

NATIONAL SEATING & MOBILITY EMPLOYEE HANDBOOK

Revised January 2021



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EFFECTIVE DATE: January 25, 2021

Introductory

Welcome

This Employee Handbook applies to all employees of National Seating & Mobility, Inc. and its subsidiaries and affiliates (collectively “NSM”). Each employee must read the Employee Handbook thoroughly because it is the employee’s responsibility to comply with all NSM policies and procedures. Any questions, comments or concerns regarding the Employee Handbook should be discussed with the employee’s Manager or Human Resources.

Nature of Employment

The Employee Handbook will provide a general overview of NSM’s policies and procedures. If any employee is unable to locate information relevant to their concern or questions, they may contact their Manager or Human Resources.

Neither this Handbook nor any other verbal or written communication should be considered a contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. NSM adheres to the practice of employment at will, which permits NSM or the employee to end the employment relationship at any time, for any reason, with or without cause or notice. While NSM generally adheres to a progressive disciplinary policy, it is not bound or obligated to do so. Again, at NSM’s sole discretion, an employee may be terminated at any time, with or without notice or cause.

No NSM representative, other than the VP of Human Resources, may modify at-will status of employment and/or provide any special arrangement concerning terms or conditions of employment.

Many matters covered by this Handbook, such as benefit plan descriptions, are also described in separate NSM documents. Those NSM documents control and supersede any statements made in this Handbook or by any member of Management.

This Handbook provides an explanation of NSM’s policies, procedures and guidelines. NSM, at any time, in its sole discretion, may alter, amend, deviate from or otherwise modify this Handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified as noted above.

This Handbook supersedes any and all prior Handbooks.

Employment

Our Commitment

Equal Employment Opportunity

NSM is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, national origin, ancestry, citizenship status or alienage, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, gender identity, political affiliation, parental status, childbirth, pregnancy status, or any other characteristic protected by applicable federal, state or local laws. NSM's Management team is committed to this policy with respect to recruitment, hiring, placement, promotion, transfers, training, compensation, benefits, employee activities and general treatment during employment.

NSM will make all reasonable accommodations, as required by law, to the known physical or mental limitations of qualified employees with disabilities, unless the accommodation would impose an undue hardship on the operation of NSM's business. If an employee needs assistance to perform his/her job duties, due to a physical or mental limitation, the employee should follow the terms and conditions of the Americans with Disabilities Act (ADA) & Amendments Act (ADAAA) policy located within this Handbook.

Additionally, NSM will accommodate, as required by law, the religious beliefs of its employees, to the extent such accommodation does not pose an undue hardship on NSM's business operations. If you wish to request such an accommodation, please speak to your Manager or Human Resources.

Any employees with questions or concerns regarding equal employment opportunities in the workplace are encouraged to bring these issues to the attention of your Manager or Human Resources. NSM does not permit any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he/she has been subjected to any such retaliation, he/she should immediately contact Human Resources. Violation of this policy or any improper retaliatory conduct will lead to disciplinary action, up to and including termination of employment.

Although employees are protected for certain activities, that protection is only afforded under the law if the complaint is based on a reasonable, good-faith belief that the complained of practice violates the law. If it is determined during an investigation that an employee did not make a complaint in good-faith, then disciplinary action, up to and including termination of employment, may be taken on the reporting party. All employees must cooperate with all investigations, as appropriate.

Immigration Law Compliance

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

In compliance with the Immigration Reform and Control Act of 1986, all new employees, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present their documentation establishing identity and employment eligibility. Failure to present documentation within 72 hours of your start date may lead to ineligibility of employment. Former employees who are rehired must also complete the form if they have not completed a Form I-9 with NSM within the past three years or if their previous Form I-9 is no longer retained or valid.

NSM participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work. If an employee receives a tentative non-confirmation during the E-Verify process, NSM is required to provide written instructions and an opportunity to contact the

Department of Homeland Security (DHS) or Social Security Administration (SSA), to enable the employee to resolve any issues prior to any action being taken by NSM, including terminating employment.

Employers are permitted to utilize E-Verify once an individual has accepted a job offer and completed the Form I-9. For more information on E-Verify, or if any employee believes that NSM has violated its E-Verify responsibilities, please contact DHS at 888-897-7781 or www.dhs.gov/e-verify.

Any employee may raise questions or complaints regarding NSM's compliance with the immigration law without fear of retaliation.

Americans with Disabilities ACT (ADA) & Amendments Act (ADAAA)

The ADAAA is a federal law that prohibits employers with 15 or more employees from discriminating against qualified individuals with disabilities in recruitment, hiring, promotions, pay, training, etc. Additionally, when necessary, employers must provide reasonable accommodations to qualified applicants and employees to perform the essential job functions of the position. If an employee feels he/she is in need of a reasonable accommodation, they should immediately discuss the matter with their Manager and access the employee intranet, HR Portal, to download a copy of the Request for Reasonable Accommodation and the ADAAA Medical Certification forms. The employee should immediately contact their Human Resources representative with any questions regarding the accommodation process and, after all required paperwork is completed, the employee should forward the necessary forms to their Human Resources representative for consideration.

It is the policy of NSM to comply with all federal and state laws concerning the recruitment and employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC).

Employee Guidelines

Open Door Policy

NSM is dedicated to supporting a healthy and enjoyable workplace, and believes that the best way of resolving issues is through open communication. As a part of NSM's commitment to teamwork, NSM promotes an open door policy for discussing problems or issues, when and if they arise.

- Employees should first speak with their department Manager and afford him/her the opportunity to assist in resolving the issue.
- If an employee is not comfortable discussing his/her concern with the Manager, the employee may contact Human Resources to assist with any issues or concerns they may be experiencing.
- Employees are also welcome to address their concerns to Executive Management, if they choose.

Employees who experience any type of harassment or believe they have been treated in an unlawful or discriminatory manner, should inform Management or Human Resources immediately, so that NSM can thoroughly investigate the matter. Retaliation against employees for filing complaints or assisting in investigations is prohibited.

Employment Classification

For purposes of employment with NSM, all employees fall within one of the classifications noted below.

Full-Time Employees - Employees who regularly work at least 30 hours per week who were not hired on a short-term or temporary basis. Full-time employees are eligible to receive or select from the NSM benefits package, subject to the terms, conditions, and limitations of each benefit program.

Part-Time Employees - Employees who regularly work fewer than 30 hours per week who were not hired on a short-term basis or temporary basis. Part-time employees are eligible to participate in NSM's 401(k) Plan. When applicable, depending on the state where an employee is employed, additional benefits may be available or legally mandated. Employees can check with their Human Resources Generalist for additional benefits that may be available.

Internships – The Internship Program is designed for the hiring of college students, both part-time and full-time, and those hired on as Interns should have the potential for re-hire after their college graduation. Internships are limited to the Chattanooga and Corporate offices. Any potential Intern must be thoroughly vetted by Human Resources prior to being employed, to ensure the potential Intern meets all Program qualifications. All Interns will be paid a salary and no internships will be unpaid.

Temporary Employees - Employees who were hired for a specific short-term project, or on a short-term basis, per diem or temporary basis. Temporary employees who are hired for projects that are anticipated to last 90 days or less, should be hired through an approved staffing agency with guidance from Human Resources, and they should not be added to NSM's payroll. Temporary Employees are generally not eligible for NSM benefits, except under certain circumstances based on hours worked per week and time-frame of temporary employment.

In addition to the above classifications, employees are categorized as either being "**exempt**" or "**non-exempt**" based on federal and state wage and hour laws. Employees classified as "exempt" do not receive overtime pay and generally receive the same weekly salary regardless of hours worked. The

employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

Personnel Files

NSM's official employee personnel files are maintained by the Human Resources Department and are considered to be confidential. Branch offices may also maintain a separate file on Branch employees and those files should be maintained in a secured location in that Branch office. Copies of all of personnel actions must be forwarded to Human Resources for placement in the employee's official personnel file. NSM employees working outside of the Human Resources Department, such as Management and Executives, may only have access to official personnel file information on a need-to-know basis. Files may also be released as required by law and to non-employees who have a signed consent from the employee, who are acting on behalf of the employee as an advocate or representative.

Current employees, upon receipt by Human Resources of a written request from the employee, will generally be permitted to review their own personnel file (review may vary by state law), within a reasonable period of time or as directed by state law. Access to personnel files for former employees will only be provided if mandated by law.

Personal Data Changes

It is the responsibility of each employee to promptly notify NSM of any changes in personal data. Current mailing address, telephone numbers, number and names of dependents, names and telephone numbers of individuals to be contacted in the event of an employee medical or other emergency, and other information should be accurate at all times. For example, unreported changes of address, marital status, etc. can affect tax withholdings and benefit coverage.

Employees must keep their personnel file up to date by immediately making self-service changes in the Human Resources Information System (HRIS). If an employee has questions or needs assistance regarding these updates, he/she may contact Human Resources.

Performance Evaluation

Managers and employees are strongly encouraged to discuss job performance and goals on a regular day-to-day basis. Performance Appraisals will be conducted annually by the employees' Manager or Supervisor. During the Appraisal, Management and the employee should discuss areas of weakness, recognize strengths, and future goals. Several factors are considered when determining an employee's merit increase and an employee's overall job performance is one of those factors.

Employee Terminations, Resignations & Rehires

Terminations – The decision to dismiss and/or terminate an employee shall be made in collaboration with the employee's Management, Human Resources, and when appropriate or necessary, a Vice President. Due to the fact NSM is an at-will employer, an employee may be dismissed at any time, with or without notice and with or without cause. Human Resources must be contacted by Management prior to any termination occurring. If an employee is terminated "for cause" or misconduct, the employee will not be paid for any outstanding accumulated PTO, unless prohibited by law.

Resignations - Resignation is a voluntary act initiated by the employee to terminate employment with NSM. Although advance notice is not required, resigning employees are encouraged to provide at least two weeks' notice, in writing. Management staff is encouraged to provide a 4-week written notice. All employee resignations should be forwarded to Human Resources. Employees who do not provide a written resignation and do not work out a notice will not be paid for any outstanding accumulated PTO upon exit, unless prohibited by law. Management has the discretion as to whether or not employees will be allowed to use PTO during their notice period.

Prior to an employee's departure, he or she may be asked to participate in an exit interview. NSM appreciates all feedback.

Rehires – Any prior employee being considered for rehire must be vetted and approved by Human Resources prior to the hiring process being initiated. Any prior NSM employee who returns to employment with NSM within 30 days of departure, will not be required to undergo another pre-employment background check or drug screen. Anyone rehired after 30 days will be subject to the standard pre-employment screening requirements. Those employees rehired within 6 months of previous departure from NSM may begin work on a contingent basis while the background check and drug screen are being completed. If the results of these screens are unsatisfactory, the rehire will be ineligible to remain on NSM's payroll and their employment will be terminated immediately.

Death – In the unfortunate event of an employee's death, Management should contact Human Resources, who will assist with submitting all necessary paperwork and NSM-paid life insurance.

Return of NSM Property

Employees are responsible for all NSM property, materials, or written information issued to them or in their possession or control. Employees must return all NSM property immediately upon request or upon termination of employment. NSM will take all action deemed appropriate to recover or protect its property.

Employment Verification

Human Resources will respond to employment verification inquiries and will only confirm dates of employment and position(s) held. No additional information will be released without written authorization signed by the individual who is the subject of the inquiry, or as required by law.

NSM does not provide letters of recommendation. Managers are not authorized to provide employment verifications, references, letters of recommendation, etc. It is the policy of NSM to only provide dates of employment when providing an employment verification, and this information should only be provided by Human Resources.

New Hire Screening & Background Check Process

Background Checks:

Purpose/Objective

NSM strives to hire and promote the best-qualified individuals, and background and reference checks are an important part of this process. When a background or reference check is needed with respect to hiring or other employment decisions, the company conducts such checks in compliance with applicable

federal, state and local laws. All candidates with an offer of employment are subject to this policy, if they choose to move forward with the hiring or promotion process.

Procedures

NSM conducts background checks or reference checks in compliance with applicable federal and state laws, including the Fair Credit Reporting Act, the California Investigative Consumer Reporting Agencies Act and the California Consumer Credit Reporting Agencies Act.

After a verbal employment offer is made and accepted, the candidate must complete a background check authorization form. At that time:

1. Applicants or employees will be provided with appropriate written notice of the company's intention to obtain information by way of a background check and will give applicants and employees the opportunity to obtain a free copy of any report obtained.
2. Applicants and employees will be asked to authorize, in writing, a background check before such check is performed.

The Human Resources (HR) Department will notify the hiring manager regarding the results of the background check. The candidate may not begin work prior to the hiring manager receiving confirmation of approval of the background check from HR.

In instances where negative or incomplete information is obtained, the appropriate management (including regional operations leaders) and HR Leadership will assess the potential risks and liabilities related to the job's requirements and will determine whether the individual should be hired. If a decision not to hire the candidate is made, based on the results of a background check, additional Fair Credit Reporting Act (FCRA) requirements will be handled by HR in conjunction with HireRight's, NSM's employment vendor, employment screening services.

Background Checks will include:

All offers of employment at NSM are contingent upon satisfactory results of a thorough background check. Background checks will include the following:

- Social Security Trace
- Criminal Felony & Misdemeanor – 7 years – unlimited # of counties as revealed by SSN Trace
- Widescreen Plus National Criminal Search
- National Sex Offender Search
- Healthcare Sanctions Check – Federal plus All States (FACIS Level 3)
- Federal Criminal – all districts as revealed per trace
- Motor Vehicle Records (MVR) – current state of licensure – This search will be completed when driving is an essential requirement of the position.

State Specific Additional Screening:

Pennsylvania – All employees with client contact are subject to additional screening as follows:

- If a candidate/employee has been a resident of the Commonwealth of PA for the 2 years immediately preceding the date of application: A report of criminal history record information from the Pennsylvania State Police or a statement from the Pennsylvania State Police that the Pennsylvania State Police Central Repository does not contain information relating to that person will be obtained, pursuant to 18 Pa.C.S. Chapter 91 (relating to Criminal History Record Information Act).
- If a candidate/employee has not been a resident of the Commonwealth of PA for the 2 years immediately preceding the date of application: A report of Federal criminal history record information under the Federal Bureau of Investigation appropriation of Title II of the act of October 25, 1972 (Pub. L. No. 92-544, 86 Stat. 1109) will be obtained.
 - NSM will utilize IdentoGo services for all federal fingerprinting background inquiries for employees who have not been a resident of the Commonwealth of PA for the 2 years immediately preceding the date of application.
 - ORI #: 1KG8RJ
- *Provisional Starts:* NSM may hire a person for employment on a provisional basis, pending receipt of the above criminal history check, provided that the following are met:
 - The provider is in the process of obtaining a criminal history check as required under § 52.19 (relating to criminal history checks).
 - A provider may not hire a person provisionally if the provider has knowledge that the person would be disqualified for employment under 18 Pa.C.S. § 4911 (relating to tampering with public records or information).
 - A provisionally hired employee shall swear or affirm in writing that he is not disqualified from employment under this chapter.
 - A provider shall monitor the provisionally hired person awaiting a criminal history check through random, direct observation and participant feedback. The results of monitoring must be documented in the person's employment file.
 - The period of provisional hire may not exceed 30 days for a person who has been a resident of this Commonwealth for at least 2 years.
 - The period of provisional hire may not exceed 90 days for a person who has been a resident of this Commonwealth for less than 2 years.
 - If the information obtained from the criminal history check reveals that the person is disqualified from employment under § 52.19, the provider shall terminate the provisionally hired person immediately.

