



# CAREGIVER EMPLOYEE HANDBOOK

Updated January 2026



Help at Home<sup>®</sup>

Care to Live Your Life.

# BACKGROUND

## Letter From the CEO

Help at Home Associates,

We are excited to have you on our Help at Home team. As a Help at Home associate, you are a part of a group of talented individuals providing dedicated and compassionate care to seniors and people with disabilities. Together, our team, which includes both caregivers and administrative team members, serves clients at home and in a variety of community-based locations.

At Help at Home, no matter in which position you serve, you will see that there is one thing that unites all of us—and that is our steadfast belief in our Values:

- **Service**
- **Accountability**
- **Integrity**
- **Teamwork**
- **Innovation**

Every day, our Values guide us to serve our clients and each other to the best of our abilities, and with that comes great satisfaction in a job well done.

Thank you for all that you do.



Chris Hocevar  
Chief Executive Officer



## About this Handbook

You are receiving this Handbook to help you understand the Company's employment policies and procedures. It is your responsibility to review this Handbook and make sure that you understand it.

In addition to this Handbook, the Company has free-standing policies and a robust compliance program per the Code of Ethical Standards. Not every policy of the Company is included in this Employee Handbook or the Code. That Code contains the overall values and commitment to ethical business, whereas this Employee Handbook explains the general workplace policies and procedures. You are responsible for knowing and complying with the Code of Ethical Standards, this Employee Handbook, and other Company policies. If there is a conflict between these documents, reach out to Human Resources by submitting a ticket in the Knowledge Center. The Code, the Handbook or Company policies do not represent an employment contract or promised employment for a period of time, and your employment remains "at-will" as defined in the disclaimer.

Employees working under a collective bargaining agreement should review their Collective Bargaining Agreement to determine whether and to what extent these policies have been modified or superseded by that Agreement. Nothing in this Handbook in any way prohibits or is intended to restrict or impede, and shall not be interpreted or understood as restricting or impeding employees from exercising their rights under Section 7 of the National Labor Relations Act (NLRA), including an employee's ability to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection, discussing terms and conditions of employment, or otherwise engaging in activity protected by Section 7 of the NLRA, or to violate or encourage to violate the terms of the CBA.

## History of the Company

Help At Home has been providing compassionate, dependable care as an alternative to nursing home placement for over 40 years. Our company name describes our mission perfectly. Since 1975, we have provided the means for thousands of people to remain in their own home instead of relocating to a care facility. Our committed and well-trained team make it possible to keep people comfortably and safely in their own homes and communities.

## Mission Statement

Help at Home's mission is to enable individuals to have Great Days with independence and dignity at home.

Core to our services are highly trained, compassionate, and dependable Caregivers supported by our local teams and Field Support Center with the resources and expertise to deliver unsurpassed care.

Our goal is to create Great Starts, Great Days, and Meaningful Moments for our associates and clients.

An elderly man with white hair, wearing a red t-shirt and blue jeans, is leaning over a garden bed. He is wearing a green gardening glove on his right hand. A young boy with brown hair, wearing a grey t-shirt and light blue shorts, is holding a yellow watering can and pouring water onto the plants. The background is a lush garden with various green plants and a wooden structure. The overall scene is warm and depicts a shared activity between generations.

## Our Vision

Using the millions of hours we spend with our clients to:

- Establish the home as the center of health and care coordination
- Serve our clients as if they are family
- Create Meaningful Moments that make a difference

# Our Values

## **SERVICE**

Service to others is the heart of what we do. We are passionate about meeting and exceeding the needs of our clients, their families, and our team. We respect the dignity of each individual and support living life to the fullest.

## **ACCOUNTABILITY**

Our clients and colleagues can expect us to be dependable and accountable for our actions. We strive to improve our skills and are dedicated to our profession. We measure our results and find ways to improve.

## **INTEGRITY**

We are uncompromising in our commitment to ethics and integrity. We operate with fairness (equity) and adhere to moral and ethical principles. We do the right thing.

## **TEAMWORK**

We are committed to working as a team to achieve our common goals. We have open and honest collaboration while respecting and supporting one another. We treat others with equity and value diversity in our teams.

## **INNOVATION**

We are committed to achieving the highest standards of quality care and service in the industry. We invest in our associates' training and engage them in creative thinking to better the lives of those we serve.

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## EQUAL EMPLOYMENT PRACTICES

### Equal Employment Opportunity

The Company is committed to Equal Employment Opportunity (“EEO”) and compliance with all federal law and applicable state and local laws that prohibit workplace discrimination, harassment, and retaliation. The Company strictly prohibits all discrimination on the basis of race, ancestry, color, age, national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, legally protected medical condition, genetic information, military or veteran status, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), gender (including gender identity and gender expression), sexual orientation, citizenship status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), and any other status or classification protected by applicable federal, state, and/or local laws.

The Company’s commitment to EEO extends not only to employees but also to applicants. This policy applies to all areas of personnel actions, including but not limited to advertising, recruiting, hiring, training, evaluation, promotion, transfer, work assignments, accommodation requests, leave requests, compensation, benefits, disciplinary actions, layoffs, discharges, terminations, participation in company activities, programs, or events, or any other terms, conditions, or privileges of employment.

Individuals with questions regarding this policy or who believe in good faith that they have been subjected to, witnessed, or otherwise learned of conduct prohibited by this policy by anyone, including supervisors, coworkers, suppliers, vendors, contingent workers, or customers, should immediately follow the Complaint Procedure outlined in this Handbook’s Harassment, Discrimination, and Retaliation Prevention policy.

### Harassment, Discrimination, and Retaliation Prevention

Pursuant to applicable law, the Company is committed to maintaining a workplace free from any form of unlawful discrimination, harassment, or retaliation on the basis of any protected category, including race, ancestry, color, age, national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, legally protected medical condition, genetic information, military or veteran status, sex (including pregnancy, childbirth, breastfeeding, or related medical condition and reproductive choices), gender (including gender identity and gender expression), sexual orientation, citizenship status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), or any other status or classification protected by applicable and/or federal, state, local laws (“Protected Characteristics”). In keeping with that policy, the Company will not tolerate unlawful discrimination or harassment of any kind by or of any employees or applicants for employment.

“Harassment” is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of the individual’s Protected Characteristic(s), and that:

1. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
2. Has the purpose or effect of unreasonably interfering with an individual's work performance.
3. Otherwise adversely affects an individual's employment opportunities.

Examples of harassing conduct can include, but are not limited to, the following:

1. Use of epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to Protected Characteristic(s);
2. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of Protected Characteristic(s), and which is placed on walls, bulletin boards, or elsewhere on Company premises, including in online locations, or circulated in the workplace.
3. Verbal or nonverbal innuendos that relate to or reflect negatively upon someone because of their Protected Characteristic(s).

Similarly, sexual harassment involves:

1. Making as a condition of employment unwelcome sexual advances, requests for sexual favors, or other offensive verbal or physical conduct directed toward an individual because of their sex.
2. Making submission to or rejection of such conduct the basis for employment decisions or job benefits.
3. Creating an intimidating, offensive, or hostile work environment by such conduct.

Conduct which could rise to the level of sexual harassment can include, but is not limited to:

1. Verbal: sexual innuendo, suggestive comments, insults, threats, jokes about gender-specific traits, or sexual propositions.
2. Nonverbal: making suggestive or insulting noises, leering, whistling, or making obscene gestures.
3. Physical: touching, pinching, brushing the body, coercing sexual intercourse, or assault.

Company will not tolerate. Any employee who is found to have engaged in such conduct will be subject to disciplinary action up to and including employment termination.

### ***Complaint Procedure***

Employees who feel they have suffered any form of unlawful discrimination, harassment, or retaliation by anyone (including but not limited to employees, and vendors, customers, contractors, that work with or for the Company) immediately should report the alleged conduct to Employee Relations via the Ethics Helpline: 1-844-769-0288 or visit <https://helpathome.ethicspoint.com>.

Any employee who observes conduct that they believe to be unlawfully harassing, retaliatory, or discriminatory under this policy must report such conduct as outlined above.

Upon receipt of a complaint, the Company will conduct a prompt and thorough investigation. The investigation will be conducted in such a way as to keep the report confidential to the extent practicable under the circumstances without impeding the investigation, and such determination shall be made on a case by case basis. All employees are expected to cooperate with investigations of complaints. The Company will notify the complaining party, and, as appropriate, the subject of the complaint, of the outcome of the investigation. Any person employed by the Company who is found to have violated this policy, or whose conduct would violate this policy if allowed to continue, will be subject to disciplinary action up to and including employment termination.

### ***Retaliation Prohibited***

The Company prohibits retaliation or unlawful discrimination against an employee for reporting or complaining about discrimination harassment or for participating in an investigation of such a complaint or report. Such misconduct will result in disciplinary action up to and including employment termination. Any employee who knowingly makes a false report of harassment or discrimination or knowingly provides false information in the course of an investigation will be subject to disciplinary action up to and including employment termination.

The Company trusts that all employees will act in a responsible manner to maintain a working environment free of discrimination, harassment, and retaliation.

## Accommodating Applicants and Employees with Disabilities

The Company complies with the Americans with Disabilities Act (ADA) and applicable state and local laws in ensuring equal opportunity and employment for qualified persons with disabilities.

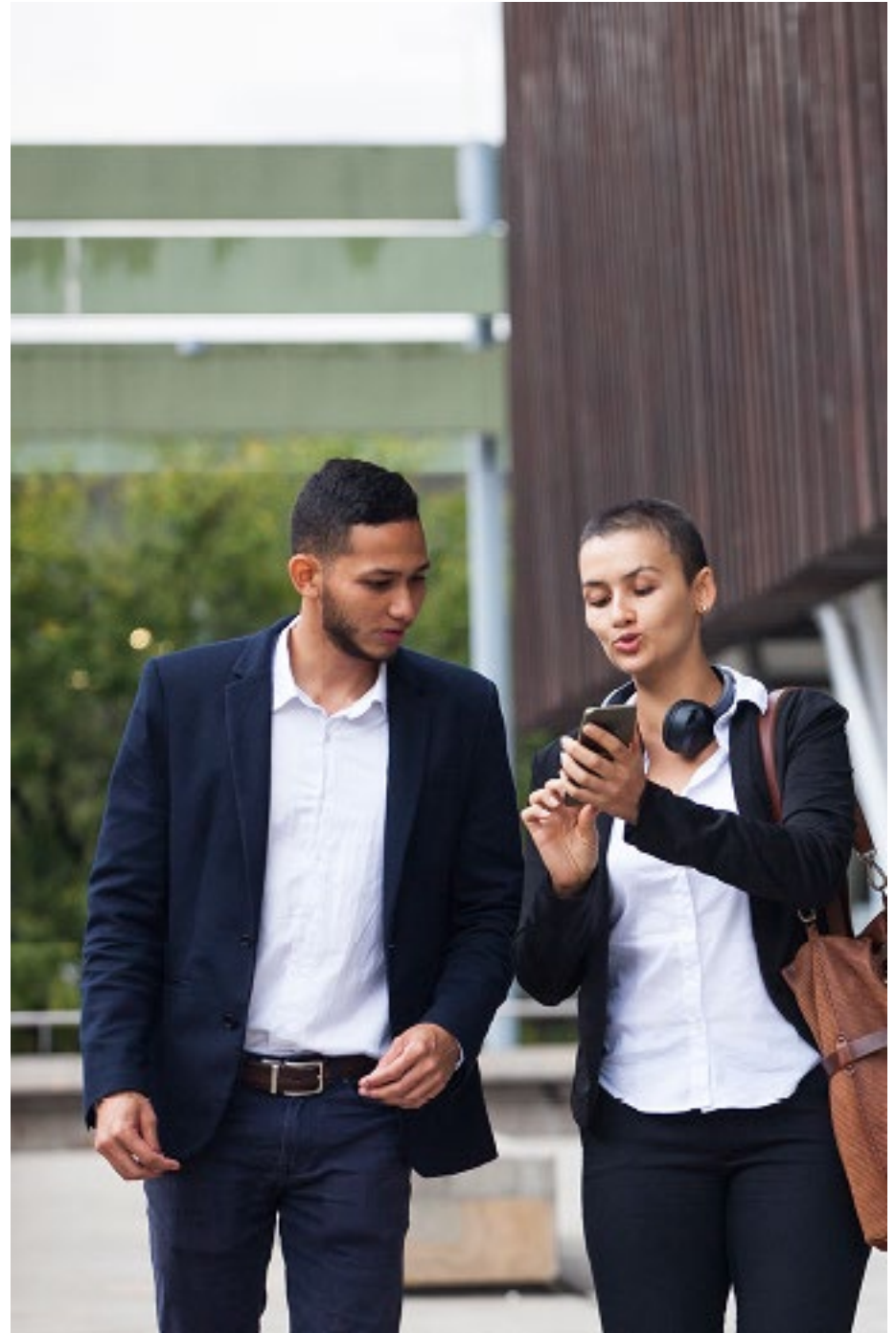
Qualified individuals needing a reasonable accommodation to perform the essential functions of a job should contact Human Resources via Broadspire at (888) 644-8643 or <https://leavetech.my.site.com/connect>. A supervisor who receives a request for an accommodation is required to promptly notify Human Resources of the request. On receipt of an accommodation request, the Company will engage in an interactive process with the individual to discuss possible reasonable accommodations.

