.
- * Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your District Manager or Human Resources, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation. If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to Human Resources.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, Partner Solutions employees are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your District Manager or Human Resources.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.



9.2 Inventions

Any invention created, in whole or in part, during your work hours, or from the use of equipment or facilities belonging to Partner Solutions, is a "work for hire" and is the property of the Company.

If you intend to develop and maintain property rights to any invention that relates in any way to products or services of the Company, you are required to obtain a written waiver of this policy, signed by both you and Leonardo Sousa, CEO, President and Founder.

10.0 Customer Relations

10.1 Products and Services Knowledge

As a representative of Partner Solutions, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the Company. We consider our employees to be the best reflection of our business brand and company success.

Massachusetts Policies

11.0 Hiring and Orientation Policies

11.1 Disability Accommodation

Partner Solutions complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including pregnancy, childbirth, and related medical conditions, such as

lactation or the need to express milk for a nursing child. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

Where an individual is suffering from a pregnancy-related disability or condition, reasonable accommodation may include, but is not limited to:

- * More frequent or longer paid or unpaid breaks;
- * Time off to attend to a pregnancy complication or recover from childbirth with or without pay;
- * Acquisition or modification of equipment or seating;
- * Temporary transfer to a less strenuous or hazardous position;
- * Job restructuring;
- * Light duty;
- * Private non-bathroom space for expressing breast milk;
- * Assistance with manual labor; or
- * A modified work schedule.

If you require an accommodation because of your disability, it is your responsibility to notify your District Manager. You may be asked to include relevant information such as:

- * A description of the proposed accommodation.
- * The reason you need an accommodation.
- * How the accommodation will help you perform the essential functions of your job.



After receiving your request, the Company will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical

provider. All medical information received by the Company in connection with a request for accommodation will be treated as confidential.

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Company will not discriminate or retaliate against employees for requesting an accommodation.

11.2 EEO Statement and Nonharassment Policy

Equal Opportunity Statement

Partner Solutions is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of sex (including pregnancy, childbirth, and related medical conditions), race, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, gender identity, AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring,

placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Company will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Company will take appropriate corrective action, if and where warranted. The Company prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy. We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your District Manager or any other designated member of management.

Policy Against Workplace Harassment

Partner Solutions has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's sex (including pregnancy, childbirth, and related medical conditions), race, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, gender identity, AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- * Submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of employment or

as a basis for employment decisions; or

- * Such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- * Unwelcome requests for sexual favors;
- * Lewd or derogatory comments or jokes;
- * Comments regarding sexual behavior or the body of another;
- * Sexual innuendo and other vocal activity such as catcalls or whistles;
- * Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- * Repeated requests for dates after being informed that interest is unwelcome;
- * Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Company or any government agency;
- * Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- * Any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's sex (including pregnancy, childbirth, and related medical conditions), race, religion, color, national origin, ancestry, physical or mental disability, genetic information,



marital status, age (40 and older), sexual orientation, gender identity, AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military or veteran status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- * The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- * Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- * A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify the Human Resources Department at 617-553-4862 x408, or by email at hr@psgc.email.

The Company prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to,

reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

State and Federal Remedies

In addition to the Company reporting process, if you believe you have been subjected to harassment, you may file a formal complaint with either or both of the government agencies listed here. Using the Company complaint process does not prohibit you from filing a complaint with these agencies. Note that claims must be filed with the Equal Employment Opportunity Commission (EEOC) and the Massachusetts Commission Against Discrimination (MCAD) within 300 days.

EEOC Boston Office Address: John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203

Phone: 800-669-4000 Fax: 617-565-3196 TTY: 800-669-6820 ASL Video Phone: 844-234-5122 Website: <https://publicportal.eeoc.gov/portal/https://publicportal.eeoc.gov/portal/>

MCAD Address: 1 Ashburton Place, Suite 601, Boston, MA 02108

Phone: 617-994-6000 TTY: 617-994-6196 Alternative Languages: 617-994-6196

Email: mcad@mass.gov Fax: 617-994-6024

11.3 Pregnant Workers Fairness Act Notice

The Massachusetts Pregnant Workers Fairness Act prohibits discrimination against employees due to pregnancy or conditions related to pregnancy. The law also requires employers to provide reasonable accommodations to employees who are pregnant or have a condition related to pregnancy. Conditions related to pregnancy include, but are not

limited to, morning sickness, lactation, or the need to express breast milk. The procedures for requesting an accommodation are described in the Massachusetts Disability Accommodation policy.

11.4 Religious Accommodation

Partner Solutions is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the Company dress code or the individual's schedule, basic job duties, or other aspects of employment. The Company will consider the request, but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other employees — when determining a reasonable accommodation. At no time will the Company question the validity of a person's belief.