E-Verify:

Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. E-Verify is an internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that compares information from an employee's Form I-9 to data from the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

NSM initiates the employment eligibility query after an offer of employment has been made and accepted, and the form I-9 has been completed by the new hire. The form I-9 must be completed no later than three business days after commencement of work. NSM will not use E-Verify to screen job applicants or to re-verify employment eligibility. In addition, NSM will not discriminate or use E-Verify selectively. All new employees, regardless of national origin, citizenship, or immigration status will be screened through the E-Verify system.

Drug Screening:

Employees are NSM's most valuable resource, and their safety and health are of paramount concern. NSM is committed to providing a safe working environment to protect employees and others, provide the highest level of service, and minimize the risk of accidents and injuries.

General Policy

Each employee of NSM has a responsibility to co-workers, clients, vendors, suppliers and any other person or entity to deliver services in a safe and conscientious manner. Continuing research and practical experience have proven that even limited quantities of narcotics, abused prescription drugs, or alcohol can impair reflexes and judgment. This impairment, even when not readily apparent, can have catastrophic results. For these reasons, NSM has adopted this policy.

Job Applicants

All candidates who have received a conditional offer of employment will be drug screened. All new hires of the company have their employment conditioned on passing of this drug test. Refusing to submit to a test; substituting, diluting, adulterating, or otherwise tampering with a sample; or a positive confirmed drug test will void the applicant's conditional offer of employment.

Confidentiality

NSM will make reasonable efforts to keep confidential all information received through substance testing. The company, however, cannot guarantee the confidentiality of all testing information. For example, the company will not keep testing information confidential when the employee tested consents to its release; when the company needs testing information in the defense of legal action brought by the employee tested; when required by state or federal law; or when required by a court of law.

For more information regarding these policies, employees should contact the regional HR leader or email hr@nsm-seating.com.

Hiring of Relatives

NSM will consider hiring an employee's Relative, as defined below, if the relationship does not pose difficulties or conflicts for supervision, security, safety or morale. NSM does not allow the hiring of Relatives when there will be a direct or indirect supervisory relationship or work within the same team, except under the limited circumstance of an acquisition. In the event of an acquisition, NSM will have discretionary authority to consider whether or not Relatives already working at the acquired business will remain in their current positions at the time of acquisition.

For purposes of this policy, a Relative is defined as a parent, grandparent, child, brother, sister, mother/father in-law, sister/brother in-law, step-relationship, spouse or significant other, aunt, uncle, and cousin.

The above noted hiring requirements become applicable as of the effective date of this Employee Handbook and will not affect continued employment of current Relatives, unless a conflict arises due to the Relative relationship. When a conflict or the potential for a conflict arises because of a Relative relationship, even if there is no direct or indirect supervisory relationship, the employees may be separated by reassignment or terminated from employment.

Personal Relationships

NSM reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who are both employed by NSM and are involved in a personal relationship. All Management is prohibited from dating subordinates and may be terminated for such actions.

When a conflict or the potential for conflict arises because of personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment.

At the discretion of NSM, if a conflict or a potential for conflict arises because of the relationship affecting employment, the individuals concerned may be given the opportunity to decide who is to be transferred to another position or terminated, if no position is available. If this option is offered and the decision is not made by the employees within 10 calendar days, Management will decide who is to be transferred or, if necessary, terminated from employment.

If a personal relationship is established after one of the employee's leaves employment and a conflict or a potential for conflict arises because of this relationship, it is the responsibility and obligation of the remaining employee involved to disclose the existence of the relationship to Management.

Internal Job Postings, Transfers & Promotions

NSM is committed to the personal growth of its employees by providing them with the opportunity to apply for vacant positions within NSM.

It is NSM's philosophy to promote from within whenever possible and most positions are posted for internal applicants. However, there may be a unique business need or condition that requires a position to be filled without posting the job, without posting the job internally, or only posting the job externally.

Eligibility/Requirements:

For positions posted internally, current employees must meet the following requirements:

- Typically, the employee must be a full-time or part-time employee of NSM for at least 1 year in their current position. In very limited circumstances, when a better job fit for an employee may result, Management has the discretion--with approval from Human Resources--to allow an employee to apply for an internal job posting prior to being in his/her current position for 1 year.
- The employee must be in good standing within their current department and not currently on a Performance Improvement Plan (PIP) for promotional opportunities.

- Employees must have received an average rating of “Meets Expectations” or higher on their most recent performance review.
- The employee must be willing to participate in the same interview and testing requirements for the opening as an external candidate.
- When appropriate or necessary, additional background screening may be required.
- Any employee who has received a final written warning within the last 12 months is not eligible to apply. Employees who have received verbal counseling or a written warning within the last 12 months may or may not be eligible, depending on the reason for the warning. In those situations, eligibility for application will be considered on a case-by-case basis.
- Employees who apply for the same or similar position within a 6-month period may not be considered for an additional interview, and the hiring Manager may use prior interview notes to consider the employee for that same or similar position.

Transition:

Unless an exception is approved by Human Resources, all transfers must be completed within 30 days of the offer acceptance.

Referral Bonuses

NSM recognizes that dedicated employees attract quality talent. To reward employees who attract talent to the company, NSM will offer a Referral Bonus payment, less applicable taxes, to existing NSM employees upon the hire of a qualified referral. The referral incentive will be paid to the internal referrer as follows:

1. Exempt Referrals
 - \$1,000.00 after 6 months of continuous employment.
2. Non-Exempt Referrals
 - \$150 after 90 days and \$350 after 6 months of continuous employment.
3. ATP Referrals:
 - \$3,000 after 6 months of successfully performing in the role.
 - The referral must be sent directly to the Business Development Team.
 - The referral must be new. (The Business Development Team did not have previous visibility to the ATP candidate until the referral was made.)

Eligibility

- All NSM employees, except those at Director level and above, Human Resources personnel, and managers with hiring authority over the referred candidates, are eligible for the referral bonus.

- The following groups are excluded from the referral policy:
 - Referral of relatives (spouse/domestic partner, child, parent, legal guardian, sibling, and in-law relationships)
 - Referral of previous employees
 - Referral of internal candidates

Process

- Complete and submit the Referral Form to Human Resources through your regional HR representative or to the HR inbox at hr@nsm-seating.com.
- The Referral Form must be submitted prior to a candidate's interview.
- Submission of a Referral Form does not guarantee a candidate will be interviewed. Candidates with the appropriate qualifications and experience will be considered.

Additional Guidelines

- The referral date cannot be earlier than the date the job opening is posted.
- The hiring of a referred employee must occur within 180 days (six months) of the initial referral date.
- The referral must represent the candidate's first contact with NSM.
- Temporary, summer, contract and former employees of NSM are not eligible referral candidates.
- The first employee to refer a candidate will be the only referring employee eligible for payment.
- All information regarding the hiring decision will remain strictly confidential.
- Referrals that are selected to fill an open position will complete all required pre-employment processes including drug screening and background check. Referrals must successfully complete all new hire requirements.

The Referral Bonus Policy may change over time to reflect enterprise needs and when applicable, more robust incentives. NSM also reserves the right to eliminate certain rewards should they prove to be ineffective or inefficient. Changes made to the policy will be communicated clearly and timely. Employees who refer a candidate before a reward has been amended or eliminated will remain eligible for a referral bonus payment.

NSM is an equal opportunity employer and does not discriminate against any candidate; all candidates will be given equal consideration as it pertains to the above-mentioned program rules.

Ethics & Conduct

Conflicts of Interest & Ethics

It is NSM's policy that all employees avoid any conflict between their personal interests and those of NSM. The purpose of this policy is to ensure that NSM's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of NSM. Additionally, all employees are bound by the Standards of Conduct set forth in the NSM Code of Conduct, which can be accessed on the employee intranet. The Code of Conduct provides a listing of contact information for the NSM Compliance Department or the confidential Hotline Service Center if employees have any questions or concerns regarding inappropriate or unethical actions. Employees are required to annually acknowledge their understanding and commitment to abide by the terms of the NSM Code of Conduct. Employees may also discuss any issues with their Management or Human Resources.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include, but are not limited to:

1. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with NSM, by any employee who is in a position to directly or indirectly influence either NSM's decision to do business, or the terms upon which business would be done with such organization;
2. Holding any interest in an organization that competes with NSM;
3. Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with NSM or which competes with NSM; and/or
4. Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with NSM.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is the employee's responsibility to report any actual or potential conflict that may exist between the employee (including their immediate family) and NSM.

Confidential Business Information

The protection of confidential and proprietary business information is vital to the interest and success of NSM. These types of information can come from any source and in any form (paper record, oral communication, audio recording, electronic display, etc.) Such confidential information includes, but is not limited to:

- Client Records
- NSM's Client Listings
- Vendor Information
- Financial Records
- Government Documents

- Medical Records and/or Personal Health Information (PHI)/Electronic Health Records (EHR)
- Trade Secrets
- Personnel Information

Employees may only access, maintain, use or disclose confidential or proprietary information on a legitimate job-related, need-to-know basis, and must limit access, maintenance, use or disclosure of confidential information to the minimum amount necessary to accomplish the intended purpose of the use, disclosure or request. Confidential/proprietary information should not be maintained on a mobile device that is not encrypted and should not be transmitted in an unsecured manner or to an unencrypted mobile device. NSM owned equipment or property that contains confidential/proprietary information must be safeguarded by employees from loss, theft or unauthorized use or access. Employees' sign-on codes and/or passwords should not be disclosed to others nor should employees utilize another employees' codes/passwords for accessing confidential information.

Unless a function of an employee's job duties, confidential/proprietary information may not be altered or destroyed, and if such alteration or destruction is part of the employee's job duties, applicable policies and procedures for destruction will be strictly adhered to.

Employment with NSM assumes an obligation to maintain confidentiality, even after an individual's employment ends.

Violations of confidentiality may seriously injure the standing of NSM in the business community or its clients and will not be tolerated. Employees who improperly use or disclose confidential or proprietary business information will be subject to disciplinary action, up to and including termination of employment, and possible legal action, even if the employee did not actually benefit from the disclosed information.

Employees are required to report to their Manager and/or Human Resources any incident in which they are questioned about confidential or proprietary information regarding NSM. Employees are also required to report any known or suspected violation of this policy to Human Resources immediately. Failure to report violations or suspected violations of this policy may result in disciplinary action, up to and including termination.

Additionally, all employees are bound to comply with NSM's Health Information Privacy and Security Compliance Program, which addresses safeguarding the privacy and security of NSM's patients' health information. The noted Compliance Program can be viewed by accessing the employee intranet. Employees must also complete all required privacy and security training located on NSM University.

NSM has the authority to audit and/or monitor employees' email accounts and any employee access to confidential and/or proprietary information.

Workplace Expectations

Attendance & Punctuality

NSM is committed to providing the best care possible to our clients. To do so, an employee's attendance is critical. As with any group effort, operating effectively takes cooperation and commitment from everyone. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule.

Timely and regular attendance is an expectation of performance. Employees are responsible for reporting to work on time and working their scheduled shift, unless otherwise approved by Management. Regular attendance and punctuality are essential duties of an employee. Late arrivals, early departures, or other absences are disruptive and frequently cause hardship for your team members. NSM does understand that sometimes there are circumstances beyond an employee's control that may result in an unplanned absence or tardy.

Absenteeism and Attendance

An occurrence is any event when an employee is unavailable to work his/her scheduled shift and such time off was not approved in advance as required. Occurrences include an unplanned full day off from work, arriving late, departing early, or extended lunches or breaks. Employees may be allowed to make up any missed time, with Management approval, if the within the same pay week; however, employees who wish to make up missed time must provide written correspondence (email acceptable) to their Manager setting forth the days/times they plan to make up the time missed. California employees are required to receive written approval, in advance, pursuant to the NSM California Make-Up Policy. Management has the discretion to apply the terms of the Progressive Disciplinary Policy if an employee is abusing or taking advantage of the option to make up missed time. If an employee is absent for consecutive days due to the same documented issue (such as having the flu), all missed time will be considered the same incident/occurrence. NSM may request a doctor's note or other documentation supporting that absences are for the same illness or situation. Furthermore, NSM may require a doctor's note to return to work following absences of more than 3 days.

Additionally, Management has the discretion to apply the terms of the Progressive Disciplinary Policy if an employee has patterns of absences surrounding weekends, such as frequently taking Friday and Mondays off and/or any sporadic or unpredictable attendance that is disruptive to the workplace.

It is the responsibility of Management to establish a work schedule for their direct reports. Work schedules may vary among the Branches based on job duties and requirements of the work load. The work schedule must be communicated by Management to all of their employees and must set forth the expected arrival and departure times of those employees.

An employee is considered to be a "no call/no show" when he/she is absent from work and does not contact their Manager advising of the absence. A no call/no show will result in disciplinary action. If the employee does not call his/her Manager or show up for work after 48 hours, the employee will be considered to have resigned by job abandonment and his/her employment will be terminated. In very rare circumstances where the employee may be medically incapacitated and/or unconscious due to a medical health emergency or accident, an exception to the no call/no show requirement may be considered, but any exception must be approved by Human Resources.

An employee is considered to be tardy, which is an occurrence, when he/she:

- Arrives over 10 minutes late, without prior approval, to his/her scheduled work time. Employees should arrive on time and be ready to work at the start of their work shift.
- Leaves work prior to the end of his/her scheduled work time without prior approval.
- Takes an extended meal break or rest period without prior approval.

NOTE: Management has the discretion to apply the terms of the Progressive Disciplinary Policy to any employee who is abusing or taking advantage of the 10 minute grace period for tardies. The grace period is an aid which allows employees not to receive an occurrence for circumstances beyond their control, i.e., excessive traffic, traffic construction, etc. The grace period does not exist to enable an employee to routinely delay his/her scheduled start time by abusing this aid.

Employees are responsible for accurately recording their hours worked in the time keeping system. Failure to clock in/out is a violation of this policy. Examples include:

- Failure to clock in/out at the beginning and end of each work shift.
- Failure to clock in/out for meal breaks.
- Clocking in/out early or late of assigned work shift without prior approval.

Continuous and/or excessive issues with the time keeping system, may result in the employee receiving disciplinary action.

Notification

Employees are expected to immediately notify their Manager if they will be absent for a full day, tardy to work, need to depart early, or need to take unplanned time away from work during his/her scheduled shift. If the employee is unable to reach his/her Manager when calling to provide notification of being absent or tardy, he/she must leave a voicemail. Other forms of notification (text, email, etc.) are only acceptable at Management discretion. However, if the employee does not speak with a "live" person, he/she must ensure that their message was received, which may necessitate the employee making additional telephone calls. If a responsive text or email was received by the employee, that communication will satisfy this notice requirement.

Employees must also call in each day they are absent, unless the employee has confirmed with their Manager they will be out for a period longer than three (3) days and the Manager agreed daily phone calls are not needed.

Occurrences

Employees may receive an occurrence for any unapproved/unplanned absence or tardy. Any employee who receives 5 occurrences within a 90-day time frame will be subject to disciplinary action. Any absence or tardy covered under FMLA, ADAAA or Workers' Compensation, will not count as an occurrence. It is the employee's responsibility to notify their Manager when they are absent or tardy due to FMLA, ADAAA or Workers' Compensation covered reasons.

Occurrence Accumulations

1 Unplanned Absence (or consecutive absences for the same documented reason, as noted above) = 1 Occurrence

1 Unplanned Tardy (includes late arrival, early departure or extended lunch or break) = 1 Occurrence

1 No Call/No Show = 5 Occurrences (an employee will be terminated after 48 hours if no contact is made with NSM, barring the possible exception noted above.)