The Company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless (a) doing so causes a direct threat to these individuals or others which cannot be eliminated by reasonable accommodation or (b) if the accommodation creates an undue hardship, in accordance with applicable law. All employment decisions are based on the merits of the situation in accordance with applicable job criteria, not an individual's disability.

## Accommodations Due to Pregnancy, Childbirth, and Related Conditions

The Company provides accommodations to employees when needed due to limitations related to pregnancy, childbirth, or related medical conditions, provided such accommodations are reasonable and do not pose an undue hardship.

An employee needing reasonable accommodation should inform their manager or Human Resources via Broadspire at (888) 644-8643 or <https://leavetech.my.site.com/connect>. On receipt of an accommodation request, the Company will engage in an interactive process with the Employee to determine possible reasonable accommodation options consistent with the Pregnant Workers Fairness Act, ADA, and/or state law. Human Resources will facilitate the process, and the employee is expected to participate.



Employees may be required to provide supporting documentation for the accommodation, as reasonably necessary. However, the Company will not require medical documentation for the following accommodation requests:

- Permission to carry water and drink in the work area
- Additional restroom breaks
- Permission to sit in jobs that require standing, and stand in jobs that require sitting
- Breaks as needed to eat and drink
- Accommodations related to lactation

Reasonable accommodations that do not result in an undue hardship on the operation of the Company or a direct threat in accordance with applicable law will be considered for all employees with limitations due to pregnancy, childbirth, or related medical conditions when those limitations affect their ability to perform the essential functions of their job. All employment decisions are based on the merits of the situation in accordance with applicable job criteria.

## Religious Accommodations

The Company complies with Title VII of the Civil Rights Act of 1964 and applicable state and local laws in prohibiting discrimination based on an employee's religious beliefs. The Company will consider reasonable accommodations for employees that need an accommodation based on a sincerely held religious belief. Any employee who has a request for a religious accommodation should notify their supervisor or contact Employee Relations. The Company will consider reasonable accommodations for sincerely held religious beliefs that do not create an undue hardship or a safety issue.

## Immigration Law Compliance

The Company is committed to compliance with federal and applicable state immigration laws which require that all individuals complete an employment verification procedure before being permitted to work. As a condition of employment, every individual must complete the Employment Eligibility Verification Form I-9 and present documentation establishing the employee's identity and legal authorization to work in the United States no later than three business days after the employee is hired. If an employee's authorization to work in the United States will expire while still employed by the Company, it is the employee's responsibility to

obtain subsequent work authorization and to complete a new I-9 form on or before the expiration of the original work authorization. All fees and costs employed with obtaining such work authorization generally will be the employee's responsibility. Employees should contact Human Resources with any questions about this policy by submitting a ticket in the Knowledge Center. Employees may raise questions or complaints about immigration law compliance without fear of retaliation.

# GENERAL INFORMATION & EMPLOYMENT RELATIONSHIP

## Open Door

The Company believes that all employees should be able to discuss situations or problems that may impact their work. To accomplish that goal, the Company subscribes to the idea that any employee should be able to walk into the office of any manager and discuss an issue without fear of retribution. Where appropriate, that manager will work with the employee to resolve the issue or make sure the employee is connected with someone who can help.

This open door policy should not be construed as preventing, limiting, or delaying the Company from taking disciplinary action up to and including employment termination, in circumstances where the Company deems discipline is appropriate.

## Issue Resolution Procedure

If an employee has a work-related problem or concern, the employee is encouraged to first try to seek informal resolution with their immediate supervisor. The Company believes that most issues can be addressed informally if approached promptly and objectively.

If an employee would rather not take a particular issue to their supervisor, or the employee and supervisor have not been able to work things out, an employee may bring their concern to another supervisor or to Employee Relations. Although employees may not be 100% satisfied with each particular outcome, employees will have the opportunity to express their views and they will be carefully and objectively considered. An employee's good-faith use of the Company's problem resolution methods will not negatively affect an employee's standing as a Company employee.

Employees with complaints relating to unlawful discrimination, harassment, and/or retaliation should follow the procedures set forth in the Company's separate Harassment, Discrimination and Retaliation Prevention policy.

## Employment Categories and Classifications

These employment categories and classifications are designed to allow employees to understand their employment status. All employment remains "at-will," however, and these classifications do not alter that status or guarantee employment for any specified period of time. Accordingly, both the employee and the Company retain the right to terminate the employment relationship at will, at any time, for any reason, with or without notice.

Full-time employees are those who are regularly scheduled to work and do work at least 30 hours per workweek and who are not temporary employees.

Part-time employees are those who are regularly scheduled to work less than 30 hours per workweek and who are not temporary employees.

Temporary employees are those hired by the Company who are working on a short-term basis to perform a particular project and may remain employed until that project is completed.

In addition to the above classifications, employees are categorized as either "exempt" or "non-exempt" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. You will be informed of your classifications upon hire and informed of any subsequent changes to your classifications.

Except as noted, all policies in this Handbook generally apply to all employees, irrespective of employment category or classification.

## Background Checks

Help at Home is committed to providing a safe and secure environment for our employees, clients, customers, and vendors. Help at Home must also comply with federal and state requirements as it pertains to

the services we provide. To that end, in addition to the pre-hire background check all employees complete, Help at Home may require satisfactory completion of background checks for current employees, if taking a new and/or different job, including promotions.

The Company will comply with all federal, state, and local laws when requesting, obtaining, conducting, and reviewing employees' background checks. If an employee refuses to undergo the requisite background check, the Company may terminate employment.

Employees must immediately report criminal convictions to their direct supervisor. HAH does not employ or contract with individuals: a) if they become excluded or ineligible to participate in health care programs and b) charged with, convicted of, pled not guilty, or entered into a first offender, deferred adjudication, or other arrangement where a judgment of conviction has been withheld for criminal offenses related to:

- The delivery of an item or service under a federal health care program. (Medicaid, Medicare, etc.)
- Abuse or neglect of a patient(s) (including family members) in connection with the delivery of a health care item or service.
- (Felony) Financial misconduct, including fraud, theft, and embezzlement.
- (Felony) Unlawful manufacture, distribution, prescription, or dispensing of a controlled substance.

## Personnel Files

Personnel files are maintained by the branch office and Human Resources Department and are considered confidential company property. The Company does not share employee files with third parties unless there is a legal obligation for the Company to do so. The Company will otherwise comply with applicable state and local law.

## Personal Status Change

Employees have a responsibility to keep their personal information up to date and if there are changes to home address, primary telephone number (including whether that is a cell phone), personal email, beneficiary or family status, employees are required to update their personal profile in Workday within 30 days of the event.

## Performance Feedback

Employees should receive on-going on-the-job oral and/or written feedback from their supervisor concerning their job performance. The Company encourages open and effective communication between employees and their supervisors concerning job performance.

Normally, a more structured evaluation is conducted by your supervisor annually. The evaluation process may include self-evaluation, supervisor's assessment of employee fulfillment of job responsibilities, employee development planning, individual goal setting, and on site observations of performance, if applicable. A positive performance evaluation does not guarantee a change in pay or benefits.

## Internal Career Opportunities

In general, job openings are posted on the company website <http://www.helpathome.com/careers> for employees to review. Jobs will remain posted until the position is filled. Employees may apply to a posted vacancy if they:

- Meet the position's minimum requirements.
- Have held their current position for at least 6 months.
- Are meeting or exceeding expectations in their current role.
- Have not been subjected to disciplinary action in the past 6 months.
- Have advised their manager of their intention to apply. Employee must discuss with their manager before they will be considered for an interview.

Should an employee request a lateral, internal transfer, the Company has sole discretion to approve or deny any requests, based on staffing levels, business needs, market conditions and more.

# COMPENSATION & WORK SCHEDULES

## Wages and Pay

Employees are paid on regularly scheduled pay dates. Should there be an exception to the regularly scheduled pay date, employees will be notified in advance. Employees will receive their wages through direct deposit. The Company does not pay employees' wages in advance of the regularly scheduled pay date.

The Company will deduct from employees' compensation for federal, state, and local tax withholding, FICA, and any voluntary deductions designated by the employee in accordance with applicable federal, state, and local laws.

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, employees should promptly inform their supervisor and Payroll of the discrepancy by submitting a ticket in the Knowledge Center so that Payroll can review and, as applicable, correct any errors as quickly as possible.

## Deductions for Exempt Employees

Certain positions at the Company have been designated as exempt from overtime under the federal Fair Labor Standards Act (FLSA) and applicable state law. The Company prohibits deductions from an exempt employee's salary except as allowed by the FLSA and applicable state law. If an employee is aware of improper deductions from the employee's salary, this violation should be reported immediately to the employee's supervisor or to Employee Relations by submitting a ticket in the Knowledge Center. All reported or suspected improper deductions from an exempt employees' pay will be promptly and thoroughly investigated. If the Company determines that improper deductions were made from an exempt employee's salary, the Company will promptly reimburse the employee the amounts improperly deducted. The Company also will ensure that improper deductions from pay do not occur in the future.

## **Attendance - Absenteeism, Tardiness, and Early Departures**

Reliable attendance is an essential function of an employee's job. The Company expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism, tardiness, and early departures place a burden on other employees and on the Company.

In the rare instances when an employee cannot avoid being late to work, is unable to work as scheduled, and/or must leave work early, the employee should personally notify their supervisor as soon as possible and in advance of the anticipated tardiness, absence, or early departure. Employees must follow the proper call-in/notification procedures as per the Notification Procedure policy below.

Employees who are absent for 3 consecutive workdays without notice to their supervisor will be considered to have voluntarily resigned from their employment.

Nonexempt employees will not be paid for any time during which they are late and not performing compensable work.

Poor attendance, excessive tardiness, and excessive early departures are disruptive to productivity and may lead to corrective action up to and including employment termination. Lateness or absences protected by applicable law or pursuant to another Company policy do not count as violations of this policy.

### **Notification Procedure**

Employees are expected to use the following call-in procedures when they are unable to report to work as scheduled or will have to report to work late. Employees are required to notify their immediate supervisor as soon as practicable, but no later than at least twenty-four (24) hours before the employee's workday is scheduled to begin. For acceptable notification methods, employees should follow their manager's directive. Failure to follow the appropriate notification procedures may lead to disciplinary action up to and including employment termination. Lateness or absences pursuant to another Company policy should follow the call-in procedure set forth therein.