If you request an absence to observe a holy day, you must provide the Company with at least 10 days' notice. The Company may require you to make up the time lost.

If you require a religious accommodation, speak with your District Manager or Human Resources.



12.0 Wage and Hour Policies

12.1 Accommodations for Nursing Mothers

Partner Solutions will provide nursing mothers reasonable unpaid break time to express milk for their nursing child(ren).

If you are nursing, the Company will provide you a private room, other than a restroom, to express milk. The room will be clearly designated and either have a lock or a sign on the door to indicate when the room is in use.

Expressed milk can be stored in a personal cooler, secured by the employee. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

You are encouraged to discuss the length and frequency of these breaks with your District Manager.

12.2 Meal and Rest Periods

Partner Solutions strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. The Company requests that employees accurately observe scheduled meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your District Manager know; in addition, notify your District Manager as soon as possible if you were unable to or prohibited from taking a meal or rest period along with the reason you felt you were unable to take your scheduled break.



12.3 Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your District Manager.

At certain times Partner Solutions may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge. Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

12.4 Pay Period

At Partner Solutions, the standard pay period is biweekly for all employees. Pay days are every other Friday. If a pay date falls on a holiday, you will be paid on the preceding Thursday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your District Manager if this type of date arises.

If you are paid by commission, refer to your commission agreement.

Review your paycheck for accuracy. You can view your paystub in the Paychex Flex App. If you find an issue, report it to the Payroll Department at hr@psgc.email or at 617-553-4862 x403 immediately.

12.5 Reporting Time Pay

Partner Solutions provides reporting time pay to nonexempt employees in accordance with applicable law. If you are scheduled to work three or

more hours, you will be paid for at least three hours of work each day you report to work on time but are given no work or less than three hours of work. You will be paid your regular rate for the hours worked, plus payment at the minimum wage for applicable reporting time pay, not to exceed three hours. Speak with your District Manager for more information regarding reporting time pay.

12.6 Travel Time Pay

Some nonexempt positions within Partner Solutions require travel. The Company pays nonexempt employees for travel time as follows:

Home to Work Travel

Ordinary travel between home and work is not compensable working time. However, if you regularly work at a fixed location and are required, for the convenience of the Company, to report to a location other than your regular work site, you will be compensated for all travel time in excess of your ordinary travel time between home and work with allowance for associated transportation expenses.

Travel That Is All in a Day's Work

If you are required or directed to travel from one place to another after the beginning of or before the close of the work day, you will be compensated for all travel time and will be reimbursed for all transportation expenses.

Travel Away from Home Community

Travel that keeps you away from home overnight is travel away from home. Travel away from home is clearly work time when it cuts across your workday. The time is not only hours worked on regular working days during normal working hours but also during corresponding hours on nonworking days. The Company will not consider as work time that time spent in travel away from home outside of your regular working hours as a passenger on an airplane, train, boat, bus, or automobile.

Calculating and Reporting Travel Time

You are responsible for accurately tracking, calculating, and reporting your travel time. Travel time should be calculated by rounding up to the nearest quarter hour.

12.7 Wage Disclosure Protection

In accordance with Massachusetts law, Partner Solutions will not:

- * Require, as a condition of employment, that you refrain from inquiring about, discussing, or disclosing your wages or the wages of other employees.
- * Discharge or in any other manner retaliate against you because you:
 - * Opposed any act or practice that conflicts with this policy;
 - * Made or indicated an intent to file a complaint or otherwise cause to be instituted any proceeding regarding your rights under this policy;
 - * Testified or are about to testify, assist, or participate in any manner in an investigation or proceeding regarding your rights under this policy; or
 - * Disclosed your wages or inquired about or discussed the wages of other employees.

However, if you have access to or knowledge of the compensation information of other employees as a part of your essential job functions, you may not disclose that information to individuals who do not otherwise have access to it without prior written consent from the individual whose information is sought or requested, unless the compensation information is a public record. This policy does not create an obligation for the Company to disclose wages.

If you believe that you have been discriminated or retaliated against in violation of this policy, immediately report your concerns to the HR Department. Nothing in this policy will be enforced to interfere with, restrain or coerce, or retaliate against employees regarding their rights under the National Labor Relations Act.

13.0 Performance, Discipline, Layoff, and Termination

13.1 Disciplinary Process

Violation of Partner Solutions policies or procedures may result in disciplinary action including demotion, transfer, leave without pay, or termination of employment. The Company encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Company is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your District Manager will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Company is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

14.0 General Policies

14.1 Access to Personnel and Medical Records Files

Partner Solutions maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and

confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. Upon written request, the Company will provide you the opportunity to review your personnel file or will provide you with a copy of your personnel file. Inspection must occur in the presence of a Company representative during normal working hours.

All requests by an outside party for information contained in your personnel file will be directed to the Human Resources Department, which is the only department authorized to give out such information.