Receiving 5 occurrences or more within a 90-day time frame is considered to be excessive and subject to disciplinary action.

Disciplinary actions will be handled pursuant to the Progressive Disciplinary policy contained in this Handbook.

Rest and Meal Breaks

When an employee's total work shift equals or exceeds 6 hours, an unpaid meal break of at least 30 minutes must be taken within 5 hours from the beginning of the shift, but such break cannot be taken during or before the first hour or during the last hour of the shift. Non-exempt employees will be expected to clock in and out for their meal break each day. Managers and employees may agree to waive a meal break if an employee is scheduled to work less than a 6-hour shift. Hourly employees in California who work 10 or more hours in a shift are required to take 2 separate 30-minute meal breaks, and California Managers may not agree to waive a second meal break. Hourly employees will be relieved of all duty during each meal period. No "on duty" meal periods are permitted for hourly employees. If an hourly employee desires to eat on the premises, management will designate a suitable place for that purpose.

NSM offers a paid 15-minute rest break during each unbroken 4-hour work period or major fraction thereof, which shall be taken as near midway in the 4-hour period as feasible without disruption to workflow. Normally, for an 8-hour shift, a rest break will be taken in the mid-morning and afternoon. As an additional example, a third rest break will be provided during a 12-hour shift, which will be taken as near midway in the third 4-hour work period. Rest breaks cannot be accumulated, taken at the beginning or end of a shift, and shall not be combined with the meal break. Authorized rest period time will be counted as hours worked for which there will be no deduction from wages.

Progressive Discipline

NSM is an at-will employer, meaning that, just as an employee may terminate his or her employment at any time, with or without cause, NSM may terminate the employment relationship at any time, with or without cause or notice.

NSM has discretionary authority whether or not to use one or more of the steps of discipline prior to terminating an employee. Additionally, any action taken by Management on an individual case does not establish a precedent in other cases, as each case is reviewed and considered on the individual merits of that case.

Management is responsible for promptly addressing any unsatisfactory behavior that does not align with NSM policies or practices. If it becomes necessary to discipline an employee, in most cases, NSM will

follow the four step progressive discipline process listed below. The progressive discipline process is carried out with the intent to improve behavior.

These steps may include:

- Verbal Counseling
- Written Warning
- Final Written Warning
- Termination

Management is required to work with their Human Resources Generalist before issuing any formal disciplinary action, whether verbal or written. Management is also required to notify their Human Resources Generalist before terminating an employee.

Examples that may result in immediate termination, include but are not limited to:

- Theft of NSM property.
- Arguing or fighting with customers or co-workers.
- Using or possessing alcohol or illegal drugs at work.
- Alteration or falsification of information.
- Coming to work under the influence of alcohol or illegal drugs.

Recording Devices

The use of personal tape recorders or other types of personal recording devices are strictly prohibited anywhere on NSM property. This includes devices to record conversations or activities of other employees or Management, or while performing work for NSM, unless otherwise directed by law, or as an approved ADA Accommodation.

Cell Phones

This policy will address the use of employees' personal cell phones (not owned/issued by NSM) and cell phones issued by NSM to certain eligible employees.

Personally Owned Employee Cell Phone Usage:

NSM recognizes the need for some employees to have their personal cell phones while at work; however, the use of personal cell phones should be limited while on working hours. Managers reserve the right to ban an employee's use of their personal cell phone during working hours if the employee's use becomes disruptive to their work or other employees. Employees whose personal cell phone usage is continually disruptive may receive disciplinary action, up to and including termination. NSM will not approve corporate email access on personal devices.

Employees may NOT utilize their personal cell phone to conduct any NSM business, including use of text or personal email. NSM has company provided email and desk phone systems to complete such tasks.

NSM Issued Cell Phone Usage:

The following will define standards, procedures, and restrictions for employees who are eligible and have chosen to utilize the benefit of an NSM provided cell phone for both business and personal use. When employees make use of this benefit, they need to be aware that all NSM supplied cell phones, cell phone

numbers and any NSM-related work records, are the property of NSM and not the employee. Upon exiting the company, the cell phone will be “wiped”. If NSM is retaining the possession of the phone, the exiting employee will need to sign out of any Apple ID/Samsung/Google accounts prior to the device being wiped. If the employee previously owned the cell phone upon hire, the cell phone may be returned to the employee, but he/she **will no longer own the cell phone number**. The cell phone number will be the property of NSM even if the employee owned the number at the time of hire.

It is the responsibility of any employee who uses a cell phone provided by NSM, to ensure that all security practices or measures normally used in the management of a device including data usage, data protection, or application use are followed. It is imperative that any cell phone that is used to conduct NSM business be utilized appropriately, responsibly, and ethically. Failure to do so will result in immediate suspension of that employee’s account. The following rules must be followed to prevent suspension of an employee’s cell phone:

Security

1. Employees using cell phones and related software for network and data access will, without exception, use secure data management procedures. All cell phones must be protected by a password. See NSM’s Password policy for additional details, located on the employee intranet. Employees agree to never disclose their passwords to anyone.
2. All employees with NSM cell phones must utilize reasonable physical security measures. All cell phones must be secured whether or not they are actually in use and/or being carried.
3. Information Technology (IT) will manage security policies, the network, application, and data access centrally using whatever technology solutions it deems suitable. Any attempt to contravene or bypass security implementation will be considered an intrusion attempt and will be dealt with in accordance with NSM’s overarching information technology policies.
4. In the event of a lost or stolen cell phone, it is mandatory the employee reports this loss to IT immediately. The cell phone will be remotely wiped of all data and locked to prevent access by anyone other than IT. If the cell phone is recovered, it can be submitted to IT for uploading.
5. Employees, as well as contractors, will make no modifications of any kind to NSM-owned and installed hardware or software without the approval of the NSM Director of IT. These modifications include, but are not limited to, any reconfiguration of the cell phone, “rooting” or other hardware modifications.
6. The IT Department reserves the right, through policy enforcement and any other means it deems necessary, to limit the ability of employees’ use of NSM cell phones for business purposes only.

Eligibility for NSM Issued Cell Phone:

- Based on employment designations and job responsibilities, the job titles noted below are approved for use of an NSM issued cell phone.
 - Director and above
 - Rehab Technology Supplier (RTS) / Assistive Technology Professional (ATP)
 - Field Tech
- Any requested exceptions to the eligibility designations must be presented with an explanation for business need and must be approved at the Vice President level or above.

Device Models:

The following device models are utilized by NSM at this time:

Manufacturer	Model
Apple	iPhones Line
Samsung	Android Galaxy Line

- Due to the fast moving production and frequent cost changes, NSM will provide the base models that are most cost effective for NSM.
- It is the expectation of NSM employees to maintain their cell phone software/operating system with the most up to date release version.
- The company will issue the employee one NSM-paid protective device cover. Any subsequent device covers will be the employee's responsibility.
- Device upgrades on NSM owned cell phones are not allowed, even at employee cost.

Providers:

NSM has established corporate pricing with strategic partner(s). The IT Department can provide additional information regarding the servicing provider(s) utilized by NSM.

Porting:

Porting of an employees' personal cell phone number is allowed upon issuance of an NSM owned phone/account.

- At the time any cell phone number is ported over to the NSM account, the cell phone telephone number and/or cell phone line becomes the property of NSM.
- Any financial costs incurred for porting over an employee's personal cell phone line is the responsibility of the employee.
- If porting over a personal cell phone number, the personal device becomes NSM property as well and is regulated by all NSM policies and procedures.
- If the employee requests the cell phone number be released back to the employee's ownership, for any reason including exiting NSM, preapproval must be obtained by the employee's Regional Vice president and the Vice President of Human Resources.

Data Usage:

Data usage is monitored frequently and reported to Senior Leadership. Reasonable and responsible data usage (for example: email, GPS, basic internet) is a performance expectation. Excessive and/or irresponsible data usage (for example: streaming videos or games) will be addressed and could result in performance related and/or disciplinary action.

Broken/Stolen Device:

NSM will provide a onetime replacement for a stolen/broken NSM cell phone. If eligibility for an upgrade is available, the employee may use the upgrade for replacement. Utilizing the upgrade will reset the employee's next upgrade date. Any subsequent device replacement will be the employee's responsibility and cost.

Broadband & Mobile Wireless Access Points (MiFi):

Broadband capable devices (tablets and laptops) and mifi's will be utilized on a business case need. Smartphone tethering is enabled for all NSM issued cell phones and is the preferred method over mifi devices.

Auditing:

IT Department can and will establish audit trails, which will be accessed and utilized without notice. Such trails will have the capability to track the device, and the resulting reports may be used for investigation of

possible breaches and/or misuse. The employee utilizing an NSM cell phone agrees to and accepts that his/her access and/or connection to NSM's networks may be monitored to record dates, times, duration of access, etc., in order to identify unusual usage patterns or other suspicious activity. This type of auditing is performed in order to identify accounts/computers that may have been compromised by external parties. In all cases, data protection remains NSM's highest priority.

Failure to comply with the Cell Phone policy may, at the full discretion of NSM, result in the suspension of any or all technology use and connectivity privileges, and disciplinary action, up to and including termination of employment. Any exception to the policy must be pre-approved by the Chief Information Officer.

This policy applies to all NSM employees, including full and part-time staff, contractors, other agents who utilize NSM owned cell phones to access, store, back up, relocate or access any NSM resources or information. Such access to the company resources and information is a privilege, not a right. Consequently, employment at NSM does not automatically guarantee the initial and ongoing ability to use these devices to gain access to NSM networks and information.

Addition of new hardware, software, and/or related components to provide additional cell phone connectivity will be managed at the sole discretion of IT. Unauthorized use of cell phones to back up, store, and otherwise access any NSM related information/data is strictly prohibited and is governed by the Removable Media policy and Remote Access policy, located on the employee intranet.

Cell Phones While Utilizing NSM Vehicles:

Employees who utilize a NSM vehicle are prohibited from texting on their personal or NSM issued cell phone while operating the vehicle. Additionally, NSM strongly discourages anyone driving on NSM business or utilizing a NSM vehicle to talk or use a cell phone while driving. Many states have issued laws requiring hands-free devices when driving and using a cell phone. It is NSM policy that each NSM driver must be familiar with and comply with the specific laws pertaining to cell phone use and hands free device use in their state or any state driven in for NSM business (see the NSM Vehicle Safety & Maintenance Manual located on the employee intranet.)

Employees found in violation of this policy may be subject to disciplinary action, up to and including termination.

Emergency Closings & Inclement Weather

If a NSM Branch remains open during inclement weather, employees who report to work will receive their normal pay for hours worked. NSM recognizes that employees' individual circumstances may affect their ability to report to work. Employee safety is NSM's number one priority and encourages all employees to make their own determination as to whether or not they can safely report to work.

If the Branch is open, non-exempt employees who do not report to work will be required to use Paid Time Off (PTO) if the employee has PTO available or they may "make-up" the missed work time within the same pay week. Although this missed time will not count as an attendance occurrence against the employee, if the Branch deems it safe enough to open, it is expected that all employees report to work, unless there are hazardous road conditions or there is a severe weather storm forecast. Employees should contact the Human Resources (HR) professional should they have any questions.

Dress Code

NSM expects employees to dress appropriately in business casual attire. NSM's offices try to provide a workplace environment that is comfortable and inclusive for all employees. Employees are expected to demonstrate good judgment and professional taste.

Employees are expected to in dress business casual or professional attire when meeting with vendors, clients, or visitors in the office. Employees should dress appropriately for any professional functions they attend on behalf of NSM.

This list is not all encompassing and there may be some variation based on location. Please consult your supervisor or Human Resources should you need further clarification.

Acceptable	Non-Acceptable
Bottoms	
<ul style="list-style-type: none"> • Career slacks, khakis, or Docker style of pants • Dressy capris • Leggings with dresses at fingertip length • Proper-fitting jeans without holes or tears 	<ul style="list-style-type: none"> • Jeans with holes, tears, or fringe • Shorts • Sweatpants • Exercise wear • Spandex/leggings (not worn with an appropriate length dress) • Scrubs
Tops and Dresses	
<ul style="list-style-type: none"> • Blouses that are not revealing • Sleeveless shirts (Straps need to be the width of a dollar bill) • Knit tops • NSM logo wear • Sweaters • Polo collar knit or golf shirts • Dresses and skirts that are not revealing and are at fingertip length. 	<ul style="list-style-type: none"> • Any T-Shirts with graphics or logos other than the company logo. • Sweatshirts • Scrubs • Beachwear • Exercise wear • Clothing showing midriffs • Spaghetti straps • Strapless dresses or tops • Tight fitting and / or revealing clothing
Shoes	
<ul style="list-style-type: none"> • Dress sandals • Flats • Tennis shoes or athletic shoes (position-specific) • Heels • Boots 	<ul style="list-style-type: none"> • Beachwear / Flip Flops / Slides (ex: Adidas) • Any shoes that are not clean and neat • Tennis shoes or athletic shoes (position specific)

Technician Uniform

In an effort to project a professional image, promote a productive work environment and comply with health and safety standards, NSM issues standard uniforms for Technicians operating from all NSM locations. Refer to the Technician Uniform Policy located on the Technical Services page of WNSM for detailed information.

Hygiene

You are expected to practice good hygiene. Hair must be appropriate for the position. Mustaches and beards should be properly maintained. Do not wear excessive colognes or other scents that may create problems for co-workers with allergies and sensitivities. Similarly, smokers need to be aware of the sensitivities of non-smokers and ensure that they do not smell strongly of smoke.

Tattoos & Piercings

Facial piercings and earrings are acceptable as long as they do not pose a safety risk. Tattoos are acceptable but must be appropriate in content. They must not display any offensive or controversial designs. Any offensive or controversial tattoos must be covered up.

Appropriate Clothing

All clothing must be clean and wrinkle-free. Clothing must be size appropriate and supporting undergarments must be worn. Provocative clothing is not acceptable. Clothing must be worn and fit in such a manner that it does not expose the abdomen, chest, or buttocks areas.

Inappropriate Clothing

Examples of unacceptable attire for the workplace are shorts, sweatpants, scrubs, halter or tube tops, beachwear, workout clothing, spandex, and other distracting, offensive or revealing clothes. Hats are not acceptable unless otherwise specified.

Reasonable Accommodation of Religious Beliefs

NSM recognizes the importance of individually held religious beliefs to persons within its workforce. NSM will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult considering safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should contact Human Resource.

Enforcement of the Dress Policy

Managers and supervisors are responsible for interpreting and enforcing dress and grooming standards within their departments. If a member of the management team believes an employee is in violation of this policy, the manager must contact Human Resources. The employee may be asked to clock out, go home to change, and return to work. Members of the management team must contact Human Resources before sending the employee home. If an employee continues to further violate this policy, such additional violations will result in additional corrective action, up to and including termination.

Moonlighting

Policy Statement

NSM recognizes that some employees may need or want to hold additional jobs outside their employment with the company; however, any such secondary employment shall be subject to certain restrictions, based on reasonable business concerns.

NSM has developed this Policy to define the expectations and restrictions that must be met for “Moonlighting” to be considered acceptable. This policy is not intended to restrict employees from participating in protected activities.

Definition

For purposes of this Policy, “Moonlighting” is defined as any outside paid employment (including self-employment, part-time employment, and consulting work). “Moonlighting” does not include community service, volunteer work, public assistance, political undertaking, or other work or activities engaged in by employees without pay.