## **Overtime**

Except as otherwise required under applicable law or a collective bargaining agreement, overtime shall be paid to nonexempt employees at the rate of 1½ times the nonexempt employees' regular rate of pay for all compensable work performed in excess of 40 hours during a workweek. Paid Time Off ( PTO ) and other non-worked time (such as jury duty, bereavement, etc.) are not included in the calculation of 40 hours of work for the purposes of overtime.

Nonexempt employees must have advance authorization from their supervisor before working any overtime. Working overtime that has not been approved in advance is a violation of Company policy. Nonexempt employees who work unauthorized overtime will be paid for such time but will be subject to corrective action up to and including employment termination.

### **Recording Time Worked/Timekeeping**

Nonexempt employees are required to be on the job at the commencement of their work schedules and are not authorized to leave their job until their supervisor gives them permission to leave the job or at the end of their schedule. Nonexempt employees must record all time worked in the time and attendance system. Under no circumstances should an employee record or otherwise modify another employee's time. Such an offense will be grounds for immediate corrective action up to and including employment termination.

Nonexempt employees are required to accurately record all hours worked and are prohibited from working off-the-clock. Any nonexempt employee who is asked to work off-the-clock by a manager must report the incident to Employee Relations via the Ethics Helpline at (844) 769-0288 or <https://helpathome.ethicspoint.com> so that a proper investigation can be conducted.

## Lactation Breaks and Accommodations

The Company supports nursing parents and complies with all state and federal laws regarding expressing breastmilk in the workplace. The Company will not tolerate discrimination or harassment against any employee based on the request for or usage of lactation accommodations. Any discrimination, harassment, or other violations of this policy can be reported to Employee Relations via the Ethics Helpline at (844) 769-0288 or <https://helpathome.ethicspoint.com>.

### Break Time

The Company provides reasonable break time for the employee's infant child up until 12 months of age, or longer if required by applicable law. Employees may use provided paid breaks, if possible, but may take additional reasonable time. Employees should work with their supervisor and Employee Relations regarding scheduling and reporting additional break time. Additional break time will be unpaid unless the employee is not completely removed from duty, or as otherwise required by state law. Because exempt employees receive their full salary during weeks in which they work, all exempt employees who need lactation accommodation breaks do not need to report any extra break time.

### Lactation Space

The Company will work to provide employees with private spaces to express breast milk during their shift.

### Requesting Lactation Accommodations

Employees who need lactation accommodations should contact Human Resources via Broadspire at (888) 644-8643 or <https://leavetech.my.site.com/connect>.

## Business Expense Reimbursement

Reimbursement will be provided on a case by case basis for Company employees who must spend money for work-related activities. Before incurring any business expenses, employees should confirm with their supervisor that they are entitled to reimbursement. The Company will reimburse all pre-approved, reasonable business expenses.

All expenses must be accompanied by a receipt. An employee's failure to obtain pre-approval or to provide a receipt may result in denial of expense reimbursement request.

Approved expenses must be submitted no later than 30 days from the date the purchase was made. Any expenses older than 30 days from the date the purchase was made will not be reimbursed unless required by applicable law.



## BENEFITS

The Company's goal is to provide a comprehensive program of benefits to eligible employees, where the employee may choose the benefits that meet their needs. This includes employer-paid and employee-paid benefits. Current programs which are subject to change from time to time, are summarized below, for general information; this description may not list all such benefits and programs. This section is a very general summary of benefits; in the event of any dispute between this summary and separate summary plan descriptions and/or full plan documents, the terms of the summary plan descriptions and full plan documents will control.

Also, this Handbook is not an official plan document for any employee benefit plan. It also is not a guarantee of any benefit described below. Employees with questions about eligibility, benefits, or coverage regarding any of the benefits described below should refer to the official plan documents, summary plan descriptions, or insurance policies, or contact the Benefits department.

Employees covered by the terms of a collective bargaining agreement should refer to that agreement for information regarding employee benefits.

### Health Insurance

Eligible employees and their dependents are offered health insurance benefits, including medical, dental and vision benefits. Like all other non-mandatory benefits, the Company reserves the right to terminate, alter, or amend these benefits at any time, in its sole discretion.

### Other Benefits

Eligible employees may be entitled to other benefits, such as our 401(k) plan, Disability and Life & Accidental Death & Dismemberment insurance, and the Employee Assistance Program (EAP). Further information can be found in the benefits guides on the Knowledge Center.

### Paid Time Off (PTO)

Employees may be eligible for paid time off (PTO). Employees should refer to the applicable state addendum for more information.

## Holidays

Help at Home recognizes the following six (6) paid holidays per calendar year:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
Christmas Day

Employees must work on the actual holiday with approval from their supervisor to receive holiday pay. Employees will be paid at one and one-half times their normal hourly compensation for work performed on a holiday listed above.

## LEAVES OF ABSENCE & TIME AWAY FROM WORK

### Family Medical Leave Act

Under the Family and Medical Leave Act of 1993, as amended (FMLA), employees may be eligible for a period of job-protected unpaid leave for certain family and medical reasons as described below. This Family Medical Leave Act Policy ("Policy") provides an overview of employees' rights and responsibilities under the FMLA, as well as the Company's own policies regarding FMLA leave. The Company has posted notices of the FMLA at all Company facilities. The information in those posters is incorporated into this policy by reference.

### General Eligibility

To be eligible for FMLA Leave under this Policy, an employee must have worked at the Company for at least 12 months and must have worked at least 1,250 hours during the 12-month period prior to the commencement date of any leave requested under this Policy.

Eligibility will be determined as of the date the FMLA leave commences.

Employees who work at a site at which fewer than 50 employees are employed within a 75-mile radius are not eligible for leave under this Policy. When a request for FMLA leave is made, the Company will advise of the employee's eligibility and the employee's rights and responsibilities.

### ***Types and Duration of FMLA Leave***

#### **Bonding Leave; Serious Health Condition Leave; Leave to Care for a Family Member with a Serious Health Condition; Active Duty Leave**

An eligible employee may take up to 12 weeks of unpaid leave during a rolling 12-month period (measured backward from the date an employee uses FMLA leave) for the following reasons:

- the birth of the employee's child and to bond with the child; or for placement through adoption or foster care and to bond with the newly placed child. Such leave must be concluded no later than 12 months after the birth or placement of the child with the employee;
- to care for an immediate family member (spouse, child under 18 years of age, child over the age of 18 who is incapable of self-care because of a disability, or parent) with a serious health condition;
- because of a serious health condition which renders the employee unable to perform the functions of the employee's job; or
- because of any qualifying exigency arising out of the fact that an employee's spouse, son (of any age), daughter (of any age), or parent, who is serving in any branch of the US military (including the National Guard or Reserves), has been deployed or called to active duty in a foreign country ("Active Duty Leave").

#### **Military Caregiver Leave**

An employee also may be eligible for Military Caregiver Leave to care for a spouse, son (of any age), daughter (of any age), parent, or next of kin who is: (1) a current member of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for a serious injury or illness, which is incurred in the line of duty (or for a pre-existing injury or illness which is aggravated in the line of

duty) and that renders the service member medically unfit to perform the duties of their office, grade, rank, or rating; or (2) a veteran who was a member of any branch of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness that occurred in the line of duty (or for a pre-existing injury or illness which was aggravated in the line of duty) at any time within 5 years preceding the treatment, recuperation or therapy.

A covered veteran incurs a serious illness or injury for purposes of this paragraph when one of the following occurs:

- The injury or illness makes them medically unfit to perform the duties of their office, grade, rank, or rating.
- It causes the service member to have a VA Service Disability Rating that is at 50% or greater.
- It is a mental or physical condition that substantially impairs their ability to obtain gainful employment.
- The VA enrolls the employee in the Department of Veteran Affairs Program of Comprehensive Assistance for Family Caregivers.

Eligible employees are entitled to a total of 26 weeks of unpaid Military Caregiver Leave during a single 12-month period. This single 12-month period begins on the first day an eligible employee takes Military Caregiver Leave (as long as it is within 5 years of the covered service member's active duty) and ends 12 months after that date. Military Caregiver Leave applies on a per-covered service member, per-injury basis, so that an employee may be eligible to take more than one 26-week period of Military Caregiver Leave, but no more than 26 weeks of leave may be taken during any one 12-month period.

An eligible employee is entitled to a combined total of 26 workweeks of leave for all FMLA qualifying reasons during the single 12-month period described above. For example, if an employee takes 10 weeks of FMLA leave due to the employee's own serious health condition, the employee may take only 16 weeks of Military Caregiver Leave during that same 12-month period.

## Definitions

A “serious health condition” as referred to above means an illness, injury, impairment, or physical or mental condition that involves:

- in-patient care (i.e., an overnight stay) in a hospital or other medical care facility (including any period of incapacity or any subsequent treatment in connection with such in-patient care);
- a period of incapacity of more than 3 consecutive, full calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves (i) treatment 2 or more times by a health care provider or under the supervision of a health care provider, the first being within 7 days of the onset of the incapacity and the second being within 30 days of the start of the incapacity, or (ii) treatment by a health care provider on at least one occasion within 7 days of the start of the incapacity, which results in a regimen of continuing treatment under the supervision of a health care provider;
- any period of incapacity or treatment due to pregnancy, or for prenatal care;
- any period of incapacity or treatment due to a chronic serious health condition requiring periodic visits at least twice a year for treatment by a health care provider;
- a period of incapacity or treatment which is permanent or long-term due to a condition for which treatment may not be effective, during which the employee (or family member) must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider; or
- any period of absence to receive multiple treatments by a health care provider or under the supervision of a health care provider, either for restorative surgery after an accident or other injury, or for a condition that will likely result in a period of incapacity of more than 3 consecutive calendar days in the absence of medical intervention or treatment.

A “qualifying exigency” referenced above under “Active Duty Leave” refers to the following circumstances:

- Short-notice deployment: to address issues arising when the notification of a call or order to active duty is 7 days or less;
- Military events and related activities: to attend official military events or family assistance programs or briefings;

- Childcare and school activities: for qualifying childcare and school related reasons for a child, legal ward, or stepchild of a covered military member;
- Care of the covered military member’s parent if the parent is incapable of self-care;
- Financial and legal arrangements: to make or update financial or legal affairs to address the absence of a covered military member;
- Counseling: to attend counseling provided by someone other than a health care provider for oneself, for the covered military member, or child, legal ward, or stepchild of the covered military member;
- Rest and recuperation: to spend up to 15 calendar days for each period in which a covered military member is on a short-term rest leave during a period of deployment; or
- Post-deployment activities: to attend official ceremonies or programs sponsored by the military for up to 90 days after a covered military member’s active duty terminates or to address issues arising from the death of a covered military member while on active duty.

## When Spouses Work Together

If both spouses are employed by the Company and are eligible for leave under this policy, they are eligible for a combined total of 12 weeks of leave within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition, or a combined total of 26 weeks within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition and for Military Caregiver Leave. (However, in no event shall the spouses take more than a combined total of 12 weeks of leave within the applicable 12-month period for the birth or placement of a child or to care for a parent who has a serious health condition.)

## Notice of Need for FMLA Leave

An employee who wants to take FMLA must follow normal call-in policies and notify the person an employee normally would notify for an absence. Failure to adhere to normal Company call-in procedures can result in discipline, as with any other type of leave.



If FMLA applies or is believed to possibly apply, the employee will be required, thereafter, to contact their supervisor or Human Resources via Broadspire at (888) 644-8643 or <https://leavetech.my.site.com/connect> to complete a request for leave. The employee will be required to fill out prescribed forms requesting leave.

To avoid a delay in FMLA protection, the employee must give notice as soon as possible and practicable under the circumstances of enough facts to advise the person receiving the call that FMLA may apply. Employees are always required to give notice as soon as practicable and possible, but, except for instances of active duty leave, an employee is not required to provide more than 30 days of advance notice.

