



Employee Handbook

Last updated January 2024



IMPORTANT NOTICE

AT PROVAL TECH, NEITHER THE EMPLOYEE NOR THE COMPANY IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT WITH PROVAL TECH IS AT WILL. EITHER THE EMPLOYEE OR MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION. NO REPRESENTATIVE OF PROVAL TECH, OTHER THAN THE PRESIDENT, HAS AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND THE EMPLOYEE.

THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR EMPLOYEES AND THEREFORE, ARE NOT ALL INCLUSIVE. THIS HANDBOOK SUPERSEDES ALL PREVIOUSLY ISSUED EDITIONS. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, THE COMPANY RESERVES THE RIGHT TO SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF PROVAL TECH. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

The following information is for general employee use. State and local laws may vary. Please contact Human Resources if you have a specific concern.

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1 Company Introduction

We are excited to have you be part of ProVal Tech! The Employee Handbook provides employees with a better understanding of employment at ProVal Tech, Inc. Company guidelines in this handbook are guidelines for our job functions. They were prepared to help you understand what expectations the company will have of you. It is not meant to cover each individual circumstance. If you have questions about the Handbook or our policies, please ask your team lead, manager, director, or any member of the leadership team will be glad to talk to you about your position or the company. Welcome to ProVal Tech!

1.1 What we Do

ProVal Tech helps MSP's offload non-customer-facing work, so they can focus their time and energy on growth and customer service. Our spectrum of services includes managing MSP tools like RMM's, backup & DR, end-point security, and providing 24x7 monitoring of end client infrastructure on the MSP's behalf.

Our approach is solution-focused, which makes ProVal accountable and responsible for the particular service the MSP partners with us on. We like to take a consultative approach, leading from the front, advising our partners, and then also providing operational excellence to carry out these deliverables.

1.2 Our Story

- Founded in 2008 to help Managed Service Providers (MSP's) with offshore talent
- Pivoted to focus on providing MSP solutions, rather than engineers in 2012
- 100% focused on professional services, 100% MSP / channel model

1.3 Company Logo

The ProVal Tech company logo is the Delta symbol, which is the initial letter of the Greek word διαφοράdiaphorá, "difference". (The small Latin letter d is used in much the same way for the notation of derivatives and differentials, which also describe change.) Change, being the only constant in the world, symbolizes our thinking and being open to it always.

1.4 How are we Different

Our approach to deliver services is guided by certain core principles, outlined below:

Delivering Solutions: The core of our value-proposition to partners is built on providing “solutions” to our partners. ProVal wants to solve problems for MSP’s, by leveraging our team of experts and their experience in the Managed Services industry. This approach puts onus and accountability on our team, allowing the MSP to truly focus on customer- facing activities.

Deep Tools Expertise: With MSP tools becoming more powerful, the complexity and learning curve to master them is increasing. Our laser-focus on mastering MSP tools brings great value to our partners in leveraging tool functionality and capability to its best. With a team of experts dedicated to every tool and technology, we go “deep” with tools and how they integrate into the MSP ecosystem.

Automation using DevOps: Managed Services 2.0 is all about automation, scripting, DevOps, and API’s. ProVal Tech’s experts leverage automation in every possible manner to provide our MSP partners with smart and efficient solutions which are scalable.

Consulting: We use a consultative approach while working with our partners, ensuring they are aligning their business and technology with industry trends and best-practices to build sustainable and long-lasting businesses.

Fanatical Customer Support: ProVal strives for excellence in Customer Service, and we wouldn’t have it any other way. Our high partner retention and referral rates are a testament of the high standards we hold ourselves accountable to.

1.5 Vision, Mission & Values

Vision: To be a network and managed services leader, through innovation and technology.

Mission: To ensure seamless network and managed services operations for our partners.

Our core values:

- **Passion & Purpose:** It all starts with passion. We are a team of technologists that is passionate about what we do and take pride in it.

- Innovation: We like to innovate and create. New ideas, new ways of doing things, and new solutions.
- Growth: We like growth. While growth in numbers is good, growth comes in many shapes and sizes. Growing as individuals leads to growth as a company.
- Execution: Having great ideas is one thing; being able to execute them is another. ProVal takes pride in being able to execute great ideas and working towards the vision of the company.
- Doing the right thing: Do the right thing. Every single time.

Our values provide the foundation upon which everything else rests. They are a defining part of who we are, and no matter what happens, success or failure, we will not compromise our values. We live by them from day to day. We do not compromise our values for short term gains, ease of doing our jobs, to close a sales deal or make a partner (temporarily) happy, or for any other reason. Above everything else, we are all expected to live by and demonstrate these values in all we do as a member of the ProVal team.