No Use of Company Resources

Employees who engage in Moonlighting may not utilize any of NSM’s resources, including, but not limited to, cell phones, tools, vehicles, computers, e-mail, internet access, photocopiers or other equipment, materials, supplies, customer lists or vendor information, or any other confidential, proprietary, or privileged information while engaging in Moonlighting.

No Benefits for Moonlighting Injuries/Illnesses

NSM will not provide medical benefits for injuries or sickness resulting from employment by any employer other than NSM.

Moonlighting May Not Interfere with Primary Employment

While permitted in accordance with the terms of this Policy, all employees are expected to treat their employment at NSM as their primary job and shall not allow their Moonlighting to hinder, effect, or interfere with performance of their NSM job responsibilities. Such hindering effects include--without limitation--fatigue that renders employees less alert or otherwise interferes with their productivity, concentration, or ability to work safely. For example:

- Does/would the secondary position create any potential conflicts of interest?
- Does/would the secondary position limit the employee’s hours of availability?
- Does/would the secondary position overextend, fatigue, or otherwise impair the employee’s physical, mental, and emotional well-being and capacity to perform his/her primary job duties for NSM?

Moonlighting Must Be Approved

Employees wishing to take a Moonlighting position are required to notify their supervisor and regional HR Manager. Approval will be in accordance with this company policy, including evaluation of the hindering effects questions listed above.

Consequence of Violations

NSM reserves the right to discipline any employee, up to and including termination, for violating this Policy, including but not limited to, working a second job without notifying and seeking NSM's approval.

Anti-Harassment & Discrimination

NSM is committed to providing a work environment that is free from discrimination and harassment and strictly prohibits these actions by any employee, customer, vendor, business associate or temporary or contract employee based on sex, race, ethnicity, age, religion, genetic information, sexual orientation, color, national origin, physical or mental disability, citizenship status, pregnancy, veteran status, gender identity, membership in a historically under-represented group or any other legally protected status not listed.

Harassment and Discrimination The term "harassment", includes, but is not limited to: offensive language, jokes or other verbal, graphic or physical conduct which would make a reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person's job performance. Additionally, "harassment" does not have to include an intent to harm, be directed at a specific target or involve repeated incidents. Discrimination occurs when an employee is treated unfairly by an employer because of a personal characteristic protected by law (sex, age, religion, etc.)

The following examples include, but are not limited to, forms of conduct that may create a hostile or offensive work environment or be considered discriminatory:

- Offensive jokes
- Slurs
- Name calling
- Physical assaults
- Threats
- Intimidation
- Ridicule or mockery
- Insults
- Put downs
- Offensive objects or pictures
- Unreasonable interference with work performance
- Retaliation for filing complaints of harassment

Sexual Harassment

Sexual harassment is a form of sex discrimination that includes unwelcome sexual advances, requests for sexual favors, and other visual, verbal, or physical conduct of a sexual nature. Sexual harassment (both overt and subtle) undermines the integrity of the employment relationship and is strictly prohibited. Forms of sexual harassment include, but are not limited to:

- Unwanted sexual advances
- Verbal sexual advances or propositions

- Offering employment benefits in exchange for sexual favors
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Unwelcomed touching
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Sexual propositions
- Obscene gestures
- Sending sexually explicit e-mails or text messages
- Vulgar or offensive conversation
- Retaliation for complaints of harassment or discrimination
- Conversation about your own or someone else's sex life
- Commenting about other's physical appearance

Reporting

If an employee feels that he or she has been subjected to conduct which violates this policy or has witnessed an incident of harassment or discrimination, the employee should **immediately** report the matter to their Human Resources Department. If any member of Management receives a complaint or observation, they should also **immediately** report it to Human Resources.

Every report or complaint received will be thoroughly and promptly investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent reasonably possible, but confidentiality cannot be guaranteed. In addition, NSM will not allow any form of retaliation against individuals who report unwelcome conduct or who cooperate in the investigations of such reports in accordance with this policy. If an employee feels that he or she has been subjected to any such retaliation, the employee should report it in the same manner in which a claim of perceived harassment or discrimination would be reported under this policy. Employees must cooperate with all investigations and all claims must be made in good faith. Any false claims may result in disciplinary action, up to and including termination.

Non-Retaliation

NSM strictly prohibits any form of retaliation against any employee for exercising their rights while engaging in a protected activity, as defined by state and federal law. All complaints of retaliatory acts will be promptly investigated and any employee found to be engaging in a retaliatory act will be subject to disciplinary action, up to and including termination. Additionally, any complaint of retaliation will be maintained as confidential, to the extent possible, given the need to investigate and resolve the issue.

Federal law protects employees from retaliation for a wide variety of activities, including but not limited to the following:

- Complaints or filing a claim of discrimination, exercising rights or participating in a proceeding under any employment discrimination law
- Exercising rights under the federal Family and Medical Leave Act (FMLA), ADAAA or state Worker's Compensation laws.
- Appearing, testifying or participating in a federal court proceeding or investigation.

Although employees are protected for certain activities, that protection is only afforded under the law if the complaint is based on a reasonable, good-faith belief that the complained of practice violates the law. If an investigation reveals an employee did not make a complaint in good-faith, that employee may be

subject to disciplinary action, up to and including termination. Complaints of retaliation should be made by immediately contacting the Human Resources Department. If Management receives a complaint of retaliation, they should also immediately contact Human Resources.

Workplace Conduct

NSM endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we must all abide by certain rules of conduct, based on honesty, common sense and fair play.

It is NSM's policy to ensure orderly operations and provide the best possible work environment to its employees. NSM expects all employees to follow rules of conduct to help protect the safety and interest of all employees and the organization. Failure to follow the rules of conduct may result in disciplinary action, up to and including termination.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of possible violations and include, but are not limited to:

- Obtaining employment on the basis of false or misleading information.
- Stealing, removing or defacing NSM property or a co-worker's property.
- Disclosure of confidential or proprietary information.
- Entering another employee's time records, unless being entered by Management, due to business related circumstances.
- Providing confidential or proprietary NSM information to competitors, other organizations or to unauthorized NSM employees; working for a competing business while an NSM employee; or breach of confidentiality of personnel information.
- Dishonesty or willful falsification; lying.
- Violation of safety rules and policies.
- Violation of NSM's Drug and Alcohol-Free Workplace Policy.
- Fighting, threatening or disrupting the work of others or other violations of NSM's Workplace Violence Policy.
- Failure to follow lawful instructions of Management.
- Failure to perform assigned job duties.
- Insubordination or other disrespectful or unprofessional behavior.
- Violation of the Attendance & Punctuality Policy.
- Unauthorized absences from work station during the workday.
- Gambling on NSM property.
- Willful or careless destruction or damage to NSM assets or to the equipment or possessions of another employee.
- Wasting work materials.
- Performing work of a personal nature during working hours.
- Violation of NSM's Anti-Harassment and Discrimination, Non-Retaliation and or Equal Employment Opportunity Policies.
- Unauthorized use of telephones, email, mail system, or other employer owned equipment.
- Unsatisfactory job performance or conduct.
- Any other violation of NSM policy
- Carrying any type of firearm or weapon, as set forth under the Workplace Violence Policy, onto NSM property, NSM parking lots, a NSM client's property, company vehicles, or while visiting facilities, schools or referral sources when conducting NSM business. Possession of a license to carry a concealed handgun does not exempt an employee from this policy.

NSM has discretionary authority when imposing discipline pursuant to the Progressive Discipline Policy and will evaluate all situations on the individual merits of that matter.

The observance of these rules will help to ensure that NSM's workplace remains a safe and desirable place to work.

Reporting Violations

Employees are expected to immediately report any violations of the Workplace Conduct Policy to Human Resources. Failure to report may result in disciplinary action, up to and including termination.

Employee Security & Search Policy

NSM is committed to keeping our employees safe. Employees are expected to cooperate fully with any interviews or investigations of possible violations of NSM's rules and policies. NSM reserves the right to require employees, while on duty or on our property, including the parking lots, to agree to inspections of their person, vehicles, lockers, desks, file cabinets, handbags or other personal property whenever it is deemed necessary for the safety of the business and other employees. An employee's refusal to consent to such an inspection or objecting to cooperate in an investigation conducted under this policy, is grounds for disciplinary action, up to and including termination.

Communications & Computer Use

Employees should have no expectation of privacy when utilizing NSM owned equipment.

NSM recognizes that use of the internet and email has many benefits for NSM and its employees. When used appropriately, the internet and email make communication more efficient and effective. However, unacceptable usage of the internet can place NSM and others at risk. This policy discusses acceptable usage of the internet and email in an appropriate, ethical, legal and professional manner.

Responsibility: All internet activities are the responsibility of the person who is signed on to the network regardless of the user actually performing the activity. When an employee is signed on to an NSM network, unattended secured applications are prohibited. Each employee is responsible for the content of all text, audio or images that he/she places or sends over NSM's internet and email system. No email or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else. Also, be aware that NSM's name is attached to all messages so use discretion and be professional in all communications.

Prohibited Communications: NSM internet and email access may not be used for transmitting, retrieving or storing of any communications of a defamatory, discriminatory or harassing nature or materials that are obscene or X-rated. No messages with derogatory or inflammatory remarks about an individual's race, age, sex, ethnicity, sexual orientation, gender identity, disability, religion, national origin, citizenship status, physical attributes or sexual references shall be transmitted. Harassment of any kind is prohibited. Additionally, email users shall not solicit or proselytize religious or political causes, add slogans, quotes, special backgrounds, special stationeries, digital images, etc., to the body or signatures of their electronic messages. Employees must also review the IT Email Policy located on the employee intranet.

Prohibited Activities: Disparaging, abusive, profane, or offensive language; materials that would adversely or negatively reflect upon NSM or be contrary to NSM's best interests; and any illegal activities including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the internet or email are forbidden.

Copyright Compliance: Employees may not transmit copyrighted materials belonging to entities other than NSM on NSM's network. All employees obtaining access to other companies' or individual's materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only. If you find something on the internet that may be interesting to others, do not copy it to a network drive. Instead, give the URL (Uniform Resource Locator or "address") to the person who may be interested in the information and have that person review the information on his/her own computer. However, it is prohibited to click on an unknown link.

Software Downloads: Software of any kind shall not be downloaded on any NSM devices. All software is managed by the IT Department. If there is a business need to upgrade a device, employees must contact the IT Department for approval and processing.

Business Disruption: It is not acceptable to use the system in a way that disrupts its use by others. The number of employees using the internet can affect system response time. Therefore, surfing the internet and/or streaming services for non-business related purposes should be limited. Additionally, sending or receiving many large files and "spamming" (sending email messages to thousands of users) are actions that can affect response time and are prohibited. Management has the discretion to prohibit the use of certain sites if non-business related and use of such sites is or may become disruptive in the working environment.

Downloading/Uploading: No information or programs should be downloaded from or uploaded to the internet that is not related to the business of NSM. Examples of prohibited items include, but are not limited to, screen savers, games, personal use software sounds, and any additional files concerning hobbies, sports, music and other items of personal interest. Access to, the display of, or the downloading or uploading of offensive, vulgar, or sexually explicit images is strictly prohibited. Uploading of information outside of the NSM network must be approved by the NSM IT Department and must be uploaded using an NSM IT approved cloud storage provider.

Ownership: There is no expectation of privacy regarding email communications sent or received using NSM's email system. All electronic communications including text messages, email, tweets, etc. are considered to be NSM property. Therefore, NSM reserves the right to examine, monitor and regulate email messages, directories and files, as well as internet usage. Also, the internet is not secure so don't assume that others cannot read, or possibly alter, your messages.

Business Records: All methods of communications, including email messages, texts, voicemails, written correspondence, instant messages, electronic transmittals, etc., are considered business records and may be subject to discovery or release in the event of litigation, federal or state audits, etc. Employees should be mindful of this possibility when sending communications within and outside of NSM.

NSM's Right to Monitor: All NSM supplied technology, including computer systems, cell phones, and NSM-related work records, are the property of NSM and not the employee. NSM routinely monitors usage patterns for its emails and internet usage. Although encouraged to explore the vast resources available on the internet, employees should use discretion in the sites that are accessed. Any employee who abuses the privilege of NSM facilitated access to email or the internet may be subject to disciplinary action, up to and including termination.

Acceptable Use Policy

It is the responsibility of all employees to review the full Acceptable Use Policy on the employee intranet. Contact the IT Department if you have any questions or need additional information on acceptable use of NSM information technology resources.

This policy applies to any user of the company's information technology resources, whether initiated from a computer located on or off-premises. This includes any computer and information system or resource, including means of access, networks, and the data residing thereon. This policy applies to the use of all company information technology resources whether centrally-administered or locally-administered.

Authorized Use / Access

Access to NSM's information technology resources is a privilege granted to employees in support of their duties, and/or other company-sanctioned activities. Access may also be granted to individuals outside of NSM for purposes consistent with the mission of the company.

With the exception of implicitly publicly accessible resources such as websites, access to NSM information technology resources may not be transferred or extended by members of the company to outside individuals or groups without prior approval of an authorized company official. Such access must be limited in nature and fall within the scope of the mission of the company. The authorizing company official is expected to ensure that such access is not abused.

Gaining access to the company's information technology resources does not imply the right to use those resources. The company reserves the right to limit, restrict, remove or extend access to and privileges within, material posted on, or communications via its information technology resources, consistent with this policy, applicable law or as the result of company disciplinary processes, and irrespective of the originating access point.

It is expected that these resources will be used efficiently and responsibly in support of the mission of the company as set forth in this policy. All other use not consistent with this policy may be considered unauthorized use.

Data Security, Confidentiality and Privacy

NSM users are responsible for ensuring the confidentiality and appropriate use of company data to which they are given access, ensuring the security of the equipment where such information is held or displayed, ensuring the security of any accounts issued in their name, and abiding by related privacy rights of staff concerning the use and release of personal information, as required by law or existing policies.

Electronic mail and computer files are considered private to the fullest extent permitted by law. Access to such files will generally require permission of the sender/recipient of a message or the owner of the account in which the material resides, court order, or other actions defined by law. However, in the event of a sanctioned company investigation for alleged misconduct, e-mail or files may be locked or copied to prevent destruction and loss of information. Users may employ methods to increase the privacy of their files, provided they do not violate any provision of this policy or degrade system/network performance.

All users of NSM's information technology resources are advised to consider the open nature of information disseminated electronically, and should not assume any degree of privacy or restricted access to such information. NSM strives to provide the highest degree of security when transferring data, but cannot be held responsible if these measures are circumvented and information is intercepted, copied, read, forged, destroyed or misused by others.

Read and review the full policy on the employee intranet for additional details regarding the following:

- Electronic Information Retention and Disclosure
- Network and System Integrity
- Commercial Use
- Political Advocacy
- Harassment
- Copyright and Fair Use
- Trademarks and Patents
- Electronic Communications
- Websites and Accessibility to Digital Content

Software Policy

See the employee intranet for the full Software Policy. Contact the IT Department if you have any questions or need additional clarification on this policy.

NSM purchases and licenses software from a variety of sources. Any duplication of software except as permitted by related license agreements is a violation of both company policy, local and state laws and is therefore prohibited.

Installing unauthorized software on a computer system, workstation, or network server within NSM can lead to potential system failures, system degradation or viruses. Unauthorized installations also place NSM and its employees at risk for civil and criminal action, which can result in punitive measures imposed on all involved parties.