If an employee fails to give the required notice with no reasonable excuse, FMLA coverage may be delayed for a period of time. This can result in discipline for absences taken prior to FMLA coverage commencing. Employees should make every reasonable effort to schedule foreseeable medical treatments so as not to disrupt the ongoing operations of the Company.

#### ***Paid Leave Concurrent with Unpaid FMLA Leave***

Employees may concurrently utilize any short-term disability benefits, workers' compensation benefits, accrued paid time off (PTO), or any other form of applicable paid leave while on FMLA leave. All substituted paid leave that is being concurrently exhausted will be counted against an eligible employee's FMLA leave entitlement.

#### ***Intermittent FMLA Leave***

Intermittent or reduced schedule leave is leave at varying times for the same qualifying condition. Intermittent leave or reduced schedule leave may be available if the need for leave is due to an employee's serious health condition or an employee's immediate family member's serious health condition and when the need for intermittent or reduced schedule leave is certified by a health care provider. Intermittent or reduced schedule leave is not available for the birth or placement of a child for adoption or foster care, unless the Company agrees. Military Caregiver Leave may be taken intermittently or on a reduced leave schedule when medically necessary. Active Duty Leave may also be taken on an intermittent or reduced leave schedule.

Employees who take foreseeable intermittent or reduced schedule leave must attempt to schedule their intermittent or reduced schedule leaves so as not to disrupt the operations of the Company and in some instances, the Company may require employees taking foreseeable intermittent or reduced schedule leaves to transfer temporarily to an alternative position for which the employee is qualified and which better accommodates the employee's leave schedule. Pay and shifts would not be affected by a change to an alternate position. Time worked in the alternate position would not count towards the employee's FMLA leave entitlement.

Employees taking unforeseeable intermittent leaves must follow the Company's standard call-in procedures absent unusual circumstances.

#### ***Documentation Supporting FMLA Leave***

An employee requesting leave for a serious health condition must provide a completed FMLA Certification of Health Care Provider Form supporting the need for the leave. A request for reasonable documentation of family relationship verifying the legitimacy of a request for FMLA Leave may also be required.

The employee will have 15 days in which to return a completed Certification form following the Company's request for the certification. If the employee fails to provide timely certification after being required to do so, covered leave may be delayed moving forward until the certification form is finally submitted. Absences counted against the employee for a late certification will not be reversed absent exceptional circumstances.

If an employee never returns the completed form, the FMLA will be denied, and the absences will be unprotected. If the Certification form is incomplete or insufficient, an employee will be given written notification of the information needed and will be given a period of 7 days to provide the necessary information.

In some circumstances, a second opinion, at the expense of the Company, related to the health condition may be required. If the original certification and the second opinion differ, a third opinion, at the expense of the Company, may be required. The opinion of the third health care provider, which the Company and the employee jointly select, will be the final and binding decision.

A request for Active Duty Leave must be supported by the Certification of Qualifying Exigency for Military Family Leave form as well as appropriate documentation, including the covered military member's active duty orders.

A request for Military Caregiver Leave must be supported by the Certification for Serious Injury or Illness of Covered Service Member form or Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave form as well as any necessary supporting documentation.

Providing false information to the Company in an attempt to obtain FMLA leave will result in no FMLA protection, and it may also constitute a policy violation and result in discipline up to and including termination of employment.

Once the Company has received a complete and sufficient certification form from the employee, the Company will advise the employee whether the employee has been approved or denied FMLA and, if possible, will advise how much FMLA will be used.

### **Recertification**

In the following circumstances, the Company may, in its sole discretion, require recertification of the qualifying reason for FMLA: (1) where the employee needs more leave than the original certification justified; (2) where circumstances and facts cast doubt on the employee's need for FMLA; or (3) when the need for FMLA extends

beyond 6 calendar months. In these situations, the employee will have 15 days in which to provide a completed Recertification form.

### **Restoration to Position and Benefits**

Healthcare benefits will be maintained while an employee is on FMLA, subject to the payment of premiums as explained in this paragraph. For all other benefits, they will be maintained similarly to others on similar forms of leave (paid/unpaid). Employees on paid FMLA (because they are concurrently exhausting a paid leave benefit) will continue to have their premium payments deducted from their paycheck as if they were on non-FMLA paid leave. Employees on an unpaid FMLA leave (for which no paid leave is substituted or after all paid leave has been exhausted) will need to maintain the benefits they accrued prior to commencement of the leave by making premium payments. If the payment is not received on the due date or thereafter, the Company will provide the employee written notice of non-payment and provide 15 days to make the payment. If the payment is not made within the 15-day window, and at least 30 days have passed from the due date, then coverage under the benefit plan will lapse, retroactively, to the original due date.

Employees are permitted to return to whatever position they would have held had they not taken FMLA leave. Generally, this means employees returning from FMLA leave within 12 weeks will be returned to the job position that they held when they went on leave, or a substantially similar one. If the employee would have lost their position even if they had not taken the leave, then there exists no reinstatement right. For example, if the employee's position is eliminated because of a reduction in force, then no reinstatement right exists.

If an eligible employee fails to pay the employee's portion of the required premium payments for benefit coverage, and the Company elects to make the employee's portion of premium payments to keep benefit coverage in effect during a period of paid or unpaid FMLA leave for medical and dental benefits, and/or a period of unpaid FMLA leave for other benefits, the Company may



recover the amount of the premium payment from the employee regardless of whether the employee returns to work. The Company may recover its own share of the premiums paid for maintaining an employee's medical and dental benefit coverage during any period of unpaid FMLA leave if the employee fails to return from leave after entitlement has expired, provided the employee's failure to return to work is for a reason other than the continuation, recurrence, or onset of a serious health condition and is unrelated to the qualifying reason the employee took FMLA leave.

### ***Return to Work***

FMLA leave must be used for its intended purpose. If the qualifying reason for taking leave ends, then the employee must contact the Company and make arrangements to return to work. Employees on FMLA leave must periodically inform their supervisor or Human Resources of their status and intent to return to work while on FMLA leave. Employees returning from FMLA leave must be able to assume all of the essential functions of their jobs upon return. The Company will provide time for the employee to learn of any changes or new technology implementations. As a condition to restoring an employee whose leave was based on the employee's own serious health condition, the employee must provide certification from the employee's health care provider stating that the employee is able to resume work.

This return to work statement is required for all serious health conditions unless the employee has previously provided one for that condition within the past year. If safety issues exist, the Company may require a return to work statement every 30 days.

### ***Failure to Return from Leave***

Unless required otherwise by law, an employee granted a leave of absence under these provisions who fails to return to work upon expiration of the leave will no longer have protected absences. Further absences would count against the attendance policy.

### ***Key Employees***

An employee who qualifies as a "key employee" may be denied restoration of employment after a period of FMLA leave if holding the employee's position would cause the Company grievous economy injury. A "key employee" is an employee who is salaried and is among the highest paid 10% of the work force within 75 miles of the place where the employee reports to work. Upon requesting FMLA leave, an employee will be notified by the Company of their status as a "key employee" if there is a possibility that the Company may deny reinstatement after leave.

### ***Interaction with State Leave Laws***

Certain states require employers to provide greater or different job-protected leave. When applicable, the Company complies with all such leave laws. When leave provided under one of these laws is covered under the federal FMLA, it also shall count toward the employee's federal FMLA entitlement and as FMLA Leave under this Policy. These leave laws vary by state, and employees should contact Human Resources with any questions about them.

### ***Military/Uniformed Service Leave (USERRA)***

The purpose of this policy is to provide an overview of an employee's rights and obligations under the Uniformed Services Employment and Reemployment Rights Act of 1994, 38 U.S.C. § 4301 et seq. ("USERRA") and related state law. Military family leave entitlements are provided for separately as part of the Company's FMLA policies.

## Definitions

“Uniformed service(s)” means the Army, Navy, Marines, Air Force, Space Force, Coast Guard, the Army National Guard, the Air National Guard, the Commissioned Corps of the Public Health Service, and any other category designated by the President of the United States in time of war or national emergency.

“Service in the uniformed services” means service on a voluntary or involuntary basis in a uniformed service under a competent authority and includes active duty, active duty for training, state active duty, initial active duty for training, initial enlistments, inactive duty training, annual training, full-time National Guard duty, absences for fitness-for-duty training, and certain absences for funeral honors duty.

“Military leave” is used interchangeably in this policy with “service in the uniformed services” and relies on the same definition as “service in the uniformed services.”

## Policies and Procedures

### Discrimination Prohibited

The Company prohibits discrimination and retaliation against any employee on the basis of belonging to, having served in, or applying to join a uniformed service. The Company will not deny employment, reemployment, retention in employment, promotion, or any benefit of employment to an individual due to current, former, or prospective uniformed service, and will not tolerate discrimination or retaliation due to current, former, or prospective uniformed service.

### Employee’s Requirement to Give Advance Notice

Employees should notify their supervisor and Human Resources of the need for leave to perform service in the uniformed services, preferably 30 days in advance, unless precluded by military necessity or it is impossible or unreasonable under the circumstances. The notice may be written or oral. However, employees are encouraged to provide a copy of orders and/or training schedules once such documents are available to the employee to ensure continued business operations during periods of leave.

## Employee Benefits During Military Leave

### Use of Accrued Leave:

An employee may choose, at their request, to use any accrued but unused paid leave (such as APTO) during absences to perform service in the uniformed services.

### Health Care Continuation and Premium Payments:

For periods of uniformed service of up to 30 days, health insurance coverage will be continued at the employee’s normal employee share, if any, of the cost of such coverage. For periods of uniformed service exceeding 30 days, USERRA requires that employees be allowed to continue health insurance coverage, for themselves and their dependents, subject to payment of a premium up to 102% of the entire premium. These continuation rights under USERRA are similar to rights under the Consolidated Omnibus Budget Reconciliation Act (“COBRA”) for the employee and any dependents covered under the applicable group health plan.

If an employee wishes to cancel their company-provided medical coverage, the employee must, in advance of leave, notify Human Resources of the election. Please be advised that a failure to make a timely election may entitle the Company to recoup premium payments for up to 24 months at the conclusion of an employee’s military leave.

### Retirement Plans:

Participation and benefits under retirement plans will be granted in accordance with federal law.

Employees should direct their questions about this policy, military leaves of absence, eligibility, and/or benefits to Human Resources.

## Returning to Work After Military Leave

Employees will be entitled to reemployment following military leave consistent with and subject to any exceptions contained in USERRA as long as they return to work or apply for reinstatement within the following time frames:

- For leaves less than 31 days: The employee must report to their employer by the beginning of the first regularly scheduled work period that begins on the next calendar day following completion of service, after allowance for safe travel home from the military duty location and an 8-hour rest period.

- For leaves between 31 and 180 days: The employee must submit an application for reemployment no later than 14 days after the completion of service.
- For leaves of 180 days or more: The employee must submit an application for reemployment no later than 90 days after completion of a person's military service.

To apply for reemployment, the employee must contact the Human Resources department by email or telephone to request reemployment. If the employee's leave extends more than 30 days, the employee must submit documentation showing timely reapplication for employment; the absence of a disqualifying characterization of service; and evidence that the cumulative leave is not in excess of USERRA's five year limit (subject to applicable exceptions). Copies of the employee's orders and/or DD-214 will contain this information. The Company will not delay prompt reemployment in the event such documents are not available at the time of the reemployment request.

If an employee meets the requirements for reemployment, the employee will be reemployed in a position depending upon their length of service as follows:

- **Service Less Than 91 Days:** The employee will be reemployed in the position they would have had if continuously employed (i.e., the "escalator position"), or, if the employee is not qualified to perform the duties of the escalator position, after the Company has made reasonable efforts to qualify the employee, the employee will be reinstated in their pre-service position.
- **Service More Than 90 Days:** The employee will be reemployed in the escalator position or a position of similar seniority, status, and pay. If the employee is not qualified to perform the duties of either position, after the Company has made reasonable efforts to qualify the employee, the employee will be reinstated in their pre-service position, or a position of similar seniority, status, and pay. If the employee is not qualified to perform the duties of the escalator position, the pre-service position, or a position of similar seniority, status, and pay, even after the Company has made reasonable efforts to qualify the employee, the employee will be reinstated in a position that is the nearest approximation to the escalator position and then to the pre-service position, again subject to the Company's reasonable efforts to qualify the employee to perform the duties of this position.