As part of our hiring process, we are looking for those who are completely aligned with these values and are a natural part of who they are. You have joined a team that is completely committed to these values, and we are excited to welcome you to the team to add your character, energy, and enthusiasm to our collective efforts in living these values!

Tied into our values is our distinctive approach in focusing on the services we are providing and being real, transparent, emphatic human beings who connect with people as we provide these services.

1.6 ProVal Culture – A place you want to be

- Work with purpose / passion
- Open and transparent, yet professional
- Put the “Organization” above all else, do what’s best for the company.
 - If you are unsure talk to someone
- Stay aligned with company values
- Self-discipline and self-motivate
- Over-communicate

2 Company Policies & Procedures

2.1 Changes in policy

This handbook replaces previous employee handbooks, memos, and manuals. We reserve the right to interpret, cancel, change, suspend, or dispute, with or without notice, all or any part of these policies, procedures, and benefits at any point. Employees will be notified of changes.

Changes take effect on dates determined by ProVal Technologies. After changes take effect previous policies are void. Individual managers and supervisors cannot change policies.

2.2 Employment applications

We rely on the accuracy of employment application information and any other data candidates provide during the hiring process.

ProVal reserves the right to verify any/all information contained on the application. Falsifications, misrepresentations, or material omissions may result in the exclusion of the candidate from consideration for employment. If the candidate has been hired, termination of employment may be considered.

2.3 Employment relationship

You enter this employment voluntarily and are free to resign at any time for any reason or no reason. Likewise, ProVal Technologies is free to conclude its relationship with any employee at any time for any reason or no reason.

2.4 Definitions of Employee Status

An “employee” of ProVal Technologies is a person who regularly works for ProVal Technologies on a wage or salary basis. “Employees” may include exempt, non-exempt temporary, regular full-time, regular part-time employees, and other employees who are subject to the control and supervision of ProVal Technologies in the performance of their duties. Employment statuses are:

- Exempt

- Non-exempt
- Full-time
- Part-time

2.5 Pay Periods and Checks

Paychecks are distributed on the 15th of the month and the last day of the month. If the pay date lands on a holiday, paychecks will be distributed on the closest business day before the holiday.

The paycheck will reflect work performed the 1st-15th and the 16th-last day of the month.

Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax, and other withholdings. Elected deductions are deductions authorized by the employee, and may include, for example, contributions to benefit plans. Employees may contact HR to obtain the necessary authorization forms for requesting additional deductions from their paychecks.

Notify a supervisor if the paycheck appears to be inaccurate or if it has been misplaced. The company reserves the right to charge a replacement fee for any lost paychecks. Advances on paychecks are not permitted. Information regarding final paychecks can be found under the termination section of this handbook.

2.6 Company Purchases

Employees whose regular duties do not include purchasing shall not make purchases on behalf of ProVal Technologies without written approval. To make purchases in the name of the company, you must be authorized by the CEO.

3 Company Property

Employees shall be responsible for all company property that has been placed in their custody. If an employee damages company property as the result of reckless care and/or use, ProVal Technologies, Inc holds the right to file a claim against the employee requesting full or partial financial reimbursement.

Each employee provided with a laptop by ProVal Technologies is responsible for the upkeep, maintenance, and physical security of the laptop. All laptops acquired for or on behalf of ProVal Technologies are deemed to be company property.

All employees must take the following actions to ensure the physical security of ProVal Technologies laptops:

- When not in use, the laptop must be locked with a password and caution taken when entering any company passwords on the laptop.
- Store the laptop in a locked cabinet or desk when not in use.
- When traveling utilize provided backpack or equivalent to ensure physical safety of laptop.
- Do not leave the laptop inside of the vehicle unattended.
- When using the laptop in public areas, do not leave the laptop unattended for any length of time; never allow use of public Wi-Fi on company devices.

3.1 During travel

- Do not pack your laptop in checked luggage.
- Attach a name tag or business card to your laptop to easily identify it during security checks or if lost.
- Store the laptop in a hotel room safe or locked suitcase when you are not in the room.

3.2 Property Policy Violations

Violation of this policy may be grounds for disciplinary action up to and including termination of employment. If an employee's laptop is stolen due to negligence, the employee will be responsible for the cost of replacing the laptop. If company equipment is lost or stolen, all items missing must be reported immediately to management and Internal IT.