NSM employees that use computer systems for work-related purposes must therefore agree to the following conditions for the use of software:

- Any software that an employee feels is needed for work-related purposes must be purchased through IT. An IT ticket must be filled out if software is being requested.
- To abide by the terms of all license agreements as they pertain to the use of software on NSM-issued computers, as well as on “at home” or personal computer systems used for NSM-related work.

Not to reproduce or duplicate software, in any way, except as provided by the license agreement between NSM and the software manufacturer.

It is the responsibility of all NSM staff to report any known software misuse to the appropriate authority. Any NSM user who makes, acquires, or uses unauthorized copies of software will be disciplined as appropriate under the circumstances. NSM does not condone the illegal duplication of software and will not tolerate it.

Tobacco-Free Workplace

NSM is committed to providing a safe and healthy workplace and to promoting the health and wellbeing of its employees. As required by certain mandates, regulations, state laws and also motivated by NSM's desire to provide a healthy work environment for employees, the following Tobacco-Free Workplace policy has been adopted and shall apply to all employees of NSM.

It is the policy of NSM to prohibit smoking (includes cigarettes, pipes, cigars, e-cigarettes, vaping and/or any other types of smoking devices or products) and use of smokeless tobacco, inside all NSM premises in order to provide and maintain a safe and healthy work environment for all employees.

This policy applies to:

- All inside areas of buildings occupied by NSM employees.
- All vehicles owned or leased by the NSM.
- All visitors (customers and vendors) on NSM premises.
- All contractors and consultants and/or their employees working on NSM premises.
- All full-time, part-time and temporary employees.

Smoking or use of smokeless tobacco is permitted outside of company buildings at least 50 feet away from an employee entrance. All cigarette/cigar butts, tobacco, etc. should be disposed of in the smoking disposal bins located on the outside of the buildings.

Employees who violate this policy will be subject to disciplinary action.

No employee shall suffer any form of retaliation for raising a complaint or asking a question about this policy.

Social Media Policy and Guidelines

Social media provides opportunities to engage in conversations related to NSM's industry and highlight stories that showcase how NSM is helping its clients move through life. NSM believes in open communication, and encourages NSM employees to engage with NSM social media channels and activities by liking the NSM Facebook page, following NSM on Twitter and sharing content posted by NSM on those channels to the employee's personal networks.

Social media is constantly evolving and changing the way employees talk to each other, NSM's clients, and NSM's partners. To avoid any problems or misunderstandings, and to protect NSM and our employees from any legal and personal risks, the following policy was developed.

Social Media includes, but is not limited to, all internet-based social networking sites (e.g., Facebook, LinkedIn, Twitter), blogs, podcasts, discussion forums, on-line collaborative information and publishing systems that are accessible to internal and external audiences (e.g., Wikis), RSS feeds, video and photo sharing websites (e.g., YouTube, Picasa) and other websites with user-generated content.

NSM respects the right of employees to utilize social media as a medium of self-expression and does not discriminate against employees who use social media for personal interests and affiliations or other lawful purposes. However when engaging in social media activities, employees should follow NSM guidelines and policies in order to establish a clear line between personal and work-related activities. Following the policy and guidelines will ensure employees' social media participation reflects NSM's core values, exhibits the professionalism NSM's clients expect and deserve, and mitigates company and personal risk.

Social Media Policy

- NSM's brand presence across all social media channels and including the management of all branded social media channels and associated content is under the direction of the Marketing Department. All social media content promoting NSM, using the brand name or logo, must have prior approval of or be managed by the Marketing Department. NSM employees shall not use social media for personal purposes in any way that might reasonably create the impression that the content is authorized or controlled by NSM.
- Social media participation must be conducted in compliance with all NSM policies and procedures.
- NSM employees are personally responsible for social media conduct and are discouraged from posting any content that is obscene, discriminatory, threatening or otherwise unlawful including information, posts or content that constitutes libel, false advertising, copyright or trademark infringement, harassment, professional misconduct, or a violation of privacy rights or other rights protected under the law.
- NSM employees shall not use social media to disclose any individually identifiable information about patients in any form (including photo, video or written content) except with the patient's written authorization. Personal phones, personal cameras and other personal devices shall not be used to photograph, film or record clients or to receive, store or transmit individually identifiable information of patients. NSM employees may photograph, film or record patients using NSM-approved equipment, but only with the patient's written authorization. Patient authorization is not required if the photo, video or recording is taken and used solely for the purpose(s) of diagnosing, treating or identifying the patient.
- NSM employees shall not use social media to disclose any NSM intellectual property or confidential information including but not limited to business plans, financial information, legal information, or any information or news about NSM that has not yet been shared publicly by the Marketing Department.
- Issued email addresses may not be used to create, register for or administer any social media or other Internet accounts, nor to post content to any Internet site, unless for approved NSM business purposes.
- NSM employees must demonstrate good judgment when using social media or other online resources and ensure usage does not inhibit or interfere with operations, productivity, standards or job performance.
- Issued equipment and communication systems, including but not limited to NSM's IT network, electronic mail system, computer hardware, software, tablets, laptops, telephones, cell phones, , facsimiles, and other means of electronic and telephonic communications (collectively, "electronic systems and devices"), are intended to be used for business purposes only. Incidental, limited use of NSM electronic systems and devices for personal purposes is permitted to the extent that such use does not interfere with performance of our duties or operations and is fully compliant with existing policies and applicable laws and regulations. NSM management may restrict access to any website, including social media sites, on select workstations.
- All contents of our electronic systems and devices belong to NSM and as such staff shall have no expectation of privacy whatsoever in any data, information or communications, including social media posts, that is transmitted to, received or printed from, accessed through, stored on, or recorded on NSM electronic systems or devices, even if for personal use.
- NSM employees are encouraged to report to the Human Resources Department any online behavior by or regarding NSM staff that violates NSM policies.
- NSM employees should avoid communicating in any manner that may inappropriately blur the personal and professional relationship, result in an invasion of privacy, or create potential liability for the employee or for NSM.

- NSM employees may not provide employment references for any current or former NSM employees on social or professional networking sites (for example through a recommendation on LinkedIn), as such employment references could potentially be attributed to NSM and create legal liability for NSM and the author of the reference.
- Nothing in this Policy is intended or shall be deemed to limit the rights of employees under federal or state law, including an employee's right to discuss the terms and conditions of employment with colleagues or Management or to provide information to any government agency in accordance with applicable law.
- Violation of this Policy may lead to disciplinary action up to and including suspension and/or termination. In addition, breach of the Health Improvement Portability and Accountability Act (HIPAA) or other laws or regulations may lead to legal proceedings and/or criminal charges.

Guidelines

- Avoid conduct that may violate local, state or federal law or NSM policies or expectations for the professional conduct our clients and partners expect and deserve. This means, be professional, respectful, accurate and honest.
- Do not post, share or disclose patient identifiable information of any kind, including patient images, on any social media platform without the express written authorization of the patient. Even if an individual is not identified by name within the post, if there is a reasonable basis to believe that the person could still be identified, then its use or disclosure could constitute a violation of HIPPA, state law and NSM policies. Do not post, share or disclose confidential or proprietary business information. Just because information is available to employees (such as NSM's internal newsletter), that does not mean it is approved for employees to share. If an item features the sentence "for internal use only," then that is exactly what it means and it is absolutely not meant to be shared in any way with anyone who is not employed by NSM. No exceptions.
- NSM employees identifying themselves with NSM (for example, in a bio or account description) must identify themselves by name, and when relevant, their position at NSM when discussing NSM or brand-related matters on social media and the Internet as a whole. Select employees are approved as official spokespersons for NSM or its brands, so, if not designated as one of those individuals, employees must make clear that they are speaking for themselves and not on behalf of NSM. Adding a disclaimer such as "The postings on this site are my own and do not necessarily represent the position, strategy or opinions of NSM," or "The views and opinions expressed here are my own," to the employees' account bio or profile description is recommended as is writing in first person. Employees should refrain from using company associated email addresses for social media and internet communications. It is also recommended that any use of social media to present information about health care topics should clarify that the content is meant for informational purposes only and not as medical advice.
- Employees are personally responsible for the content they publish on blogs, wikis or any other form of user-generated media. Remember, even anonymous postings on Wikipedia can be traced back to NSM. Use good judgment before posting.
- Respect copyright. Avoid the use of images, music, logos, etc. without permission.

Media Policy & Guidelines

The NSM Media Policy exists to ensure that media coverage of NSM properly reflects our mission, is accurate and respects our clients' confidentiality and privacy at all times. An official NSM media policy has been created to ensure the management of information and interactions with the media are responsible, consistent and legal.

Media Relations Management

Media relations is one of the functions of the NSM marketing department. Responsibilities related to media relations include:

- Creating and disseminating approved information with the purpose of generating positive media coverage about NSM
- Coordinating approved spokespersons for interviews
- Providing **approved** responses, information and images requested by the media
- Managing responses and media interactions during a crisis situation

All media inquiries including requests for comments or interviews or requests for imagery of any kind related to NSM clients, staff, branches or the company as a whole must be routed through the marketing department.

Approved Spokespersons

The Chief Executive Officer (CEO) is the only approved spokesperson for NSM. Other employees may be approved to speak with the media as needed for select opportunities on a case-by-case basis. No one may speak to the media on behalf of NSM unless designated and approved as a spokesperson through the marketing department.

Media Inquiry Guidelines

Media inquiries may come from a phone call, email or in-person conversation. Regardless of the outlet or type of inquiry, employee responses to any media inquiry should always be the same.

- 1) Let the reporter know that you are not authorized to speak to media on behalf of the company.
- 2) Refer the reporter to the Vice President (VP) of Marketing, letting him or her know that the VP handles all media inquiries.
- 3) Provide the reporter with the VP's contact information:
stephanie.buckley@nsm-seating.com
(615) 595-1115 X0226 (O)
(615) 202-9064 (M)
- 4) Notify your manager and email the VP of Marketing to make them aware of the inquiry.

Media Activity Guidelines

- Any on-site interviews, photography or videos captured at any NSM property, and involving NSM clients, client family members or NSM employees must be approved and pre-arranged with the marketing department.
- To ensure client confidentiality and privacy, a designated member of the marketing or executive team must accompany any reporters, film crews, and photographers at all times while on site at any NSM location.
- The marketing department must obtain a signed release from any clients involved in any media story prior to interviews, photographs or filming of any kind.
- NSM reserves the right to decline requests for on-site interviews for reasons, including but not limited to:
 1. Potential disruption of client care and necessary operations.
 2. Any request that is not in the best interest of NSM, our employees or clients.

Work From Home Policy

NSM recognizes the desire for flexible work schedules to attract and retain top talent. Remote work allows employees to perform their duties outside of the traditional office on a full or part-time basis. This policy outlines the procedures to be followed when considering a work from home arrangement. Remote work will be considered on a case-by-case basis and may only be available for certain jobs. Working from home is considered by NSM to be a privilege, not a right, and should only be available to those who have proven to be high performers.

All NSM policies and procedures apply while working from home.

NSM reserves the right to refuse, terminate, or temporarily suspend remote work for any employee at any time.

Eligibility

When determining an employee's eligibility to work from home, the following key areas will be considered:

- Job duties to be performed
- The nature of the work from home arrangement
- Evaluation considering likelihood of successful remote work arrangement
- Employee's overall work performance history
- Impact on Management, co-workers, and internal/external customers
- Manager's ability to manage remote work
- Reliable internet access
- Cybersecurity and data privacy
- HIPAA compliance
- Secured, separate and approved workspace as defined in the requirements section of this policy
- Agreement from the employee to allow for a workspace evaluation to be conducted by Management

Procedure for Requesting Home-Based Work

- Employee must submit a request in writing to his/her direct Manager.
- Upon notification, Management should discuss the following: employee performance, work schedule the employee will customarily maintain, communication expectations, and the technology/equipment the employee will need to perform job offsite.
- The employee and his/her direct Manager should complete the Work from Home Agreement.
- The employee must also submit 4 photos of the remote workspace with the Work from Home Agreement or agree to a work-site evaluation by Management.
- Human Resources (HR) and Management will review the request to determine if remote work is appropriate.
- HR will notify the employee in writing regarding the approval or denial of the request.
- Employee will have a 90-day trial period during which Management will closely monitor performance.

Requirements:

Work Schedule

A work from home schedule is to be agreed upon between the employee and his/her Manager prior to the employee being allowed to work from home. Employees who are hourly or non-exempt from overtime requirements set forth under the Fair Labor Standards Act (FLSA) will be required to record their time in NSM's timekeeping system. Failure to follow the agreed upon work schedule and properly record time may result in immediate discontinuation of the remote work agreement and may result in disciplinary action, up to and including termination.

When an employee does not regularly work from home on a full or part-time basis but has the capability to work from home on an ad hoc basis, the employee must provide prior notice to his/her immediate Manager that he/she wishes to work from home on a specific workday, and he/she must receive Manager authorization in advance. However, if an employee's job is such that his/her physical presence is needed in the office, these requests should be limited to a minimum. These employees must also comply with all terms and conditions of this Policy; specifically, the Workspace requirements and completion of all necessary forms and paperwork for requesting remote work.

All face-to-face business activities with coworkers or third parties must be conducted at the Branch or a neutral environment outside of the home. A home evaluation for HIPAA compliance and safety is excepted.

Workspace

The nature of the information that employees work with requires a high level of confidentiality. A private, designated workspace within the remote work location is required. The workspace should have a door that can be closed during working hours.

The employee shall maintain this workspace in a safe condition, free from hazards to the employee and equipment. NSM must approve the workspace, and employees will be required to submit 4 photos of the home workspace to HR and Management prior to implementation or a work-site evaluation visit may be conducted by a minimum of two Management personnel.

Employees are required to keep all NSM materials in the designated workspace at all times and ensure it is not accessible to others. During non-working hours, all NSM materials must be housed in a secure environment. Employees will be required to have lockable file cabinets to store sensitive and confidential information.

As a condition of working from home, NSM reserves the right to:

- Make site visits (with 48 hours' notice) to ensure that the workspace meets privacy expectations; ensure the space is free from hazards; and ensure maintenance, repair, inspection, or retrieval of NSM-owned equipment, software, data or supplies.
- Inspect computer files
- Inspect documents prepared or used by the employee in the scope of their employment
- Monitor computers during working hours without notice
- Monitor phone lines during working hours without notice if the employee has an NSM issued phone or mobile phone.

Equipment

NSM may provide specific tools/equipment for the employee to perform his/her duties. Computer hardware, computer software, phone lines, printer, scanner, email, voicemail and other applicable equipment may be provided by NSM as deemed necessary. NSM may also provide any required office supplies. Employees must receive advance approval from their Manager prior to purchasing any supplies.

NSM generally will not supply office furniture, lighting, phone service, and internet. Employees wishing to work from home must purchase internet with appropriate speed to support the network.

- Good (Minimum) – 25 Mbps down, 25 Mbps up
- Better – 100 Mbps down, 25 Mbps up
- Best – 100 Mbps down, 100 Mbps up

Employees who are found not to have adequate internet speed to support the network will not be approved for remote work. Managers may request an employee to test his/her internet speed at any time.

All NSM provided equipment, software, supplies, and furniture are limited to authorized persons and for purposes relating to NSM business. NSM will provide repairs to NSM owned equipment. The employee will be responsible for repairs to any personally owned equipment.

Remote workers must agree to take appropriate action to protect company property and data from damage or theft. Upon termination of employment, all NSM property must be returned to NSM. Employees may be held financially responsible for lost or damaged equipment if the employee is found to be at fault, and the employee may also receive disciplinary action, up to and including termination.