### **State Military Leave Laws**

To the extent that any valid and enforceable law of the United States or the state of the employee's employment provides benefits greater than the benefits provided in this policy, the Company will provide the benefits required by law. Because such laws vary from state to state, employees should contact Human Resources if they have questions about a specific state's laws governing military leaves of absence.

This policy, including the guidelines and examples set forth herein, should not be considered a contract of any kind, expressed or implied. Although this policy reflects the Company's current practice and a good faith effort to comply with all state and federal law governing military leaves of absence, the Company reserves the right to modify or rescind these benefits at any time at the Company's sole discretion as long as such modifications meet the requirements of USERRA and similar state law.

### **Non-FMLA Medical Leave**

An employee with a serious medical condition as defined under the FMLA, who is in his or her first year of employment, and has been employed for at least 90 days, may request a leave of absence for the employee's own serious health condition that makes the employee unable to work for five (5) consecutive days or more. Employees may take non-FMLA medical leave up to six (6) weeks within their first 12 months of service at Help at Home.

Employees must notify Human Resources of the need for leave via Broadspire at (888) 644-8643 or <https://leavetech.my.site.com/connect>. Employees taking leave under this policy must use all available paid time off prior to being placed in an unpaid leave status.

## Reasonable Accommodation Medical Leave

The Company complies with the reasonable accommodation obligations under the ADA and applicable state and local laws and will engage in the interactive process to discuss an unpaid leave of absence as a reasonable accommodation with employees who are unable to perform the essential functions of their job due to a physical or mental disability, as defined by law. Leave under this policy is at the discretion of the Company and will be considered in accordance with ADA and other applicable reasonable accommodation obligations. A reasonable accommodation leave of absence may be provided to employees who are unable to perform the essential functions of their job due to physical or mental disability and are not eligible for FMLA. Similarly, leave under this policy may be granted as a reasonable accommodation for employees who have exhausted FMLA but are unable to return to work due to a disability that prohibits them from performing the essential functions of their job. Leaves of absence under this policy will be handled on a case-by-case basis in accordance with the ADA and applicable law. The duration of any leave of absence under this policy will vary depending on the particular circumstances of each employee's need and whether additional leave is reasonable under the circumstances and/or would create an undue hardship for the Company.

## Bereavement Leave

Where state or local law mandates, the Company will provide bereavement leave pursuant to the applicable state or local law. Employees should refer to the applicable state addendum for more information.

## Jury Duty and Witness Leave

The Company provides protected jury duty leave to all employees. Employees must provide their immediate Supervisor with a copy of their jury summons as soon as possible so that the supervisor may make arrangements to accommodate their absence. Either the Company or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational difficulties.

Employees on jury duty must report to work on workdays, or parts of workdays, when they are not required to serve. Jury Duty is unpaid, unless otherwise required by state or local law.

## Other Legally Protected Absences

In addition to the leaves described herein, the Company complies with all applicable state and local laws relating to various forms of protected absences. Employees may be entitled to time off under applicable state or local laws. For additional information, please contact Human Resources by submitting a ticket via the Knowledge Center.

# SAFETY & SECURITY

## Preventing Workplace Violence

The Company is committed to maintaining a work environment that is safe for employees, customers, and the general public. The Company prohibits certain types of conduct at or outside of the workplace directed at other employees, customers, or others. Employees who engage in behaviors prohibited under this policy may be subject to disciplinary action up to and including employment termination. The Company has a zero tolerance policy for workplace violence.

Prohibited behaviors include, but are not limited to:

- Carrying/possessing a weapon (including a concealed/concealable weapon) or an item that can be perceived as a weapon on Company property;
- Carrying/possessing explosives and/or explosive devices on Company property;
- Threatening and/or attempting to cause, or causing, harm to employees and others;
- Making/sending threatening telephone calls, emails, texts, or notes to employees and others;
- Harassing surveillance or stalking of employees and others;
- Threatening and/or attempting to cause, or causing, physical harm or sabotage to Company or customer property.

Employees should bring any threats of violence or any violent activity to the attention of their supervisor or Employee Relations. The Company will not retaliate against any employee for alerting the Company in good faith to the potential for any violence or threatened violence in the workplace.

Employees are not permitted to carry (either openly or in a concealed manner) any firearms while on the Company's premises or property, while in Company vehicles, or while acting as a Company representative at any work-related activities, meetings, or functions. This prohibition against the possession or carrying of firearms applies even if the employee is licensed to carry a handgun under state law. Employees licensed to carry a handgun, or who otherwise lawfully possess a firearm, are permitted to transport and store in a safe and discreet manner a lawfully possessed firearm and/or

ammunition in their locked, privately-owned vehicle while the vehicle is in the Company parking lot, garage, or other parking area provided by the Company for employees. Under no circumstances may an employee remove a concealed firearm from a personal vehicle on Company property. Any employee who carries a firearm onto the Company's premises will be considered to be committing a trespass, and the proper authorities may be notified.

This policy is intended to comply with all applicable state laws concerning employee rights to possess and carry firearms and shall be interpreted and enforced accordingly.

Employees who violate this policy may be subject to disciplinary action up to and including employment termination.

## Workplace Safety

Safety is a top priority of the Company, and the Company strives to provide employees and visitors a safe and healthful work environment. It is Company policy to comply fully with all applicable government guidelines, including but not limited to the Occupational Safety and Health Act ("OSHA") and any state occupational safety laws and to minimize injuries and accidents through proactive accident prevention programs, high safety and health standards, and fire protection.

Unsafe acts, behaviors, and conditions result in possible injury or illness that can impact an employee's ability to work and earn income. Achieving a safe and healthy work environment requires the personal commitment of all employees. The following guidelines have been established as a part of this safety policy:

- The safe way is the right way to do each job. Shortcuts are not the way.
- Operate equipment only as authorized and with all safety guards in place.
- Report unsafe conditions immediately to your supervisor.
- Report unsafe equipment to your supervisor right away. Do not attempt repairs no matter how skilled you feel you are.
- Report any incident (even if there is no injury) to your supervisor right away.

- Arrive at work rested and in good health. Be able to give full attention to your job. requirements for your particular job
- Report infections to your supervisor (which can be evidenced by conditions such as: skin eruption, boils, sore throat, vomiting, fever, etc.).
- If you feel ill at work, report to your supervisor. Get medical aid to protect yourself and others. Keep health tests up to date.
- Follow health guidelines to prevent communicable diseases. These guidelines are for your health and safety and those with whom you work.
- Horseplay can cause serious injury and is not allowed.

You are required to observe all safety notices posted and any specific safety requirements for your particular job.

Violations of this policy may lead to disciplinary action up to and including employment termination.

### Reporting On-The-Job Injuries and Worker's

The Company maintains Workers' Compensation insurance as required by applicable law. Employees must report any injury or illness suffered in the course of employment, no matter how minor, to their manager as soon as reasonably possible and call the CorVel Work Injury Nurse Line at (877) 764-3574.. Employees will receive prompt, appropriate treatment for their condition. employees similarly must contact their Manager as soon as reasonably possible if they believe that they have developed an occupational disease. In case of a severe injury,

Workers' compensation insurance may provide coverage for medical expenses and payments for lost wages in the event of workplace accidents/injuries. Failure to adequately or promptly report on-the-job injuries may impact an employee's entitlement to benefits under applicable state workers' compensation laws.

### Vehicles & Use of Cell Phones and Other Electronic Devices While Driving

The Company is not responsible for any damage, parking tickets, equipment violation citations or moving violations occurring while you are operating your personal vehicle or Company vehicle, if applicable. You must provide us with a copy of a current valid driver's license, proof of insurance for at least the applicable state statutory minimums and a current DMV driving record report. These must be kept current during your employment. All drivers must adhere to the Company's Vehicle Usage Policy.

This policy also provides standards for safe use of cell phones and other electronic communication devices (mobile phones and other handheld devices) by employees when driving on Company time, for Company purposes, and/or within a Company vehicle. It applies to use a personal vehicle when driving on Company time or for Company purposes. Employees also must adhere to all federal, state, and local rules and regulations regarding the use of cell phones and other handheld electronic devices when driving on Company time, for Company purposes, and/or within a Company vehicle.

Employees should not use handheld cell phones or other handheld electronic devices for any purpose when driving on Company time, for Company purposes, and/or within a Company vehicle. If an employee needs to make or receive a call while driving, the employee should make or receive the call only after parking in a lawfully designated area. If an employee has a hands-free device that allows the employee to talk on a cell phone or other electronic device, the employee may make and receive calls using the hands-free device, but such calls should be limited to 5 minutes or less. Employees are strictly prohibited from texting, emailing, surfing the internet, or otherwise using any other electronic communication device while driving on Company time, for Company purposes, and/or within a Company vehicle. Employees are further prohibited from taking notes or writing when talking on a cell phone while operating a Company vehicle or private vehicle while conducting Company business.

Employees must not use cell phones or other handheld electronic devices if such conduct is prohibited by state or local law. Employees should check with Human Resources if they are unsure as to whether cell phones or other handheld electronic devices may be used in their particular state.

## **Inspections and Surveillance**

Desks, lockers and other storage areas are provided by the Company for employees' convenience and to help you do your job. These areas remain the sole property of the Company. The Company may, at any time, inspect all Company property and its contents at any time, with or without notice, unless otherwise required by state or local laws. Other employees may also enter desks, files or other Company property as needed to perform their job duties.

Employees are prohibited from removing Company property without prior consent of your supervisor or authorized Company personnel. The Company may also search any bags, purses, briefcases, boxes or other items that you bring onto or remove from Company premises, with or without prior notice, unless otherwise required by state or local law.

The Company makes use of video surveillance systems, in accordance with state and local laws. Video surveillance is not used where employees would have an expectation of privacy, such as restrooms, locker rooms, changing areas, or private offices.

## **Smoking/Tobacco Products**

Smoking, vaping, e-cigarettes and the use of tobacco products are prohibited inside Company facilities and at or inside client's homes.

## **Inclement Weather/Emergency Closings**

The Company will remain open for business during most periods of inclement weather, although there may be times when severe weather or other emergencies such as fires, power failures, or floods, could disrupt our normal business operations or those of a client. If the inclement weather or a natural disaster prevents you from safely traveling to or from work, contact your supervisor as soon as possible under the circumstances for instructions. For further information about what to do in these situations, employees should consult their local office.

## **Drug and Alcohol-Free Workplace**

Help at Home 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 defined in this policy), or other impairing substances while on the job or on Company premises, during work hours, or while otherwise performing work on behalf of the Company may pose a serious health and safety risk to all employees and others and will not be tolerated.

This policy applies to all employees and applicants for employment (individually and collectively referenced herein as "Covered Persons"). The Company will enforce this policy in a manner that is consistent with applicable federal, state, and local law.

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- **Illegal Drug** – Defined to mean any drug or controlled substance that is not legally obtainable under both applicable federal and state law without a valid prescription, including but not limited to amphetamines, barbiturates, benzodiazepines, cocaine, designer drugs, hallucinogens, marijuana, methaqualone, opioids (opiates, such as heroin, codeine, morphine, and semi-synthetic/synthetic opioids, such as hydrocodone, hydromorphone, oxycodone, oxymorphone, and methadone), phencyclidine (PCP), propoxyphene, and/or any substances and/or materials that are prohibited by federal or applicable state regulations. Illegal Drug shall also mean any unauthorized substances, including over-the-counter or prescription drugs or medications, used for a purpose other than their intended purposes, used in an unsafe manner, used in an unsafe or non-prescribed or non-directed quantity or amount, used in a manner as to impair an individual’s ability to safely and adequately perform job duties, and/or used without a valid prescription or authorization. Marijuana is considered an Illegal Drug as defined by this policy, subject to applicable federal, state, or local law.
- **Company Premises or Property** – Defined to mean buildings, parking lots, work stations, vehicles owned or leased by the Company or used for Company purposes, work facilities, Company equipment, or any other location used by the Company for work purposes, including an individual’s remote work location if applicable.
- **Safety-Sensitive Positions** – Defined to mean positions that require job duties and responsibilities involving a potential risk of injury to self or others, or as otherwise defined by applicable federal, state, or local law.