Employees are responsible for the maintenance and care of the equipment. If the laptop is intentionally or accidentally damaged, the employee is responsible for the cost incurred to repair and/or replace the item.

3.3 Internet Use Policy

Certain employees may be provided with access to the Internet to assist them in performing their jobs. The Internet can be a valuable source of information and research. Use of the Internet, however, must be tempered with common sense and good judgment.

If you abuse your right to use the Internet, it will be taken away from you. In addition, you may be subject to disciplinary action, including possible termination, and civil and criminal liability.

Disclaimer of liability for use of the Internet: ProVal Technologies is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

Duty not to waste computer resources: Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Because audio, video and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related.

No expectation of privacy: The computers and computer accounts given to employees are to assist them in the performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to ProVal Technologies and may only be used for business purposes.

Monitoring computer usage: ProVal Technologies has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail sent and received by users.

Blocking of inappropriate content: ProVal Technologies may use software to identify inappropriate or sexually explicit Internet sites. Such sites may be blocked from access by company networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to company blocking software.

4 Travel Policy

Employees shall be reimbursed for all reasonable and customary travel and entertainment expenses as long as (a) expenses are compliant with IRS and/or local tax regulations; (b) expenses incurred meet the requirements of this policy; and (c) expenses are submitted as prescribed in this policy.

All business expenses must be reasonable in amount. Extravagant, excessive, or unreasonable expenses are not subject to reimbursement. The Company shall have the right to determine whether an expense qualifies as a business expense in accordance with the IRS Code, Section 162. Any expenses that are not deductible and/or in accordance with the IRS Code are subject to reimbursement only at the discretion of the CEO.

All employees must submit expenses within 14 days of incurrence. Expenses submitted more than 14 days will not be reimbursed. Receipts should be emailed to financeus@provaltech.com with a breakdown and description of each reimbursable expense being submitted (please see reimbursement SOP).

4.1 Per Diem Guidelines & Reimbursement

When you travel out of town for a work conference, your meals and incidentals are covered by the company. Please review the following guidelines carefully before traveling:

- Meals
 - The company will cover your meals in the cases where there are no food options at the conference or event you're attending. Per Diem allowance is disallowed in instances where there are food options covered by the event/venue.

- Use the following standard for your meal allowance reimbursement max each day (when food is not provided). Alcohol is not covered by the company.
 - Breakfast: up to \$15
 - Lunch: up to \$25
 - Dinner: up to \$35
- If you are taking clients out for dinner and you believe the total combined bill is going to exceed \$100, please text/call Vikram for approval prior to the meal (312-730-2024).
- Travel
 - When traveling to and from the airport, please use a rideshare or park at the airport; whichever is most cost effective. The company will cover these costs.
 - i. If you are driving your own car to the airport and it is more than 30 minutes away or driving to an event instead of flying: the standard mileage rate used in deducting the costs of operating an automobile for business will be 58.5 cents per mile, as suggested by the IRS in 2022. Please take a time stamped picture of your mileage at start and end of travel to and from destination. This picture should be sent with the rest of your receipts.
 - If the company does not provide a rental car and you use rideshares/taxis, please save your receipts.
 - The company will provide airfare to conventions and will cover the cost of gas for those driving up to 250 miles away. If for some reason you cannot fly and are more than 250 miles from the destination, please get with your HR team or assistance.
- Submitting reimbursements
 - Please utilize the Reimbursement SOP, saved in SharePoint under All ProVal documents

4.2 Air Travel Policy

Domestic Air Travel: All domestic travel should be in coach class. The company should purchase your travel accommodations, but if you do purchase air travel tickets should be purchased non-refundable. In general, the most cost-effective flight should be purchased considering the cost of flight and business need. Domestic airfare that costs over \$500 for a roundtrip ticket should be approved by a manager/supervisor prior to purchase.

International Air Travel: All international travel should be in coach class and should be purchased non-refundable. All international travel should be approved by a manager/supervisor prior to purchase.

Personal Upgrades: Personal miles or coupons can be used to upgrade to business class or first class, or an employee may opt to pay personally for the price difference between coach and business class or first class.

Cancellation Policy: If you need to cancel an airfare reservation, the related expense report will require manager approval. Domestic airline tickets are often non-refundable, and cancelled reservations will result in an airfare credit being issued which can be used by the ticketed passenger within a calendar year and subject to individual airline requirements. Any travel change fees which are due to a personal situation of the employee would be responsibility of the employee

4.3 Car, Hotel, Meals & Entertainment

Ground Transportation: Please use your prudence & judgement on use of a rental car vs using a ride-share like Uber or Lyft. The company policy is to use the most economical option available. Keep in mind parking, valet, and fuel costs when making the comparison. Additionally, any gratuities and tips on ground transportation is not a reimbursable expense and will be at the discretion and expense of the employee.