When an employee resigns or is discharged from the organization, the supervisor will work with HR to ensure equipment is shipped back to the corporate office or returned to a local branch by the employee. Employees are responsible for returning all equipment to NSM.

Evaluation

The first 90 days of working from home will be considered an evaluation period. During this period Management will be closely monitoring the employee's productivity. Management may set special requirements during this trial period such as: face-to-face meetings either in the Branch or at a neutral environment outside of the home, daily progress reports, phone conferences, etc. If the employee meets all requirements and expectations at the end of the evaluation period, the employee's remote work schedule will be considered "permanent" and the employee will receive evaluations consistent with NSM practices.

While an employee's schedule may be considered "permanent," Management has the right to end the work at home arrangement at any time.

Meal and Rest Breaks

NSM's Policy on Meal and Rest Breaks remains applicable to employees working from home and is addressed within this Handbook.

Attendance

Employees will be expected to comply with NSM's Attendance & Punctuality policy.

Workers' Compensation

During working hours, while performing work functions in the designated work area, employees are covered by workers' compensation. Employees are required to report any injuries to their direct Manager immediately. Failure to report injuries immediately may result in disciplinary action, up to and including termination. NSM's Workers' Compensation policy is set forth in this Handbook.

Dependent Care

Remote work is **not** a substitute for dependent care. Employees should make arrangements for dependent care needs during the employee's scheduled shift. The work from home arrangement relies upon job performance and meeting business demands. Employees will not be authorized to continue with remote work if they are found to be providing dependent care during their scheduled shift. If extended time off is needed to care for a dependent, please contact HR and refer to the policy on Leave of Absence and FMLA.

Drug and Alcohol Free-Workplace

Alcohol and drug abuse ranks as one of the major health problems in the United States. Employees are NSM's most valuable resource, and their safety and health is of paramount concern. NSM is committed to providing a safe working environment to protect employees and others, provide the highest level of service, and minimize the risk of accidents and injuries.

General Policy. Each employee of NSM has a responsibility to co-workers, clients, vendors, suppliers and any other person or entity to deliver services in a safe and conscientious manner. Continuing research and practical experience have proven that even limited quantities of narcotics, abused prescription drugs, or alcohol can impair reflexes and judgment. This impairment, even when not readily apparent, can have catastrophic results. For these reasons, NSM has adopted this policy.

Drug Use/Distribution/Impairment/Possession. NSM prohibits all employees from manufacturing, distributing, dispensing, possessing, or using illegal drugs or other unauthorized, mind-altering, or intoxicating substances while on company property (including, but not limited to, company vehicles, parking areas and grounds), or while otherwise performing job duties away from company property. Included in this prohibition are lawful controlled substances that have been illegally or improperly obtained and drug paraphernalia.

NSM also prohibits employees from having illegal drugs or other unauthorized, mind-altering, or intoxicating substances in their systems while at work or on duty, and from having excessive amounts of otherwise lawful controlled substances in their systems while at work or on duty.

NSM reserves the right to inspect any and all of its premises for illegal drugs, drug paraphernalia, alcohol, inhalants or other contraband.

Alcohol Use/Possession/Impairment. NSM prohibits all employees from distributing, dispensing, possessing, using, or being impaired or intoxicated by alcohol while at work or on duty. For the purpose of this policy, an employee is presumed to be impaired, intoxicated, or under the influence of alcohol if a blood test or other scientifically acceptable testing procedure shows that the employee has a level of at least .04% blood alcohol in his or her system at the time of testing.

Prescription Drugs. NSM does not prohibit the proper use of medication prescribed by a physician for an employee. The company, however, does prohibit the misuse of prescribed medication. An employee using drugs at the direction of a physician is required to notify his or her supervisor if these drugs may affect his

or her job performance, such as by causing dizziness or drowsiness. In addition, an employee should report to the applicable drug testing laboratory or medical review officer the use of prescription or nonprescription drugs, or any other relevant information that may affect drug tests. It is the employee's responsibility to determine from his or her physician whether a prescribed drug may impair job performance or affect a drug test.

Notification of Impairment. It is the responsibility of each employee to report promptly to his or her supervisor any observation or knowledge that another employee is in a condition that impairs the employee's job performance, presents a hazard to the safety and welfare of others, or is otherwise in violation of this policy.

Drug Testing. NSM may conduct drug tests, which may include testing for alcohol, in the following circumstances:

1. *Job Applicant Who Has Received a Conditional Offer of Employment.* All new hires of the company may have their employment conditioned on the passing of a drug test. Refusing to submit to a test; substituting, diluting, adulterating, or otherwise tampering with a sample; or a positive confirmed drug test will void the applicant's conditional offer of employment.
2. *Reasonable Suspicion.* An employee may be required to submit to testing whenever a reasonable suspicion exists that he or she has violated any of the rules set forth in this policy. Reasonable suspicion may arise from, among other factors, supervisory observation; co-worker reports or complaints; performance decline; attendance or behavioral changes; or involvement in a workplace or vehicular accident indicating a possible error in judgment or negligence.
3. *Post-Accident Testing.* Employees may be required to submit to drug testing when they are involved in on-the-job accidents that result in injury or damage to themselves, others, or property.
4. *Follow-up Testing.* Employees, who in the course of employment, enter an employee assistance program for drug- or alcohol-related problems, or an alcohol and drug rehabilitation program, may be required to submit to testing as a follow-up to such program on a random, quarterly, semiannual, or annual basis, for up to two years thereafter.

Discipline and Other Corrective Measures. All employees who test positive in a confirmed substance test; refuse to submit to testing; substitute, dilute, adulterate, or otherwise tamper with a sample; or otherwise violate this policy may be subject to discipline up to and including discharge. Such employees may also forfeit their eligibility for workers' compensation medical and indemnity benefits and unemployment compensation benefits.

Confidentiality. NSM will make reasonable efforts to keep confidential all information received through substance testing. The company, however, cannot guarantee the confidentiality of all testing information. For example, the company will not keep testing information confidential when the employee tested consents to its release; when the company needs testing information in the defense of legal action brought by the employee tested; when required by state or federal law; or when required by a court of law.

Employee Assistance Program. To assist in rehabilitation and to support employees who may be looking for assistance with drug or alcohol problems, NSM maintains an Employee Assistance Program (EAP). To obtain additional information about this program, employees should contact Human Resources. In certain

circumstances at the discretion of NSM and with the approval of Human Resources, an employee who self-discloses a drug or alcohol issue may request a leave of absence.

Drug Convictions. Any employee arrested for or convicted of a drug violation must notify his or her supervisor within five days of such arrest or conviction.

The company asks for the understanding and cooperation of all employees in implementing this policy. Please direct any questions concerning this policy to Human Resources.

Benefits

Employee Benefits Overview

NSM offers a wide range of benefits to eligible employees. Benefits eligibility is dependent upon a variety of factors, including an employees' classification. Employees may refer to the Benefits Guide, located on the employee intranet, or Human Resources for details on the numerous benefits offered by NSM.

The following are a few of the benefit programs available to eligible employees:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Long-term and Short-term Disability Insurance
- Flexible Spending Account (FSA)
- Health Savings Account (HSA)
- Wellbeing Programs
- 401(k)
- Employee Assistance Program (EAP)
- Paid Time Off (PTO)
- Holiday Pay
- Tuition and Education Assistance

Employees may be required to make contributions in order to participate in some of these programs. NSM reserves the right to make changes to the benefits offered at any time.

Holiday Pay & Guidelines

NSM offers seven paid holidays to all full-time employees. Full-time employees will become eligible to receive holiday pay at the time of hire. Full-time employees will receive 8 hours of pay at their regular rate of pay for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Floating Holiday

If a paid holiday falls on a Saturday, the holiday will be observed on the Friday before the holiday. Should the holiday fall on a Sunday, the holiday will be observed on the following Monday.

Please note: Holiday hours are not considered hours worked when calculating overtime. Only hours physically worked by the employee will be used to calculate overtime.

Holiday time is automatically added to the payroll system for all full-time employees, with the exception of the Floating Holiday. See below for details on Floating Holiday guidelines.

Floating Holiday

Employees are given the opportunity to select the day that is most important to them and their family. At this time, employees may choose a date at any time throughout the year:

Similar to a PTO request, the Floating Holiday must be entered and approved in the timekeeping system. The Floating Holiday request must be approved in advance. Please note there may be an occasion the day will not be granted because of business necessity. Unused Floating Holiday time will not rollover from year to year.

Managers are responsible for ensuring that requests for Floating Holidays are approved and taken appropriately.

Holiday Guidelines

Each year as the holidays approach us, NSM employees look forward to celebrating the season and our many accomplishments. It is important that everyone remains safe and has a great time at company festivities. Below are guidelines and expectations for employee conduct at any company-sponsored celebratory event.

- Be thoughtful about employee cultural backgrounds. Do not refer to holiday parties as a specific event: i.e., Christmas, Hanukkah, Solstice, etc.
- Ensure all employees are invited to NSM-hosted events for the holidays. However, attendance at celebratory events is completely voluntary.
- On-site holiday events are permitted over a meal period. Off-site events are permitted after hours. Employees will not be paid during after-hours events.
- Branch locations are not authorized to close early for a holiday party.
- Each year a standard limit per person for food and beverages will be approved by senior leadership and announced. These costs can be expensed to the company. Alcoholic drinks should be limited as this can be a source of liability. Expenditures beyond the standard limit must be approved by senior leadership.
- Alcoholic drinks are prohibited if the event is on-site or during business hours.
- After-hours events need to be monitored if alcohol is served. In the event someone appears to be impaired, the employee is to be given alternate means of safe transportation home. The Uber/Lyft/Taxi will be expensed to the branch.
- Significant others may be included. Work with your manager around an expanded budget if the location wants to include guests. Guests need to abide by our company guidelines.
- Personal gifts or gift cards that a manager might consider giving to direct reports are not eligible to be expensed to the company. Any gifts that are personally purchased must be appropriate and professional.

- Employees and guests should continue to follow current dress code policy for both onsite and offsite events.
- Remote employees will not be paid for time or for mileage when joining a voluntary holiday celebration. In the event the meeting is also business related, NSM will pay for travel and work-related hours.
- All policies relating to the NSM Code of Conduct still apply.

Paid Time Off

NSM understands how hard employees work and recognize the importance of providing time for rest and relaxation. NSM encourages employees to get this rest by taking Paid Time Off (PTO).

PTO provides employees with the flexibility to use their time off to meet their personal needs. Employees will accumulate a specific amount of PTO per pay period based on years of service. Employees have the flexibility to utilize how they would like to utilize their PTO.

Eligibility

Employees are eligible to receive PTO if they are an active status, full-time employee. To be considered a full-time employee he/she must work a minimum of 30 hours per week.

Part-time and Temporary employees are not eligible for PTO, unless otherwise directed by law.

Accrual

Active status, full-time employees earn PTO based on their years of service. Although employees may carry over unused PTO from year to year, there is a cap on the amount of time you can accumulate. Once the cap has been reached, employees will not accumulate additional PTO until time has been taken that brings the employee's PTO balance below the cap.

(Employees will not accrue PTO time while on a leave of absence or suspension by NSM.)

Accrual Schedule

Years of Service	Accrual Rate	Accrual Maximums
Less than 5 years of service	13 days per year- 4 hours per pay period	120 hours total
5-10 years of service	19 days per year- 5.85 hours per pay period	160 hours total
10 or more years of service	25 days per year-7.70 hours per pay period	200 hours total

Minimum Increments of PTO

It is NSM's practice to apply PTO in ½ day (4 hour) or full day (8 hour) increments for any salaried employee. Non-exempt status employees may take PTO in no less than one hour increments.

Requesting PTO

Employees are required to provide their Managers reasonable advance notice of time off requests and obtain approval prior to using PTO. All time off requests must be entered into the timekeeping system.

Management will make every effort to grant employees' time off requests. However, Management has the right to deny time off requests based on business needs.

NSM understands that there will be times when advance notice is not possible, such as with sickness. When emergency situations occur, employees should notify their Manager, in accordance with NSM's Attendance and Punctuality Policy. PTO will be automatically taken from an employee's PTO bank for the missed day.

Documentation

If an employee utilizes PTO for a health-related reason, the employees may be asked to provide a fitness-for-duty, a work release or other forms of documentation before returning to work, if applicable, as permitted by law, unless, an employee shows good cause as to why he/she requires more time to provide such documentation. Failure to comply with NSM's reasonable documentation requirements, without reasonable justification, may result in disciplinary action to the extent permitted by applicable law.

An example of when documentation may be required is as follows:

- In the event an employee's child's school/daycare closes, the employee may be required to provide a letter from the child's school confirming the dates or times of closure.

Leave

Employees will not accumulate PTO while on a Leave: Leave of Absence (LOA), the Family and Medical Leave Act (FMLA), or the California Family Rights Act (CFRA). PTO will be applied to any type of Leave, where state law requires.

Negative PTO Balance

With Management approval, employees may borrow up to 3 days (24 hours) of PTO from future PTO the employee is scheduled to earn.

Employees who are approved by Management to borrow PTO time must sign a "PTO Payback Agreement" and submit the signed Agreement to the Payroll Department.

If an employee terminates with a negative PTO balance, a deduction, equal to the monetary value of the negative hours, will be taken from the employee's final check, based on the PTO Payback Agreement and as permitted by law.

Termination

Employees will be paid for all accrued but unused PTO when they resign from NSM, provided they furnish a written resignation and work a minimum two week notice. Resignations where less than a two week notice is worked will not receive payout for any PTO balances, unless prohibited by law. Employees should also refer to the Employee Terminations and Resignations policy addressed in this Handbook, which discusses withholds of PTO payout in additional detail.

Discretionary Paid Time Off

Policy Statement:

NSM hires exceptional professionals to deliver superior service to our clients and stakeholders. The Discretionary Paid Time Off (PTO) Policy allows certain exempt employees the independence they require to balance the responsibilities of both their work and home lives.

It is the policy of NSM to forego a leave accrual bank system for eligible employees, as defined below. Eligible employees can request time off as they need it. This policy allows for employees to place more focus on results and empowerment rather than hours worked.

Eligibility:

- Senior Level Exempt Employees (Director and above)
- ATP, RTS, and Access Sales employees hired after April 2015

Details:

Eligible employees on the Discretionary PTO Plan will not accrue paid time off. A bank of time will not appear on the employee's paystub. Requests should not be entered in UltiPro, and there are no forms to complete. Employees can take vacation, sick, and personal days as needed, as long as they are meeting their performance goals and complying with the obligations below.

Procedure:

This policy is based on mutual trust between NSM and the employee. Effective communication between team members is vital to making this policy successful for all affected.

Employees are obligated to:

- Avoid taking time off that negatively impacts the employee's job and the company.
- Communicate and collaborate with the employee's team to ensure the time off does not disrupt operations.
- Develop a plan to delegate, postpone or otherwise manage any projects that may be affected by the employee's time off.
- Contact your direct manager to request time off at least two weeks in advance.

Except for those on protected leave (such as state or federal family and medical leave), if an eligible employee is unable to meet the expectations outlined above, NSM reserves the right to temporarily revoke Discretionary PTO. Further, if abuse of this policy is observed, disciplinary action may be taken, up to and including termination of employment.

Job Transfers:

- Promotions – Employees promoted from positions that have a traditional PTO bank will be paid for all PTO in their current bank at their current rate of pay upon promotion. From that point forward, the employee will utilize the Discretionary PTO Plan.
- Demotions – Employees stepping down from a position with a Discretionary PTO Plan to a position with a traditional PTO bank will begin to accrue time effective as of the start date in the

new role. Accrual will be based on years of service. There is no accrued time to rollover from a Discretionary PTO Plan.