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Covered Persons are prohibited from engaging in the conduct outlined in this section:

- Covered Persons are prohibited from reporting to work, being on Company Premises or Property, or performing work (on or off Company Premises or Property) while under the influence of alcohol and/or Illegal Drugs.

- Covered Persons are prohibited from applying for employment, reporting to work, being on Company Premises or Property, or performing work (on or off Company Premises or Property) with alcohol in his/her system sufficient to yield a positive alcohol test result and/or with Illegal Drugs (and/or drug metabolites) in his/her system which meets or exceeds nationally accepted standards for determining detectable levels of controlled substances as adopted by the federal Substance Abuse and Mental Health Services Administration or applicable state law.
- Covered Persons are prohibited from using, possessing, purchasing, selling, manufacturing, transferring, dispensing, trafficking, or distributing (or attempting to use, possess, purchase, transfer, dispense, traffic or distribute) alcohol and/or Illegal Drugs, including related paraphernalia, in any amount, in any manner or at any time, on Company Premises or Property, or while performing work (on or off Company Premises or Property). Covered Persons shall have no expectation of privacy, and are subject to unannounced searches of personal property, vehicles, or any other items brought onto Company Property or Premises.
- Covered Persons are prohibited from refusing to provide an adequate drug or alcohol test sample/specimen without a valid medical basis, refusing to cooperate during collection or testing, or failing to report (or report promptly) to the collection site without a legitimate reason.
- Covered Persons are prohibited from providing an altered, adulterated, diluted or substituted drug or alcohol test sample or specimen. Covered Persons are prohibited from using a device or substance to interfere or attempt to interfere with a drug or alcohol test.
- Excepting the need for first-aid or emergency medical care (or where otherwise provided by law), Covered Persons asked to submit to a post-accident or reasonable suspicion alcohol or drug test are prohibited from using alcohol or drugs (including over-the-counter or prescription drugs) for eight hours following the accident or determination of reasonable suspicion, or until the Covered Person undergoes an alcohol or drug test, whichever occurs first.

### ***Prescription/Over-the-Counter Medication***

Nothing in this policy is meant to prohibit the appropriate and lawful use of over-the-counter or prescription medication prescribed by a physician for a Covered Person. However, Covered Persons' are responsible to confirm with a physician or licensed medical care provider regarding whether these substances may adversely affect performance, cause impairment, or adversely affect the safety of the Covered Person or others. The Company does not unlawfully discriminate on the basis of disability. Covered Persons who seek a reasonable accommodation due to an underlying disability are encouraged to submit any requests for a reasonable accommodation due to an underlying disability to Employee Relations.

### ***Alcohol Use at Company Events***

Alcohol is served at certain Company-sponsored events and/or business-related activities. At those events, alcohol consumption (in moderation) does not violate the terms of this Policy so long as the employee exercises good judgment and so long as employee acts in a lawful, safe and responsible manner at all times.

### ***Drug and Alcohol Testing Procedures***

The Company may conduct the following types of drug and/or alcohol testing, in its sole discretion, and in accordance with applicable federal, state, or local law:

- Post-Offer, Pre-Employment Testing – Individuals extended a conditional offer of employment may be required to submit to a drug test.
- Reasonable Suspicion Testing – Covered Persons will be drug and/or alcohol tested when there is a reasonable belief based on specific facts and rational inferences drawn from those facts that a Covered Person is under the influence or otherwise impaired by Illegal Drugs or alcohol, or is otherwise violating the terms of this policy. Covered Persons required to submit to a test under this section will not be allowed to drive themselves to a testing facility or return to work until the test results become available to the Company.

### ***Treatment and/or Rehabilitation***

The Company may assist employees in seeking treatment or rehabilitation for drug or alcohol dependency or abuse. An employee's first request for assistance under this section before drug or alcohol testing is conducted under this policy will not be used as a basis for disciplinary action.

However, a request for assistance after drug or alcohol testing is conducted under this policy, or after a violation of this policy has already occurred, will not be a defense to disciplinary action.

The Company reserves the right to require random and/or return-to-work testing as a condition of continued employment when treatment is sought under this section.

### ***Violations***

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

# EMPLOYEE CONDUCT & STANDARDS OF BEHAVIOR

## GENERAL EMPLOYEE CONDUCT RULES

### False Claims Act

Help at Home is committed to complying with all applicable federal and state laws, particularly those laws that are designed to address identified instances of healthcare fraud, waste and abuse. To that end, Help at Home is committed to complying with the U.S. Deficit Reduction Act of 2005 ( DRA ), including but not limited to establishing processes and procedures designed to detect and prevent healthcare fraud, waste and abuse and providing information to all employees, contractors and agents about federal and state False Claims Acts.

The Federal False Claims Act (FCA) imposes liability on individuals and companies who knowingly submit false claims for payment to the federal government. This includes, but is not limited to:

- Billing for services not rendered,
- Upcoding services or procedures,
- Falsifying records to obtain a higher reimbursement,
- Double-billing.

In addition to the Federal FCA, many states and the District of Columbia have enacted their own false claims laws. Refer to the False Claims and Whistleblower Protections Policy and attachments for more information.

### Reporting

Employees are expected to report suspected violations through any of the following channels:

- Direct Manager/Supervisor,
- The Ethics, Compliance, and Privacy department via email, [compliance\\_helpathome.com](mailto:compliance_helpathome.com),
- Call the anonymous Ethics Help Line, 1-844-769-0288
- Submit a report through the online portal, Navex Ethics Point

All ethics, compliance, and privacy concerns are investigated. Reports concerning matters outside of the Ethics, Compliance, and Privacy Department will be referred to the appropriate department to ensure proper investigation and handling of the matter.

### Whistleblower Protections (Qui Tam Provisions)

The FCA permits private individuals (whistleblowers) to file lawsuits on behalf of the government (called qui tam actions) when they uncover fraud against public programs. Whistleblowers must present credible evidence and follow proper procedures to be protected under this law.

### Protection Against Retaliation

Employees who report in good faith are protected from retaliation under both federal and state law. Retaliation may include termination, demotion, harassment, or other adverse employment actions.

### Related Policies

HAH maintains a robust Ethics, Compliance, and Privacy Program designed to detect and prevent fraud, waste, and abuse. HAH policies and procedures for detecting and preventing fraud, waste, and abuse include:

- Code of Ethical Standards
- Ethics Help Line Policy
- Non-Retaliation Policy
- False Claims and Whistleblower Protections (Includes state laws on false claims.)
- Compliance with Laws and Regulations
- Compliance Investigations Federal and State Exclusion from Participation in Healthcare Programs Corrective and Disciplinary Action for Violations of Compliance Standards

Please refer to the Knowledge Center for a complete list of policies.

## Outside Employment and Conflict of Interest

The Company holds all employees to the same performance standards and attendance expectations even if they have other jobs. If the Company determines that outside employment interferes with the performance of an employee's job duties, the employee may be asked to terminate the outside employment to remain employed with the Company.

A conflict of interest can arise when an employee takes actions or has interests that may make it difficult to perform the employee's work for the Company objectively and effectively. For example, a conflict of interest would arise if an employee or a member of the employee's family receives improper personal benefits as a result of the employee's position in the Company. Employees may not accept business opportunities from persons doing business or seeking to do business with the Company if such opportunities are made available because of their position with the Company. Employees must never use their position with the Company to influence public officials or others for their personal benefit. Likewise, employment with the Company must not be used as leverage to gain favors from clients, suppliers, or vendors. This is not an exhaustive list of all impermissible conflicts of interest and additional examples can be found in the Code of Ethical Standards.

Additionally, employees may not give or accept cash or gifts, loans, expensive entertainment or anything else that might be expected to influence your conduct with our customers and clients or their families, business employees, vendors or other persons providing goods or services to the Company, or other employees or independent contractors of the Company.

## Confidentiality

As stated in the Code of Ethical Standards, Help At Home takes steps to maintain the confidential nature of its confidential and proprietary information, including privacy of our clients/patients and employees. For purposes of this policy, "Confidential Information" also means information that is created and used in the Company's business and which is not generally known by the public, including but not limited to: Trade

Secrets; proprietary or customized software and databases; research and development; new service plans; the Company's confidential records pertaining to its existing or potential customers/patients, including key customer/patient contact information, contract terms and related information; confidential business opportunities; merger or acquisition activity (including targets, opportunities, or prospects); confidential information regarding suppliers or vendors, including key supplier or vendor contact information, contract terms and related information; strategies for advertising and marketing; confidential business processes and strategies, including training, and revenue data and reports, including pricing, quoting and billing methods. Confidential Information also includes all confidential information of a third party that may be communicated to, acquired by, learned of, or developed by employees in the course of or as a result of their employment with the Company. Confidential Information does not include information that is or may become known to employees or to the public from sources outside the Company and through means other than a breach by employees after written approval from the Company, nor does it include information related to an employee's terms and conditions of employment, including wages and other employment benefits. "Trade Secret" means information defined as a trade secret under applicable state law or the Defend Trade Secrets Act of 2016. For applicants/employees subject to separate written confidentiality agreements, those agreements may contain additional requirements and restrictions in addition to those identified in this section.

## Non-Disclosure and Non-Use

As employees of the Company and in the exercise of duties for the Company, employees will have access to and will use certain Confidential Information and Trade Secrets as defined above, and that such Confidential Information and Trade Secrets constitute confidential and proprietary business information and/or Trade Secrets of the Company, all of which is the Company's exclusive property. Employees shall not, and shall not permit any other person or entity to, directly or indirectly, without the prior written consent of the Company: (a) use Confidential Information or Trade Secrets for the benefit of any person or entity other than the Company; (b) remove, copy, duplicate or otherwise reproduce any document or tangible item embodying or pertaining to any of the Confidential Information or Trade Secrets, except as required to perform responsibilities for the Company; (c) load, install, copy, store,

or otherwise retain any Confidential Information on any non-Company computer or other device; and (d) while employed and thereafter, publish, release, disclose, deliver or otherwise make available to any third party any Confidential Information or Trade Secrets by any communication, including oral, documentary, electronic or magnetic information transmittal device or media.

### ***Defend Trade Secrets Act of 2016***

Employees shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a Trade Secret that: (a) is made (i) in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney, and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (b) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Disclosures to attorneys, made under seal, or pursuant to court order are also protected in certain circumstances under said the Act.

### ***Additional Legal Exceptions to Non-Disclosure Obligations***

Nothing in this policy shall be construed to prevent disclosure of Confidential Information as may be required by applicable law or regulation; especially with respect to a federal or state administrative agency (e.g., EEOC, NLRB, equivalent state employment agency, etc.), or pursuant to the valid order of a court of competent jurisdiction or an authorized government agency, provided that the disclosure does not exceed the extent of disclosure required by such law, regulation, or order. With respect to an order of a court of competent jurisdiction, employees shall promptly provide the Legal Department with written notice of any such order. If the Company chooses to seek a protective order or other remedy, employees shall cooperate fully with the Company. If the Company does not obtain a protective order or other remedy or waives compliance with certain provisions of this Agreement, employees shall furnish only that portion of the Confidential Information which, in the written opinion of counsel, is legally required to be disclosed and shall use best efforts to obtain assurances that confidential treatment will be accorded to such disclosed Confidential Information. In addition, nothing in this policy in any way prohibits or is intended to restrict or impede, and shall not be interpreted or understood as restricting or impeding employees from: (a) exercising their rights under Section 7 of the National

Labor Relations Act (NLRA), including an employee's ability to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection, discussing terms and conditions of employment, or otherwise engaging in activity protected by Section 7 of the NLRA; or (b) otherwise disclosing or discussing truthful information about unlawful employment practices (including unlawful discrimination, harassment, retaliation, or sexual assault).