4.4 Lodging & Meals

The company strongly advocates and encourages staying at Airbnb (or similar style housing), over traditional hotels, especially when there is more than 1 person involved. Employees should use discretion related to the cost per night and per night rates should be reasonable based upon the travel location.

Miscellaneous Hotel Expenses: Miscellaneous hotel expenses, such as in-room dining, entertainment and minibar are not a reimbursable expense.

All Entertainment should be appropriate in both nature and cost and should be consistent with the values of the company. Alcohol expenses are only permitted in presence and approval of a company manager, and as long as the expense is part of a meal or entertaining a client. Consumption of alcohol at company events should not be excessive or unreasonable so as to put the employee or the company at risk.

Gratuities: The company guideline on meal gratuities is 15% and will not reimburse more than that for any meal expense. Any additional gratuity is at the discretion and expense of the employee.

5 Employment Policies

5.1 New Employee Orientation

Our Human Resource department provides an orientation for new employees. This includes an overview of the company history, an explanation of the company vision, mission, values, goals and objectives. Orientation also includes an explanation of tax and legal issues, benefits, and help completing necessary paperwork.

5.2 Non-disclosure and confidentiality agreement

Protecting trade secrets and confidential business information is essential to the success of ProVal Technologies. Such confidential information includes (but is not limited to): pending projects and proposals, proprietary production processes, compensation data, personnel/payroll records, financial information, marketing strategies, and conversations with people associated with the company.

As a condition of employment, employees must sign a Non-disclosure Agreement during onboarding. Employees improperly disclosing or using confidential business information or trade secrets are subject to disciplinary action, including termination and legal action, even if the disclosure does not benefit them.

5.3 Equal Opportunity Employment

ProVal Technologies is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, sexual orientation, gender identity, gender expression, transgender status, genetic information, national origin, age (40+), disability, marital/parental status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

5.4 Policy Regarding Accommodations for People with Disabilities

The Company will provide reasonable accommodation for the known physical or mental disabilities of an otherwise qualified applicant for employment or employee, unless undue hardship would result. Any applicant or employee who requires accommodation in order to perform the essential functions of a job should contact HR. The applicant or employee should advise the Company what accommodations he or she believes are needed in order to perform the job. Together with the applicant/employee and his/her medical provider, the Company will engage in an interactive process to determine effective, reasonable accommodation, if any. If such an accommodation is possible and will not impose undue hardship upon the Company, the Company will make the accommodation.

The Company also reserves its right to require an employee to undergo a fitness for duty medical examination, at the Company's expense, if the Company believes or suspects that the employee may not be able to perform the essential duties of the job or may not be able to perform the essential duties of the job without risk of harm to him/herself or others. In such an instance, the Company will advise the employee, in writing, of the need for the examination. Depending on the situation, the Company reserves the right to suspend employment pending the results of the examination.

5.5 Pregnant Workers Fairness Act (PWFA)

As required by the federal **Pregnant Workers Fairness Act** (PWFA), all companies with 15 or more employees will provide reasonable accommodations to employees and applicants with limitations related to the entire period of pregnancy, including postpartum recovery unless the accommodation will cause undue hardship to ProVal's operations.

An employee or applicant may request accommodation due to pregnancy, childbirth or a related medical condition by submitting the request in writing to human resources (HR). The accommodation request should include an explanation of any pregnancy-related limitations, and the reasonable accommodation(s) needed. Depending on the nature of the accommodation, the individual may be required to submit a statement from a health care provider outlining the need for the accommodation.

Upon receipt of a request for accommodation, HR will contact the employee or applicant to discuss the request and determine if the accommodation is reasonable and can be provided without significant difficulty or expense to the company, i.e., undue hardship.

While the reasonableness of each accommodation request will be individually assessed, possible accommodations might include:

- Time off due to morning sickness, gestational diabetes, hypertension, miscarriage, postpartum depression, mastitis, fertility treatments, access to abortion, etc.
- Siting while working.
- Additional breaks during the workday.
- Closer-in parking.
- Flexible hours.
- Appropriately sized uniforms and safety apparel.
- Being excused from strenuous activities and/or activities that involve exposure to chemicals deemed unsafe during pregnancy.
- Time off to recover from childbirth as certified by a medical professional.