Additional Types of Leave:

This policy does not interfere with legally established leaves such as military leave, maternity leave, paternity leave, FMLA, jury duty, bereavement leave, etc. Speak to your regional HR Generalist regarding the impact of paid time off and state paid-family-leave laws.

Discretionary PTO Concurrent with a Leave of Absence:

In the event an employee operating under this policy applies for a Leave of Absence (LOA), the following chart outlines the amount of paid time off allocated during that leave.

LOA Discretionary PTO:

- Less than 1 year of service = 3 weeks
- 2 – 10 years of service = 4 weeks
- More than 10 years of service = 5 weeks

PTO Donation

Policy Statement

NSM recognizes employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available Paid Time Off (PTO) bank. To address this need, all eligible employees will be allowed to donate accrued PTO from their unused balance to coworkers in need of additional time, in accordance with the policy outlined below. PTO donation is strictly voluntary.

Recipient Eligibility

- The recipient's PTO bank must be exhausted before being considered for a donation.
- Requests for donations of PTO must be approved by Human Resources and the employee's immediate Supervisor.
- Employees who would like to request donations of PTO must have a situation that meets one of the following criteria:
 - **Medical Emergency:** This term is defined as a medical condition of the employee or an immediate family member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all available PTO. An immediate family member is defined as a spouse, child or parent.
 - **Major Disaster:** This term is defined as a disaster declared by the president under §401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act), or as a major disaster or emergency declared by the president pursuant to 5 U.S.C. §6391 for federal government agencies. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to an immediate family member of the employee that requires the employee to be absent from work.

- Employees may receive no more than 160 hours (4 weeks) of donated PTO within a rolling 12-month period.
- Donated PTO must be used within 6 months of donation.
- Donated PTO will always be valued at the recipient's rate of pay.

Donor Eligibility

- The donation of PTO is strictly voluntary.
- The minimum number of PTO hours that an eligible employee may donate is 8 hours.
- Employees with Discretionary PTO banks are disqualified from donating time.
- RTS, ATP, and Access Sales employees who do not report time off may also be disqualified from donating time.
- The maximum number of PTO hours that an eligible employee may donate is no more than 50% of the employee's current balance.
- Donated time will be added to the recipient employee's PTO bank for use.
- Any time contributed beyond the maximums outline in this policy will be returned to the donor(s).
- Donation requests will be accepted throughout the year when there is a need.

Other Considerations

- NSM will protect the employee's privacy. The employee's medical condition will not be disclosed when informing others of the employee's need for PTO donation. The confidentiality requirements of the American's with Disabilities Act will apply.
- Nothing in this policy will be construed to limit or extend the 12-week maximum allowable absence under the Family and Medical Leave Act. PTO runs concurrent with FMLA.
- Employees donating PTO may not claim an expense, a tax deduction or a charitable contribution for any of the donated time.
- All PTO granted to the recipient employee is considered wages and is subject to appropriate tax withholdings.
- The liquidation of PTO for cash is not permissible under this plan.
- Employees with short term disability, or state paid leave, will be required to confirm their understanding of how distributions from the PTO donation bank may potentially delay or reduce STD, LTD, or state benefits.

Cobra Benefits

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under NSM's Health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events include but are not limited to; resignation, termination of employment, death of an employee, a reduction in an employee's hours, leave of absence, divorce or legal separation, and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of the health insurance coverage after a qualifying event at NSM's group rates plus an administration fee for the continuation coverage. NSM provides each eligible employee with a written notice describing rights granted under COBRA when a qualifying event occurs. The notice contains important information about the rights and obligations of the employee and/or beneficiary (ies). Failure to timely comply with the notice may result in a loss of insurance coverage. It is imperative that the employee keep NSM apprised of any qualifying events related to his/her family. If an employee is unsure whether or not an event constitutes a qualifying event, he/she may contact their Human Resources Generalist.

Tuition & Education Assistance

NSM recognizes that the skills and knowledge of its employees are critical to the success of the organization. To encourage educational growth, NSM offers tuition and education assistance.

Eligibility

1. The NSM employee must have worked full-time for a minimum of 1 year prior to applying for reimbursement of eligible expenses. NSM will honor original dates of hire for employees who have recently joined NSM through an acquisition.
2. The employee must attend a fully accredited educational or technical institution.
3. Employees may be approved for reimbursement of tuition, books, and eligible fees up to a maximum of \$3,000 per calendar year. Reimbursement for actual costs will be made according to the following scale:
 - 100% reimbursement for grade of A
 - 100% reimbursement for grade of B
 - 75% reimbursement for grade of C
4. The employee must be working towards advancement within NSM. Please contact Human Resources (HR) if you have any questions or concerns regarding course eligibility.
5. Charges submitted must include documentation from the class, such as registration receipts of tuition payments, receipts from the bookstore, receipts for any incidental fees, and proof of successful completion of each class, including grade received.

Process for Receiving Reimbursement

1. Employee submits a Tuition Reimbursement Request Form through their Manager to HR. **This Request must be submitted prior to the employee beginning the class.**
2. Employee will be notified by HR as to whether the request is approved or denied. The Manager will also receive a copy of the decision.
3. Upon approval, employee may enroll in and complete the approved class. Employee must initially pay all educational expenses, i.e., books, tuition, fees, etc. Upon completion of the class, employee should submit receipts, grades, and the original approved Tuition Reimbursement Request Form. HR will calculate the correct level of reimbursement and complete Section C of the Tuition Reimbursement Request Form for employee's signature.

4. Employees must submit the final, executed Form through the Concur reimbursement system for processing of the reimbursement payment, which is subject to withholding taxes pursuant to IRS regulations.

Reimbursement to NSM Upon Termination

Employees participating in this program must agree to remain a full-time employee of NSM for one full year from the date of completion of the course(s). If an employee terminates his/her employment during the 12-month period after receiving reimbursement, the employee will be required to repay NSM a prorated portion of the reimbursement received. The amount owed will be deducted from his/her final paycheck, where state laws permit. In the event the paycheck does not cover the full amount owed, the employee is responsible for making full restitution of this amount to NSM immediately.

401K Plan

Eligible employees are allowed to participate in NSM's 401(k) retirement plan. Plan participants may make pre-tax or post-tax contributions to a retirement account.

Upon becoming eligible to participate in this plan, the employee will receive a summary of the plan describing the plan in greater detail. Please refer to the 401(k) Summary Plan Description (SPD) for detailed plan information. Employees may contact the Human Resources Department with any further questions.

Workers' Compensation

On-the-job injuries are covered by NSM's Workers' Compensation Insurance Policy, which is provided at no cost to employees. If an employee is injured on the job, no matter the severity, the employee should report the incident **immediately** to their Manager and Human Resources. Accidents should be reported **on the day they occur**, but if the accident happens after normal business hours, the accident should be reported immediately the following morning at the start of business. All employees will be required to undergo an alcohol/drug screening immediately following an injury. Failure to report a work related injury or accident may affect the employee's ability to receive Workers' Compensation benefits and may result in disciplinary action, as permissible by law.

If medical care is needed, Human Resources will provide the employee with a list of physicians, either required or suggested, who are trained in treating occupational injuries and illnesses.

If the injury is deemed to be work-related and the employee is unable to earn their full pay due to the injury, he/she may receive Workers' Compensation benefits after satisfying the State required waiting period. Time away from work due to a work related injury will be deemed to run concurrent with a leave under FMLA or Non-FMLA and similar state or local laws, if applicable.

Employees' Responsibility:

1. Report the injury to his/her direct Manager and Human Resources **immediately** after the injury occurs. Failure to report an accident could result in disciplinary action.
2. Complete the "Employer's First Report of Work Injury or Illness", located on the employee intranet, and return to the Manager with a copy to Human Resources immediately after the injury.
3. If employee does not wish to seek treatment, the employee must notify via a written statement (email acceptable) of their refusal, to their Manager, with a copy to Human Resources.

4. If treatment is needed:
 - a. **Branch Offices in states with a provider list:** employees must select a provider from the provider list. The employee must circle the provider they intend to utilize, sign and date the form, and return the form to their Manager, with a copy to Human Resources.
 - b. **Branch Offices in states without a provider list:** employees may contact Human Resources for a recommended list of providers in their area.
 - c. The employee must notify the provider the reason for their visit is a Workers' Compensation related injury. Failure to notify your provider that the reason for your visit is work-related, could result in non-reimbursable charges. **(NOTE: Employees should not utilize their personal medical insurance for services related to a work related injury.)**
 - d. The employee should supply the provider with NSM's Workers' Compensation policy information (this information can be obtained from Human Resources) or refer the provider to Human Resources.
 - e. Employees must provide a "fit for duty" certification before returning to work.
 - f. Employees should attempt to schedule related doctor's appointments prior to or after working hours, as NSM does not pay for this time off from work. Employees may use PTO, make up the time if within the same work week or take the time without pay.
5. Immediately following the injury, employees will be required to undergo a post-accident alcohol/drug screening, which will be coordinated by their Manager and Human Resources.

In emergency situations, employees should seek the nearest treatment center and report the injury to their Management and Human Resources, as soon as they are safely able to do so.

Manager Responsibility:

1. Ensure the injury is reported to Human Resources **on the day of injury**. If not possible to report on the day of injury, because the injury occurred after normal business hours, the injury must be reported the following morning at the start of business. Failure to timely report an accident could result in disciplinary action.
2. Upon reporting, work with Human Resources on immediately scheduling a post-accident alcohol/drug screening.
3. Ensure the employee completes the "Employer's First Report of Work Injury or Illness" form and ensure the form is forwarded to Human Resources immediately.
4. If the employee does not wish to seek treatment, the employee must provide their refusal for treatment in writing, signed and dated. The Manager is responsible for collecting the written statement and ensuring the document is forwarded to Human Resources.

Workers' compensation is regulated on a state by state basis. Therefore, the waiting period may vary before benefits may be available for partial income replacement, if an employee is placed on Temporary Total or Temporary Partial Disability by their physician. Employees may contact their Human Resources Generalist to obtain additional information regarding waiting periods.

All employees are bound by the Safety Policy, located in this Handbook, which addresses safety guidelines that should be followed.

Time-Keeping and Compensation

Time-Keeping

Non-Exempt Hourly Employees

Non-exempt hourly employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, the time their lunch break begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason. Employees should use NSM's time keeping system to record their time. If an employee is unable to access the system, it is the employee's responsibility to notify their Manager, track their actual time worked, and report it to their Manager in writing.

Altering, falsifying, or in any way tampering with time records is strictly prohibited. Repeated failures to record time in the system, or violations of this Time-Keeping policy, could result in disciplinary action, up to and including termination.

Employees are expected to work the hours that they are scheduled. Hours worked in excess of your regularly scheduled hours require Management approval. Employees should not begin, end, or work hours outside of their scheduled shift without authorization. Failure to follow the work schedule may result in disciplinary action, up to and including termination.

It is the employee's responsibility to approve their timecard each week to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to their Manager, who will correct errors. All errors must be reported in writing and should include the reason for the error.

The following practices should be observed by all employees regarding their time-keeping records:

- Employees should be ready to start work after clocking in and begin their workday at the scheduled time.
- When an employee's total work shift equals or exceeds 6 hours, an unpaid meal break of at least 30 minutes must be taken within 5 hours from the beginning of the shift, and employees should clock out for at least a 30-minute lunch break and clock in when they return. Hourly employees in California who work 10 or more hours in a shift are required to take 2 separate 30-minute meal breaks, and California Managers may not agree to waive a second meal break.
- If an employee forgets to clock in or out, he/she should notify their Manager immediately.
- Time clock errors must be reported immediately to an employee's Manager.
- Under no circumstances is an employee authorized to clock in or out for another employee.
- A Manager must approve any corrections or changes to an employee's time clock record.
- It is the employee's responsibility to clock in and out correctly. Any violations of the Time-Keeping policy may result in disciplinary action, up to and including termination.

Exempt Employees

Exempt employees who have a PTO bank are required to report any PTO using the time-keeping system.

Overtime

Like most successful companies, NSM experiences periods of extremely high activity. During these busy periods, additional work may be required from all employees. Management is responsible for monitoring business activity and requesting overtime work if it is necessary. Overtime is considered to be any hours worked beyond 40-hours during a workweek, or in some states, any hours worked over 8-hours per day

(employees may contact the Human Resources Department for specifics on those state requirements.) All efforts will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law. Some states require a “double overtime” payout at 2 times the hourly wage.

If not directed by Management, employees must obtain authorization from their Manager before working overtime. Overtime worked without prior authorization from Management may result in disciplinary action.

PTO and Holiday hours are not considered hours worked when calculating overtime. Only hours physically worked by the employee will be used to calculate overtime.

Travel Time Pay for Non-Exempt Employees

Policy Statement

It is the policy of NSM to compensate hourly/non-exempt employees per the Department of Labor (DOL) guidelines for all approved work-related travel. Overnight travel must be authorized by your manager and/or senior leader. Within 30 days of a trip, the traveler must submit reimbursement and supporting documentation through the Concur system.

Commuting Time

NSM is not required to pay employees for time spent traveling between home and work at the beginning and end of the workday. An employee's commute, whether in a personal or company vehicle, does not qualify as “hours worked” and is not compensable.

An exception to the above commuting time rule occurs when an employee drives directly to their home from a worksite that is further in distance than the normal commute to their home from the office.

Example: A Technician is offsite at the end of the workday. Rather than returning to the branch, the employee is asked to drive the company vehicle home to end the day. If the normal commute from home to the office is 10 miles, and the return home on this day is 30 miles, then the time spent driving the additional 20 miles is compensable.

Travel from One Workplace to Another in the Same Workday

Time spent traveling from one workplace to another during the same workday is considered compensable work time. This would include time spent traveling from the office to a clinic or between client visits. As outlined above, time spent traveling between home and work at the beginning and end of the workday is considered a commute and is not compensable.

Travel that Keeps Employees Away from Home Overnight

Business trips that take hourly employees away from their homes overnight are compensable as outlined in this policy. Time spent traveling in the car or on the airplane are compensable working hours. Time spent waiting for the airplane is compensable as well. Travel to and from the airport would not be paid time and would be analogous with commuting to and from work that day, unless that time is in excess of the employee's normal commute.

NSM does not pay for rest time at the hotel, time spent during meals (breakfast, lunch, and dinner), or time spent commuting to/from the workplace at the beginning/end of the day.

Compensated Time Includes:

- Time spent waiting for a flight.
- Time spent on an airplane or in a car driving.
- Time spent onsite and working.

Uncompensated Times Includes:

- Time spent resting at the hotel.
- Time spent commuting to and from the hotel to the workplace.
- Meal times.

Payday

All employees are paid every two weeks (bi-weekly) on Friday. If the payday lands on a holiday, paychecks will be distributed on the closest business day before the holiday.

An employee's pay will cover the time worked during the preceding two weeks, not the hours worked during the week in which he/she is paid. The paychecks include salary or wages earned, less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax, and/or other required withholdings. Elected deductions are authorized by the employee, and may include, but are not limited to, contributions to health or dental plans, 401k plan, etc. Employees may contact the Payroll Department with questions, concerns, or requests regarding their pay.

Employees have two options of receiving payment. However, some states allow NSM to mandate an employee's enrollment in direct deposit. In those states, receipt of a hardcopy check will not be available; however, pay statements are available to all employees regardless of payment method. Employees may check with Human Resources or their Management to determine if direct deposit is required in their state.