### **Workplace Bullying**

Workplace bullying is defined as the use of force, threats, or coercion to abuse, intimidate, or humiliate another employee and negatively impacts their work environment and/or work performance. Workplace bullying, including cyberbullying, includes, but is not limited to, the following:

- Sabotage, or deliberately subverting, obstructing, or disrupting another person's work performance.
- Verbal abuse, such as the use of demeaning, harmful and derogatory remarks, or insults.
- Verbal or physical conduct that is threatening or intimidating.
- Pushing, shoving, kicking, poking, tripping, assaulting, or threatening physical assault, or intentionally damaging a person's work area or property.

Cyberbullying is defined as the above-referenced behavior that occurs through the use of a computer, cell phone, smartphone, tablet, pager, or other device that transmits electronic information, regardless of whether the device is owned by or located at HAH or connected to the HAH network. Bullying can also violate the Company's EEO and Anti-Harassment and Discrimination Policies.

Employees who feel that they have been bullied should immediately report the incident to their manager and/or Employee Relations.

### **Nepotism - Hiring of Family**

The Company is committed to practices that do not create situations like conflicts of interest or favoritism based on the employment of relatives. This extends to employee hiring, promotions, transfers, and other employment actions.

Due to the potential for perceived or actual conflicts, including favoritism and/or personal conflicts that can be carried into the daily working relationship, the Company will hire or consider other employment actions concerning family members of persons currently employed only if: the candidate or employee will not be working directly for, or in any way supervising, a family member; the candidate or employee will not occupy a position in the same line of authority in which the employee can initiate or participate in decisions involving a direct benefit to the family member; and there is no potential for creating an adverse impact on work performance.

If at any time an employee enters into one of the aforementioned relationships, at least one of the affected individuals must immediately notify their supervisor or Employee Relations by submitting a ticket in the Knowledge Center Human Resources immediately. Employees who become family members after being employed (e.g., by marriage, etc.) may continue employment so long as it does not violate any of the stipulations previously noted within this policy. If one of the stipulations outlined should occur, attempts will be made to find a suitable position within Company to which one of the employees will transfer. If accommodations of this nature are not feasible, the Company may decide, in its sole discretion, to terminate either one or both employees.

Employees may report concerns about nepotism in the workplace to Employee Relations via the Ethics Helpline: 1-844-769-0288 or visit <https://helpathome.ethicspoint.com>.

### **Fraternization - Relationships in the Workplace**

While the Company has no desire to interfere with the private lives of its employees or their off duty conduct, the Company reserves the right to take appropriate action, in its discretion, to protect its interests where such conduct poses a negative impact upon the work environment. The following guidelines are in effect to preclude potential problems such as appearances of bias, favoritism, conflicts of interest, interference with the productivity of coworkers, and charges of sexual harassment.

To ensure an appropriate work environment, a manager may not date or have a sexual or romantic relationship with any individual in the manager's direct or indirect reporting chain or whose work the manager reviews, supervises, or audits. If such a relationship develops, then both employees are required to notify their supervisor or Employee Relations by submitting a ticket in the Knowledge Center. Human Resources and management will review options including transfers and possible termination to avoid a violation of this policy.

Further, individuals will not be permitted to be employed in certain positions, departments and/or functions that may allow them to intentionally or unintentionally influence, control or affect the terms and conditions of employment of another colleague with whom they are or had been engaged in a consensual relationship.

The terms "dating" and "romantic relationships" include, but are not necessarily limited to: casual dating, serious dating, casual sexual involvement where the parties have no intention of carrying on a long term relationship, cohabitation and any other conduct or behavior normally employed with romantic or sexual relationships. The restrictions on romantic relationships apply regardless of the sexual orientation of the employees involved. This applies equally to opposite-sex and same-sex relationships.

Additionally, co-workers who have any type of consensual relationship with one another (including non-managerial or managerial employees at the same level) should always act professionally while they are at work and should refrain from public displays of affection or any other behavior that might suggest favoritism in the workplace or at work-related functions. Any inappropriate behavior relating to or arising from the consensual relationship that creates an unprofessional work environment will result in disciplinary action, up to and including termination.

Individuals who feel that a consensual relationship at the Company is creating an uncomfortable environment should notify management or Employee Relations via the Ethics Helpline: 1-844-769-0288 or visit <https://helpathome.ethicspoint.com> so that the issue may be addressed.

### **Personal Appearance, Hygiene, and Dress Code**

At Help at Home, we want every aspect of our brand to be as thoughtful as our vision of helping seniors and people with disabilities live independently within their communities. As an employee, your appearance is a reflection of Help at Home and how we are viewed collectively to our clients, vendors, coworkers and the community. Employees contribute to Company culture and reputation in the way they present themselves; therefore, employees are expected to maintain a professional appearance any time they are at work or otherwise representing the Company. Your personal appearance reflects the image of Help at Home. In addition to these general guidelines, employees should confirm any specific dress code/uniform requirements with their branch office.

At all times, employees are required to report to work neatly groomed and dressed; including wearing clean clothing, personal hygiene (including the absence of body odor and/or fragrances and scented products that are unpleasant and/or have an unpleasant effect on others), and appropriate attire for the workplace and the work being performed. Clothing should not be ripped, torn, see-through, or worn in a way that exposes any private body parts. Employees may not wear clothing which depict words, terms, or pictures that may display images that are sexually explicit, use profanity or anything that may be construed as violating our EEO and Anti-Harassment policies.

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 supervisor or Employee Relations to request a reasonable accommodation.

Questions about the guidelines for attire should be discussed with your immediate Supervisor. Any employee who does not meet the attire or grooming standards including unpleasant perfumes and body odor may be asked to leave the premises to change clothing, properly groom, and return to work. Nonexempt employees will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards. Frequent violations may result in disciplinary action, up to and including termination of employment.

### **Contact with the Press or Media**

If an employee is contacted by the media for a statement on behalf of the Company, the media request must be referred to the Vice President of Public Relations (VP of PR) at [mediarelations@helpathome.com](mailto:mediarelations@helpathome.com). Only the VP of PR, or their designee, are authorized to make public statements on behalf of Help At Home.

### **Photography/Recording In the Workplace**

The purpose of this policy is to set forth the Company's expectations regarding photography and the recording of conversations in the workplace using a recording device (including photographs and audio or visual recordings made with cell phones). The intent of this policy is to strike a balance between the legitimate uses of recordings and patient privacy concerns, as well as other business concerns such as the protection of trade secrets and intellectual property.

In order to protect our patients' privacy interests, the use of a camera or cell phone to record images of patients and/or clinic equipment, property, or facilities is prohibited.

The Company also prohibits the recording of any events or conversations that include, or may include, protected health information of our patients. Recording in patient care areas is strictly prohibited. The Company further prohibits the recording and disclosure to third parties of our confidential information (as defined in our Confidentiality policy) or trade secrets, recording that violates the Company's policies or federal, state, or local laws, and recording during work time that impedes the employee's performance of his or her duties.

In some states, state or local may make it illegal for a person to record a conversation without the consent of the other party to the conversation. For that reason, employees in those states are prohibited from recording any conversation in the workplace without the consent of the other party to the conversation where such recording would violate state law.

Nothing in this policy is intended to prohibit lawful memorialization of safety hazards, claims the Company's rules have been inconsistently applied, protected concerted activity (including discussions concerning terms and conditions of employment), evidence to be presented in administrative or judicial forums in employment-related matters, or other matters that are protected by applicable law. Notwithstanding this, under no circumstances may an employee use a camera, recording device or cell phone in patient care areas, or record images of patients, communications with or regarding patients, or information revealing treatment protocol and care for any patient.

## USE OF PREMISES, BUSINESS EQUIPMENT, & ELECTRONICS

### No Solicitation or Distribution

Non-employees are prohibited from soliciting or distributing literature on Company property.

Solicitation by employees is prohibited when the person soliciting or the person being solicited is on working time. “Working time” is the time employees are expected to be working and does not include rest, meal, or other authorized breaks.

Distribution of literature by employees is prohibited when the person distributing literature or the person to whom literature is being distributed is on working time, as defined above. Distribution of literature by employees is prohibited in working areas at all times. These guidelines also apply to solicitation by electronic means.

Periodically, the Company may approve fund raising campaigns or other events to support specific charitable organizations.

### Electronic Equipment

The Company may, at its discretion, provide designated employees with devices such as cell phones and laptop computers. This equipment should be responsibly maintained and used appropriately for business purposes. Employees may use the equipment for reasonable non-business purposes. “Reasonable non-business purposes” would include, for example, personal use of an employee’s Company email account during non-working time, as long as such use does not violate applicable law or Company policy (including, but not limited to, our policies on discrimination and harassment) or applicable law. Employees should exercise restraint in using the equipment for non-business purposes. Use of Company equipment for non-business purposes that impede work performance is prohibited.

Equipment issued to employees remains Company property and, in the event employment with the Company terminates, all equipment in the employee’s possession must be returned to the Company in proper working condition on or before the last day of employment.

## Computer Use and E-Mail/Electronic Communications

The Company owns the computers and software making up the email/internet/intranet systems and permits employees to use them primarily in the performance of their jobs. Records contained within these systems are Company property and should be transmitted only to individuals who have a business need to know. Employees may never share password or login information.

The Company computers, including email, software or other communication platforms, such as Teams, internet access, voicemail, and cellphones are Company property. These systems of technology, as well as communications transmitted by, received through or stored in these systems, are property and assets of the Company. As such, the Company reserves the right to monitor both the use of the technological systems and the content of the communications at its discretion. **Employees have no reasonable expectation of privacy regarding their use of these services.**

Email and other messages sent using the Company’s computers, equipment and software are not private, despite any contrary designation either by the sender or the recipient. Accordingly, employees have no expectation of privacy in their email messages or when accessing the Internet on Company computers. The Company has the right to monitor email and other messaging platforms, even if employees use a password or the system’s delete function.

Accordingly, the Company may access email mailboxes and “deleted” messages and the Company may disclose certain email messages. Attachments to email messages, such as pictures and other graphic files, also are subject to inspection and should not violate any Company policy. In addition, the Company may monitor access to the Internet.

Employees should not use Company electronic resources to enter or send threatening, harassing, or intimidating material. Also prohibited are any messages that are sexually oriented/explicit, racial slurs, gender-specific comments or any other comments that address someone’s age, sexual orientation, religious or political beliefs, national origin, disability, or protected characteristics in an unlawful or discriminatory manner. These prohibitions also apply to any communication sent or displayed on any social media, including but not limited to, internet blogs, Twitter, Instagram, Snapchat, Facebook, Tik Tok and Pinterest if being used for Company business.

Records of an employee's use of Company computers are Company property and are subject to review, disclosure to law enforcement, government officials or other parties through subpoena or other process without notification to or permission from employees. Employees have no right or expectation of privacy with regard to email/ internet/ intranet records generated using Company-owned computers.

Employees are prohibited from installing or downloading any unauthorized software such as shareware, screen savers, time synchronizers and search tools bars, onto Company computer equipment. Employees may not copy software from Company computers and install it on their home or other computers without the express written permission of Management. The Company does not allow the unauthorized use, installation, copying, or distribution of copyright, trademark, or patented material on any Company communication tool. Employees whose communication activity violates state or federal law or Company policies are subject to disciplinary action up to and including employment termination.