15.0 Benefits

15.1 Crime Victim and Witness Leave

Occasionally, employees may be the victim of a crime or legally compelled to attend a judicial proceeding as a witness. In these circumstances, employees may take unpaid leave to:

- * Respond to a subpoena to appear as a witness in any criminal proceeding;
- * Attend a court proceeding or participate in a police investigation related to a criminal case in which they are a witness or a crime victim (or a deceased family member was a victim);
- * Attend or participate in a court proceeding related to a civil case in which they are a victim of family violence; or



* Obtain a restraining or protective order on their own behalf.

If you need to take leave under this policy, notify your District Manager as soon as possible. You may be required to provide documentation supporting such leave.

This policy does not apply to employees who have committed or are alleged to have committed a crime. The Company will not retaliate against employees who request or take leave in accordance with this policy.

15.2 Domestic Violence Leave Policy

Partner Solutions provides up to 15 days of unpaid leave per rolling 12-month period to victims of abusive behavior, domestic violence, sexual assault, kidnapping, and/or stalking, and certain family members, for purposes directly related to the abusive behavior. These purposes may include seeking legal or medical services, counseling, or victim's services; securing housing; obtaining a protective order; appearing in court or before a grand jury; or addressing other issues directly related to the abusive behavior against the victim or family member of the victim.

You may take domestic violence leave if you are a victim of abusive behavior, or due to the abuse of a covered family member, including your spouse/partner, parent, child, sibling, grandparent or grandchild, or persons in a guardian relationship. Perpetrators or accused perpetrators of abuse are not entitled to domestic violence leave.

Before taking domestic violence leave, you must exhaust all of your accrued paid time off, including but not limited to sick time, vacation days, and personal time. You must provide advance notice of your need for leave whenever possible; however, this requirement does not apply if you or a covered family member faces imminent danger to you or your family member's health or safety. Should you be unable to provide advance notice based on a risk of imminent danger, you must notify your District

Manager within three business days that the time off was related to domestic violence. Should you be unable to notify the Company, a family member, counselor, clergy, or assisting professional may do so on your behalf.

The Company may require documentation supporting your claim for domestic violence leave. Such documentation can consist of a protective order or other court document, police report, police witness statement, documents reflecting the perpetrator's conviction or admission of guilt, documentation of medical treatment, and/or a victim advocate, counselor, social worker, health care worker, member of the clergy, or other assisting professional's sworn statement. In lieu of these documents, you may also submit your own sworn signed statement. Any documentation supporting the need for domestic violence leave must be submitted within 30 days of your last date of absence.

While the leave may not be paid, you are entitled to return to the same or a substantially equivalent position once your leave has ended. You will not be terminated, retaliated against, or receive a reduction in benefits based on your use of domestic violence leave. All information related to the leave will be kept in the strictest confidence.

15.3 Jury Duty Leave

Partner Solutions encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your District Manager as soon as possible to make scheduling arrangements.



You will be paid your regular wages for the first three days of juror service or any part thereof. For any additional days, time spent on jury duty will be unpaid. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

15.4 Paid Sick Leave - (Accrual Method)

Partner Solutions provides full-time eligible employees with up to 40 hours of paid sick leave per year, capped based on their regularly scheduled work week. For example, if an employee is regularly scheduled to work 25 hours a week, the employee will only accrue up to 25 hours sick time.

Eligibility

All employees whose primary place of employment is Massachusetts are eligible for paid sick leave.

Reasons for Leave

You may use up to 40 hours of paid sick leave per calendar year for any of the following reasons:

- * To care for yourself or your child, spouse, parent, or spouse's parent suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care.
- * To attend medical appointments for yourself or your child, spouse, parent, or spouse's parent.
- * To address the physical, legal, or psychological effects of domestic violence inflicted on you or your child.



Accrual and Use

You will begin accruing paid sick leave on your start date. Sick leave accrues at the rate of one hour for every 30 hours worked per benefit year, up to a maximum of 40 hours. For purposes of this policy, the benefit year is based on your anniversary date. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrues based on your normal schedule.

You may begin using sick leave on your 90th calendar day of employment. The smallest amount of sick leave you may take is one hour.

Notice

If your need for leave is foreseeable, you must make a good faith effort to provide the Company with advance notice. If the need for leave is not foreseeable, notify your District Manager as soon as practicable.

Certification

The Company may require you to submit documentation to support your use of sick leave if your absence:

- * Exceeds 24 consecutively scheduled work hours or three consecutive days on which you are scheduled to work;
- * Occurs within two weeks prior to your final scheduled day of work (except in the case of temporary employees); or
- * Occurs after four unforeseeable and undocumented absences within a three-month period.

Any reasonable documentation signed by a health care provider indicating the need for paid sick leave for personal illness, the illness of a family member, or a routine medical examination for you or your family member will be acceptable.