- **Direct Deposit:** NSM recommends employees enroll in direct deposit. Employees may make changes to their direct deposit arrangement at any time.
- **Hardcopy Check Mailed:** Active employees', who were not required to enroll in direct deposit, checks will be mailed directly to the employees' work location, unless otherwise requested by the employee. Any delays that may occur as a result of the delivery system are outside of the control of NSM.

Employees should notify the Payroll Department if their paycheck appears to be inaccurate or if it has been misplaced.

Workplace Safety

Safety

NSM is dedicated to ensuring the safety of all employees because they are NSM's most valuable asset. All employees must be dedicated to the principle that "all accidents are preventable", and NSM will do its part to ensure employees are working safely. Employees are responsible for reviewing and understanding the safety rules that apply to his/her position. The following general safety practices have been established to protect all employees, but additional safety practices may also apply to individual positions. Employees may speak with their Manager for additional information on job/site specific safety procedures.

General Safety Policies

- Inspect the work area(s) before the start of each work shift.
- Report any hazards, accidents, or incidents to Management.
- Keep a clean work area.
- Use tools and equipment only for their designated purposes.
- Do not lift large or heavy items alone. Employees should always ask for assistance if they feel an object is too large or too heavy for one person to lift. Employees are the best judge of what they can lift, but applying reasonable judgment before lifting an item should be adhered to.
- Use the correct lifting techniques when lifting items. If unsure, speak with Management regarding the appropriate safety lifting techniques.
- Keep aisles and fire exits clear at all times.
- Know the location of the Branch emergency plan.
- Employees should wear appropriate footwear to prevent "slips, trips and falls" at the workplace.
- Employees should utilize protective items and equipment (gloves, goggles, glasses, lifting devices, etc.) if and when the job requires.
- Provide suggestions on how to improve safety and participate in all safety trainings.

Employees must immediately report any unsafe condition to the appropriate Manager. Employees must also report any accidents that result in injury/illness. Regardless of how insignificant the injury may appear, employees should immediately notify the Human Resources Department so NSM will be able to file the proper accident forms.

Failure to report unsafe conditions and/or a workplace injury/illness is against NSM policy and may result in disciplinary action, up to and including termination.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities' visitors, all visitors must be escorted by an employee at all times. Certain Branch Offices, depending on the location, may have additional requirements regarding visitors, so employees should make themselves aware of the procedures that must be followed in their Branch Office.

Workplace Violence

Description

NSM is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to NSM's and employees' property.

All employees, customers, vendors, and business associates should always be treated with courtesy and respect. Employees are required to refrain from any violent or threatening behaviors at all times.

Disciplinary Action

Employees who display violent or threatening behavior will receive disciplinary action, up to and including termination.

Prohibited Conduct

Threats, threatening language, "horseplay", fighting, or any other acts of aggression or violence made toward or by any NSM employee, customer, vendor, or business associate **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. Employees and visitors are prohibited from carrying any type of weapon onto NSM property or parking lots, i.e., guns, cross-bows, bow and arrows, BB guns, hatchets, hunting knives, chemicals or biologic substances, explosives, etc. Additionally, employees are prohibited from carrying any type of weapon onto a NSM client's property, company vehicles, or while visiting facilities, schools or referral sources when conducting NSM business. Possession of a license to carry a concealed handgun does not exempt an employee from this policy.

Identifying Potential Threat

We do not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. In fact, we specifically discourage employees from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Generally, research shows that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in NSM policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Manager; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

Procedures for Reporting a Threat

Employees must report indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities as soon as possible to Management, Human Resources or any member of the Senior/Executive Management. Reports of threats may be maintained as confidential to the extent maintaining confidentiality does not impede NSM's ability to investigate and respond to complaints. All

reports of violence will be promptly investigated, and all employees must cooperate with the investigations, if needed. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat or act of violence in good faith under this policy.

If NSM determines, after an appropriate, good faith and thorough investigation, that someone has violated this policy, NSM will take swift and appropriate corrective action.

If an employee is the recipient of a threat or act of violence made by an outside party, that employee should follow the steps detailed in this section. It is important for NSM to be aware of any potential danger in our offices. NSM wants to ensure effective measures are in place to protect everyone from the threat of a violent act by an employee or non-employee.

Employees who feel they are in immediate danger should call 911.

Leaves of Absence

Family and Medical Leave

Description

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees information concerning Federal FMLA entitlements and obligations employees may have during such leaves.

The policy outlined below does not address any state specific FMLA programs that may be available in your state. NSM will adhere to all state specific FMLA regulations and will determine when they may be applicable to your request.

If employees have any questions concerning federal or state FMLA leave, they should contact Human Resources.

I. Eligibility

FMLA leave is available to "eligible employees." To be an "eligible employee," an employee must:

- 1) have been employed by NSM for at least 12 months (which need not be consecutive and temporary/part-time hours count);
- 2) have been employed by NSM for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and

II. Entitlements

A. Basic FMLA Leave Entitlement

The FMLA provides eligible employees up to 12 work weeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a calendar year. Leave may be taken for any one, or for a combination, of the following reasons:

- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or
- To care for the employee's child after birth or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent (but not in-law) who has a **serious health condition**;
- Due to a **qualifying exigency** arising out of the fact that an employee's spouse, son/daughter (biological, adopted, foster child, stepchild, legal ward, or a child for whom the employee stood in "loco parentis"), or parent (employee's biological, adoptive, step or foster father or mother, or any other individual who stood in "loco parentis" to the employee when the employee was a son or daughter as previously defined, but does not include "parents-in-law"), is a military member in the Armed Forces, Reserves, or National Guard on covered active duty, or called to active duty status (or has been notified of an impending call or order to covered active duty) in a foreign country.

A **serious health condition** is an illness, injury, impairment or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a

condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider within 30 days of the first day of incapacity (first visit must occur within 7 days) or one visit where a regimen of continuing treatment is initiated during the first in-person treatment, which must occur within 7 days of the first day of incapacity, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include short-notice deployment activities, attendance at certain military events, arranging for alternative childcare and school activities, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son/ daughter (as defined above), parent (as defined above) or next of kin (nearest blood relative of a covered servicemember, other than his/her spouse, parent, son or daughter in the following priority order: a blood relative designated in writing by the servicemember as his/her nearest blood relative for purposes of caregiver; blood relatives who have been granted legal custody of the servicemember by court decree statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins) of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember. Leave to care for a servicemember shall only be available during a single 12-month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A "**covered servicemember**" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces". **Covered servicemembers** also include a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five years preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current members of the Armed Forces and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

C. Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees are also entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Qualifying exigency leave also may be taken on an intermittent basis. Employees are required to follow NSM's standard absence notification practices when utilizing time-off for FMLA.

D. No Work While on Leave

The taking of another job while on family/medical leave or any other authorized leave of absence is grounds for immediate termination, to the extent permitted by law.

E. Protection of Group Health Insurance Benefits

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

F. Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of key positions will cause NSM substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. NSM will notify employees that may be affected if NSM intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave.

G. Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from NSM telling them whether or not they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) NSM's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

NSM may retroactively designate leave as FMLA leave with appropriate written notice to employees provided NSM's failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, NSM and employee can mutually agree that leave be retroactively designated as FMLA leave.

III. Employee FMLA Leave Obligations

A. Provide Notice of the Need for Leave

Employees who take FMLA leave must timely notify NSM of their need for FMLA leave. The following describes the content and timing of such employee notices.

1. Content of Employee Notice

To trigger FMLA leave protections, employees must inform Human Resources of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow NSM to determine whether or not the leave is FMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to NSM's questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek leave for subsequent leave already approved, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

2. Timing of Employee Notice

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide NSM notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

B. Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with NSM and make a reasonable effort to schedule treatment so as not to unduly disrupt NSM's operations, subject to the approval of an employee's health care provider. Employees must consult with NSM prior to the scheduling of treatment to work out a treatment schedule that best suits the needs of both NSM and the employees, subject to the approval of an employee's health care provider. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, NSM may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, NSM may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodates recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise NSM of the reason why such leave is medically necessary. In such instances, NSM and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting NSM's operations, subject to the approval of the employee's health care provider.

C. Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical certifications: an **initial certification**, a **recertification** and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide NSM with timely, complete and sufficient medical certifications. Whenever NSM requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after NSM's request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. NSM will inform employees if

submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to remedy the inadequacies. NSM will deny FMLA leave to employees who fail to timely remedy those inadequacies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, NSM (through individuals other than an employee's direct Manager) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide NSM with authorization allowing it to clarify or authenticate certifications with health care providers, NSM may deny FMLA leave if certifications are unclear.

Whenever NSM deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

1. Initial Medical Certifications

Employees requesting leave because of their own or a covered relative's serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days' notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If NSM has reason to doubt initial medical certifications, NSM may require employees to obtain a second opinion at NSM's expense. If the opinions of the initial and second health care providers differ, NSM may, at its own expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by NSM and the employee.

2. Medical Recertification

Depending on the circumstances and duration of FMLA leave, NSM may require employees to provide recertification of medical conditions giving rise to the need for leave. NSM will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

3. Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certifications is not necessary, employees returning to work from FMLA leave that was taken because of their own serious health conditions that made them unable to perform their jobs must provide NSM with medical certification confirming they are able to return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. NSM may delay and/or deny job restoration until employees provide a return to work/fitness for duty certifications.

D. Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the covered active duty or call to covered active duty status of a military member, NSM may require employees to provide: 1) a copy of the military member's active duty orders or other documentation issued by the military indicating the military member is on covered active duty or call to covered active duty status and the dates of the military member's covered active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested.

Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different covered active duty or call to covered active duty status of the same or a different military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, NSM may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, NSM may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

E. Substitute Paid Leave for Unpaid FMLA Leave

Employees must use any accrued PTO while taking unpaid FMLA leave.

The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave and the PTO will run concurrently with an employee's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury shall run concurrently with any FMLA leave entitlement. Upon written request, NSM will allow employees to use accrued PTO to supplement any paid disability benefits.

F. Pay Employee's Share of Health Insurance Premiums

During FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless NSM notifies employees of other arrangements, whenever employees are receiving pay from NSM during FMLA leave, NSM will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working.

If FMLA leave is unpaid, employees **should** pay their portion of the group health premium through a method determined by NSM upon leave. Upon return to work, if an employee has not paid their portion of the group health premium, any unpaid premiums will be deducted from future paychecks. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse NSM for the cost of the premiums NSM paid for maintaining coverage during their unpaid FMLA leave.

IV. Questions and/or Complaints about FMLA Leave

If you have questions regarding this FMLA policy, please contact Human Resources. NSM is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact Human Resources immediately. NSM will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

V. Coordination of FMLA Leave with Other Leave Policies

The FMLA does not affect any federal, state or local law prohibiting discrimination, or supersede any State or local law that provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult NSM's other leave policies in this handbook or contact Human Resources.

Leaves of Absence Policy

NSM recognizes that employees may have a need for medical or personal leave that does not qualify for protection under the FMLA. It is NSM's policy to consider an employee's request for leave regardless of whether or not they qualify for protection under FMLA in accordance with the guidelines set forth below.

All requests for leave will be reviewed on a case-by-case basis according to employee's needs and the impact of the employee's absence on the functions of the workplace. Leaves of absence are considered leaves without pay. It is NSM's policy to provide employees a maximum of up to 12 weeks of leave in a calendar year and all leaves of absence, unless otherwise required by law, are concurrent and count toward the 12 week maximum in a calendar year.

An unpaid leave of absence is available to all full-time employees who have been employed with NSM for a minimum of 90 days. To qualify for a leave of absence the employee must be requesting a minimum of (10) business days. Intermittent leave is not permitted unless it is in accordance with ADAAA and/or Worker's Compensation requirements.

A leave of absence may be granted for the following reasons:

- Personal situations of an extraordinary nature
- Employees not yet eligible for FMLA

Procedure:

1. A leave of absence must be requested in writing, by submitting the Leave of Absence Request Form, located on the employee intranet, to the employee's Manager as soon as the need for personal leave is known.
2. The Manager should provide the employee with all necessary forms and refer the employee to Human Resources.
3. Employee is responsible for completing and returning leave of absence forms. Failure to return the leave of absence forms within a timely manner may result in employee's leave being denied.
4. The Manager, in consultation with their Human Resource Generalist, may choose to approve or deny the request for personal leave.
5. Leaves of absence should not exceed 12 weeks (unless otherwise required by law). If the employee does not return to work at the end of the approved leave, employment will be terminated.
6. Employees will not earn PTO time while on a leave of absence. Employee will also be required to use all accrued PTO, unless otherwise specified by state laws.
7. Employees who are unable to return to work after exhausting a 12 week leave of absence may continue in medical and dental insurance under COBRA continuation coverage.
8. NSM requests that employees notify their Manager and their Human Resources Generalist 14 days prior to their return from leave or with as much notice as possible. Prior notification will help Management prepare for your return. Employees whose leave of absence was due to their own illness or pregnancy will be required to provide a "return to work statement" from their treating physician that clears them to return to the full scope of their job or provides any restrictions.

9. NSM will make every effort to return the employee to their original position if the job is available and if the employee is still able to perform the job.

Bereavement Leave

NSM recognizes the death of a family member is a time when employees wish to be with their families. If the employee is a full-time employee and loses a close relative, he or she will be allowed paid time off of up to three (3) days to assist in attending to his or her obligations and commitments.

For the purposes of this policy, a close relative includes a spouse/domestic partner, child, parent, legal guardian, sibling, grandparent, and grandchild. This also includes his/her spouse/domestic partner's parent, legal guardian, sibling, child, grandparent or grandchild or any other relation required by applicable law.

Management retains the discretion to grant one bereavement day in other selected circumstances. For example, a paid bereavement day for aunt, uncle, cousin, etc.

It is the responsibility of the employee to notify his/her Manager or Human Resources immediately, when the need for bereavement leave arises. NSM may require employees to furnish proof of their relationship to the deceased and/or their attendance at the funeral/services.

Military Leave

NSM adheres to all federal and state laws with regards to Military Leave for employees and/or employees' family members.

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide Management with advance notice of service obligations, unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask Human Resources for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give Management as much advance notice as possible of their need for military leave to enable NSM to maintain proper business coverage while employees are away on leave.

NSM will follow state and federal guidelines in regards to employee's eligibility for military leave for a family member. When an employee is also eligible for military family member exigency leave, leave under this policy shall also count toward the employee's leave entitlement under the FMLA, where the time off meets the definition of FMLA military exigency leave.

State Paid Family Leave

To date, several states have enacted paid family and medical leave laws in their jurisdictions. These states administer and fund paid leave through employer and/or employee payroll contributions to allow workers to use leave for their own illness, to care for a seriously ill family member or to bond with a new

child, up to a designated cap. As each state administers a unique plan, details on the application process have not been outlined in this document. Contact a member of the Human Resources team at hr@nsm-seating.com if you have any questions on paid leave in your state. In addition, the Principal Absence Management team can also provide details on state plan eligibility and application processes. Contact a Principal Absence Management expert by telephone at 877-734-3652 or online at principal.absencemgmt.com.

Jury Duty

NSM realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. NSM allows all employees unlimited time off to perform such civic service as required by law. Further, NSM will comply with individual state laws pertaining to jury duty and pay. Employees are expected to provide copies of their jury duty summons and release from jury duty forms to their Management upon receipt.

If state law does not require NSM to pay an employee for jury duty, the employee will not be paid for that time. Employees should contact their Human Resources Generalist for details regarding their specific state.