## **Cybersecurity**

All employees are responsible for maintaining the cybersecurity of Help at Home. Adhering to these guidelines is critical to safeguarding the company's digital assets and sensitive information from unauthorized access, loss, or misuse. Any exception to this policy must be reviewed and approved in writing by the Chief Information Security Officer (CISO) or designated representative.

### **Software Requirements**

Employees are required to use only approved software, applications, and systems that have been vetted and authorized by the IT or cybersecurity department. This includes both software installed on company-owned devices and any web-based applications accessed for business purposes.

The use of unapproved or unauthorized software is strictly prohibited. Unauthorized software may include, but is not limited to:

- Unlicensed applications
- Personal software for business use
- Open-source or freeware that has not been approved by the cybersecurity team

Employees must not download, install, or run any software, applications, or browser extensions without explicit written permission from the IT department. This includes software from external sources, such as the internet or removable media (e.g., USB drives).

### **Network and Device Security**

Employees must ensure that all company-issued or personal devices used for work purposes are secured with strong passwords, biometric authentication (where applicable), and encryption where possible. When accessing company resources over public or unsecured Wi-Fi networks, employees must use the company's Virtual Private Network (VPN) to maintain secure communication channels. The use of portable media (e.g., USB drives, external hard drives) is restricted to approved devices only. Unauthorized devices should not be connected to company systems.

### **Incident Reporting**

Employees must immediately report any suspected or actual security incident to the Incident Reporting Hotline at 1-877-892-9655 or 833-610-4357 (7 days a week from 7a.m.-7 p.m. CT) or IT Helpdesk Ticket System at <https://connect.compucom.com>.

Security incidents include, but are not limited to:

- Unauthorized access to company data or systems.
- Loss or theft of devices containing company information.
- Accidental disclosure of sensitive data.
- Suspicious emails or phishing attempts.
- Malware infections or suspicious activity on company systems.

The incident report should include as much information as possible, including the type of incident, devices affected, any actions taken, and the time and date the incident was observed.

### **Password and Account Management**

Employees must create strong, unique passwords for all company systems and adhere to the company's password policy (e.g., 8 characters, upper case, lower case, special character, and numeric). Employees must enable and use multi-factor authentication (MFA) where available. Sharing of user accounts or login credentials with other employees or third parties is strictly prohibited.

### **Monitoring and Enforcement**

Help at Home reserves the right to monitor its information systems, devices, and network traffic to ensure compliance with cybersecurity policies and to protect the company's resources. Violation of these cybersecurity requirements may result in disciplinary action, up to and including termination of employment, depending on the severity of the infraction.

### **Training and Awareness**

Employees are required to complete mandatory cybersecurity training and participate in regular awareness sessions to stay informed about the latest cybersecurity threats and best practices. For additional details and comprehensive guidelines, employees are encouraged to review Help at Home's cybersecurity policies. These policies provide further information on secure practices, acceptable use, incident response, data protection, and compliance requirements.

Employees may submit questions to the IT Helpdesk at 1-877-892-9655 or 833-610-4357.

### **Social Media**

The Company understands that social media can be a fun and rewarding way for employees to share their lives and opinions with family, friends, and coworkers. However, use of social media also presents certain risks and carries with it certain responsibilities. To help employees make responsible decisions about their use of social media, the Company has established these guidelines for appropriate use of social media. Employees who violate this Social Media policy may be subject to disciplinary action up to and including employment termination.

### **Guidelines**

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the internet, including to an employee's own or someone else's blog, journal or diary, personal website, social networking website or apps, including but not limited to, LinkedIn, Twitter, Instagram, Snapchat, Facebook, Tik Tok and Pinterest and/or web bulletin board or chat room, whether or not employed or affiliated with the Company.

Ultimately, employees are solely responsible for what they post online. Before creating online content, employees should consider some of the risks and rewards that are involved.

If any on-line conduct adversely affects their job performance, the performance of fellow employees, or otherwise adversely affects customers, suppliers, people who work on behalf of the Company, or the Company's legitimate business interests, they may be subject to disciplinary action up to and including employment termination.

Employee social media posts must not violate any of the Company's applicable policies including the Rules of Conduct Policy, and EEO, Non-Discrimination/Non-Harassment Policy, Confidentiality and Workplace Violence. Employees should ensure their postings are consistent with these and all other Company policies. For example:

- Posts should not include inappropriate postings that may include discriminatory remarks, harassment, threats of violence, or similar inappropriate or unlawful conduct will not be tolerated.
- Employees should maintain the confidentiality of the Company, its clients', and its customers' trade secrets and confidential business information (as defined in the Confidentiality policy). Trades secrets may include information regarding the development of systems, processes, products, know-how, and technology.
- Do not post internal reports or other internal business-related confidential communications of the Company, its clients, or its customers.
- Postings should not be maliciously false. Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your coworkers or by utilizing the Company's Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if an employee decides to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, threatening, or intimidating, or that might constitute harassment or bullying.
- Posts should not be meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or Company policy.

To avoid the implication that an employee post represents the Company's views, the Company maintains the following requirements:

- Employees should express only their personal opinions and not represent themselves as spokespersons for the Company or its clients and customers.
- If the Company is a subject of the content, employees should be clear and open about the fact that they are employees and that their views do not represent those of the Company, customers, or suppliers.
- If an employee does publish a blog or post online related to the work the employee does or subjects employed with the Company (including but not limited to linking to a Company or customer website), employees should make clear that they are not speaking on behalf of the Company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Company."

### ***Use of Social Media at Work***

Employees should refrain from using social media while on work time or on Company equipment, unless it is work-related as authorized by the Company or consistent with the Electronic Equipment Policy. Employees should not use their Company email addresses to register on social networks, blogs, or other online tools utilized for personal use.

### ***Non-Interference with Applicable Laws***

This policy is not intended to in any way, limit, restrict or interfere with your federal or state labor law rights, including all rights under the National Labor Relations Act, or any whistleblower protections under federal or state law.

Employees with questions about this policy should contact Human Resources by submitting a ticket in the Knowledge Center.

## **Employee Conduct and Discipline**

To ensure orderly operations and provide the best possible work environment, the Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the Company. It is not possible to list all forms of behavior that may be considered unacceptable in the workplace, but the following are examples of unacceptable conduct that may result in disciplinary action up to and including employment termination.

- Falsifying or altering Company records, including employment applications and timekeeping records;
- Violating the Code of Ethical Standards, policies in this Handbook or other Company policies;
- Gambling or fighting on Company property or otherwise engaging in Workplace Violence;
- Engaging in unethical conduct or conduct which creates a conflict of interest (as defined in the Company's Conflict of Interest policy)
- Stealing or misappropriating the property of the Company, a client, coworker, or customer;
- Reporting to work under the influence of alcohol or drugs; possession, sale, or use of marijuana or illegal drugs or chemicals; or consumption of alcohol while working on Company business;
- Engaging in gross negligence or willful acts in the performance of duties, resulting in possible damage to Company property or injury to others;
- Engaging in insubordination;
- Committing a serious safety violation;
- Failure to perform assigned work (including overtime) or to comply with work/safety rules;
- Failing to report personal injury resulting from an on-the-job work situation;
- Sleeping on the job
- Violating Company policies
- Misusing Company electronic equipment
- Using threatening or violent behavior
- Excessive absenteeism or tardiness

In its sole discretion, the Company reserves the right to determine whether an employee's behavior is unacceptable and whether and what disciplinary action is necessary under a given circumstance. Employees may be subject to disciplinary action for poor performance or for violation of other policies and procedures not listed here.

The types of disciplinary action that may be imposed include verbal warning, written warning, suspension, demotion, and/or employment termination, and varies depending on the facts and circumstances surrounding each case. Nothing in this policy creates an obligation to follow any particular disciplinary procedure, and the Company reserves the right to take any form of disciplinary action at any time up to and including employment termination. This policy does not alter or limit the employment at-will relationship.



## TERMINATION & LEAVING THE COMPANY

Since employment with the Company is based on mutual consent, either the employee or the Company may terminate employment at any time, with or without cause, and with or without notice. An employee whose employment terminates (either voluntarily or involuntarily) must return all property owned or issued by the Company on or before the last day of employment. Failure to return such equipment may result in legal action by the Company and/or make the employee ineligible for re-hire.

### *Notice*

While employees may terminate employment with the Company at any time, the Company requests that employees provide at least a two-week (10 working days) notice as a professional courtesy and to assist with preparing for the employee's departure and replacement. The Company may determine the notice period is not necessary and end employment sooner.

### *Final Wages*

Final wages will be paid in accordance with applicable law.

### *Exit Interview*

Terminating employees may be asked to complete an exit interview with a member of the administrative staff.

### *Job References*

All requests for references must be made in writing to the Human Resources Department.

## IMPORTANT NOTICE – DISCLAIMER

THIS EMPLOYEE HANDBOOK IS A GUIDE TO THE GENERAL EMPLOYMENT PROCEDURES AND POLICIES OF HELP AT HOME, ITS AFFILIATES, SUBSIDIARIES, AND ASSIGNS, (“THE “COMPANY”). AS APPLICABLE IN SOME STATES, THIS EMPLOYEE HANDBOOK MAY BE ACCOMPANIED BY A STATE ADDENDUM, WHICH INCLUDES REQUIRED POLICIES DIFFERENT FROM THOSE IN THIS EMPLOYEE HANDBOOK. IN THE EVENT OF ANY CONFLICT BETWEEN THIS EMPLOYEE HANDBOOK AND AN APPLICABLE STATE ADDENDUM, THE STATE ADDENDUM WILL CONTROL. THIS EMPLOYEE HANDBOOK AND ANY APPLICABLE STATE ADDENDUM ARE REFERRED TO COLLECTIVELY AS HANDBOOK OR THE HANDBOOK.

THE HANDBOOK IS FOR INFORMATIONAL PURPOSES ONLY AND IS NOT A CONTRACT OF EMPLOYMENT. ANY COMPANY PROCEDURE OR POLICY, INCLUDING ANY POLICY, PROCEDURE, OR PROVISION IN OR REFERRED TO IN THIS HANDBOOK, MAY BE MODIFIED, AMENDED, OR DELETED BY THE COMPANY AT ANY TIME, WITH OR WITHOUT NOTICE.

THIS HANDBOOK DOES NOT AND IS NOT INTENDED TO ADDRESS EVERY POSSIBLE EMPLOYER/EMPLOYEE SITUATION. THE COMPANY RESERVES THE RIGHT TO TAKE ACTION OR MAKE A DECISION WHICH IS INCONSISTENT WITH THE PROVISIONS OF THIS HANDBOOK TO ADDRESS UNIQUE SITUATIONS, ON A CASE-BY-CASE BASIS, IN THE COMPANY’S SOLE DISCRETION.

THIS HANDBOOK DOES NOT IN ANY WAY ALTER THE EMPLOYMENT STATUS OF EMPLOYEES, WHICH IS “AT-WILL.” THIS MEANS THAT EITHER THE EMPLOYEE OR THE COMPANY CAN TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY OR NO REASON, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE. NO CONTRARY STATEMENT BY ANY COMPANY EMPLOYEE, MANAGER, OR AGENT SHALL HAVE ANY FORCE OR EFFECT, UNLESS IT IS IN WRITING, STATES THAT IT IS A “CONTRACT OF EMPLOYMENT,” AND IS SIGNED BY THE CHIEF EXECUTIVE OFFICER OF THE COMPANY.

## EMPLOYEE ACKNOWLEDGMENT

BY CLICKING THE “I ACKNOWLEDGE AND UNDERSTAND” BUTTON, I ACKNOWLEDGE RECEIPT OF THE EMPLOYEE HANDBOOK AND ANY APPLICABLE STATE ADDENDA. I ALSO UNDERSTAND THE EMPLOYEE HANDBOOK AND/OR THE STATE ADDENDUM ARE NOT AN EMPLOYMENT CONTRACT, AND I KNOW THAT MY EMPLOYMENT IS “AT WILL” AS DEFINED ABOVE.



Help *at* Home®

Care to Live Your Life.