Required documentation must be submitted within seven days of the absence. Additional time will be allowed for good cause shown.

Payout of Sick Time

You will not be paid for accrued unused sick leave at termination.

Interaction with Other Leave

Where applicable, paid sick leave will run concurrently with other federal and state leaves (FMLA, parental leave, domestic violence leave, small necessities leave, etc.).

You may choose to use, or the Company may require you to use, paid sick leave to receive pay when taking other statutorily-authorized leave that would otherwise be unpaid.

Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

15.5 Parental Leave Policy

Partner Solutions provides up to eight weeks of unpaid leave in a 12-month period to employees for the birth or adoption of a child. You must work full time and have three consecutive months of employment with the Company to qualify for this leave.

You must provide at least two weeks' notice of the anticipated date of departure and the date you intend to return, or provide notice as soon as practicable if there are reasons beyond your control.

You will be placed in your original job or an equivalent job with equivalent pay and benefits upon return from leave. You will not lose any benefits that accrued before leave was taken.

Federal FMLA leave and Massachusetts parental leave run concurrently and cannot be used consecutively if leave is covered under both laws.



The Company will not retaliate against employees who request or take leave in accordance with this policy.

15.6 Paid Family and Medical Leave

Effective January 1st, 2021; Pursuant to the Massachusetts PFMLA requirements, Partner Solutions will provide employees who meet financial eligibility requirements with paid leave during any 12-month period for the following reasons:

- * 12 weeks of paid family leave for the birth, adoption or foster care placement of a child, or because of a qualifying exigency arising out of the fact that a family member is on active duty in the Armed Forces.
- * 20 weeks of paid medical leave in a benefit year if they have a serious health condition that incapacitates them from work.
- * 26 weeks of paid family leave in a benefit year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing consequences of a serious health condition relating to the family member's military service.

Effective July 1st, 2021; Partner Solutions will provide employees who meet financial eligibility requirements with paid leave during any 12-month period for the following reasons:

- * 12 weeks of paid family leave in a benefit year to care for a family member with a serious health condition.
- * 26 total weeks, in the aggregate, of paid family and medical leave in a single benefit year.

Your weekly benefit amount will be based on the employee's earnings, with a maximum benefit of \$850.00 per week. Leave may be taken intermittently or on a reduced leave schedule. This leave generally runs concurrently with MA Parental leave and Federal FMLA Leave.

Employees are required to make wage deductions to fund quarterly contributions to the state starting October 1, 2019.

You are eligible for PFMLA leave if you meet the financial eligibility requirements for unemployment insurance.

If the need for leave is foreseeable, you must provide thirty days' notice of the anticipated starting date of the leave, length of the leave, and date of return. Otherwise, provide notice as soon as possible. You may also be required to submit certification verifying the reason for the leave.

The Company will not retaliate against employees who request or take leave in accordance with this policy and will make every effort to restore employee to their prior position or to a similar or equivalent position. See the PFMLA disclosure in your onboarding package or contact Human Resources for more details and conditions.

15.7 Small Necessities Leave Policy

Pursuant to the Massachusetts Small Necessities Leave Act, Partner Solutions will provide eligible employees with up to 24 hours of unpaid leave during any 12-month period for the following reasons:

- * To participate in school, Head Start, and day care activities directly related to the educational advancement of your child, including parent-teacher conferences or interviewing for a new school.
- * To accompany your child to routine medical or dental appointments, including check-ups or vaccinations.
- * To accompany your elderly relative to routine medical or dental appointments or appointments for other professional services related to the elder's care, including interviewing at nursing or group homes.

Leave may be taken intermittently or on a reduced leave schedule.

You are eligible for small necessities leave if you have worked for Company for 12 months, either consecutively or nonconsecutively, and worked at least 1,250 hours in the previous 12-month period.

If the need for leave is foreseeable, you must provide seven days' notice.

Otherwise, provide notice as soon as possible. You may also be required to submit certification verifying the reason for the leave. You may elect to use PTO in place of unpaid leave.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

15.8 Voting Leave

If your work schedule prevents you from voting on Election Day, Partner Solutions will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your District Manager, consistent with applicable legal requirements.

15.9 Nonsmoking Policy

Partner Solutions is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking in any building or on any property we service is strictly prohibited. See your manager for site-appropriate smoking areas.



Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the Partner Solutions Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by Human Resources. I also understand that any delay or failure by the Company to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Company or affect the right of the Company to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Company representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Company representative) or a collective-bargaining

agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective-bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA).

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Partner Solutions.

This printed handbook will always be superseded by the digital version of the handbook accesible to employees on the Paychex Flex site.

If I have any questions about the content or interpretation of this handbook, I will contact Human Resources.

Signature

Print Name

Date



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