Time off during the Pregnant Workers Fairness Act is unpaid unless the employee has any/all of the following:

1. Unused PTO/Vacation/Sick benefit through the employer
2. Company-funded paid leave programs
3. Company-sponsored Short-Term Disability (STD) plans with a third party
4. State Disability Insurance programs
5. Voluntary Short-Term Disability plans (AFLAC, for example)

Please see your HR representative for more information.

ProVal prohibits any retaliation, harassment or adverse action due to an individual's request for accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

For pregnant employees who are eligible for leave under any federal, state or local law, the employee's leave under the Pregnant Workers Fairness Act will run concurrently with these other leave laws.

To the degree that other laws have stronger protections, these other laws would take precedence over the PWFA.

5.6 Non-Harassment Policy / Non-Discrimination Policy

ProVal Technologies Inc. prohibits discrimination or harassment based on race, color, religion, creed, sex, sexual orientation, gender identity, gender expression, transgender status, genetic information, national origin, age (40+), disability, marital/parental status, veteran status or any other status protected by applicable law. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including, without limitation, harassment. Consistent with our workplace policy of equal

employment opportunity, we prohibit and will not tolerate harassment on the basis of any of the categories listed above. Violations of this policy will not be tolerated.

Discrimination includes but is not limited to making any employment decision or employment- related action on the basis of a protected category

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; or denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

- Submission to such conduct is made either explicitly or implicitly on a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually-oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; or unwelcome physical contact.

5.6.1 Complaint Procedure

Any ProVal employee who feels that he or she has been harassed or discriminated against or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor or any other member of

management. ProVal Technologies Inc. will promptly investigate all allegations of discrimination and harassment and act as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible and permitted by law, and the company will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

5.7 Open-Door Policy

ProVal Technologies has an open-door policy and takes employee concerns and problems seriously. We value each employee and strive to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or other members of management.

5.8 Code of Professional Conduct

This company expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable, and productive.

Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

5.9 Non-Fraternization

This policy provides guidelines and definitions to follow regarding relationships in the workplace. Employees should avoid situations where a conflict of interest may arise or where workplace relationships may result in claims of favoritism or harassment.

Dating, request for dates and/or personal relationships between management and persons within their scope of influence are prohibited.

Management is defined as all exempt positions to include Manager, Supervisor, Trainer, Owner, etc.

Scope of Influence includes the ability to affect salary, promotional status, performance appraisal content, work assignment, etc. If you are unsure if you fall within the scope of influence of another person, contact your Human Resources representative or a member of Senior Management for clarification.

If a conflict of interest or a dating relationship between a superior and a subordinate (as defined above) is established after employment begins, it is the responsibility of the supervisor involved to disclose the existence of the relationship to management. The company reserves the right to take appropriate action to eliminate the conflict. Such action could include a transfer to a different team, a different shift or location or, in the extreme, termination of the supervisor in the relationship.

5.10 Ethical Standards / Conflict of Interest

ProVal Technologies, Inc has an excellent reputation for conducting their business activities with integrity, fairness, and in accordance with the highest ethical standards. As an employee, you enjoy the benefits of our reputation and are obligated to uphold our ethical standards in every business activity.

Exactly what constitutes a conflict of interest, or an unethical business practice is both a moral and a legal question. ProVal Tech recognizes and respects your right to engage in activities outside of your employment that are private in nature and do not in any way conflict with or reflect poorly on the Company. Management reserves the right, however, to determine when an employee's activities represent a conflict with our interests and to take whatever action is necessary to resolve the situation, including termination of employment.

If you are ever in doubt whether an activity meets our ethical standards or may be a conflict of interest, please discuss it with your team lead, director, Human Resources, or upper management.

5.11 Introductory period for new employees

The introductory period for regular employees is for 90 days from hire date. This is a time for management to evaluate new employees, and for new employees to evaluate the company.

During the introductory period, the company and the employee can terminate employment without notice. Upon completion of the introductory period, a review of progress will be completed to ensure both parties wish to continue the relationship.

Hourly employees are allowed to take time off during their 90-day introductory period; however, they will not be paid for this time off.

5.12 Emergency closings

Emergencies, including fires, severe weather, or power failures, can disrupt company operations. Our Operations Coordinator will make the decision to close based on public announcements and states of emergency. Employees will receive an official notification if the company is closed due to emergency.

5.13 Employee personnel files

ProVal Technologies Inc. maintains a personnel file on each employee. These files are kept confidential to the extent possible. Employees may review their personnel file upon request.

Personnel files are ProVal Technologies property. Access to information they contain is restricted. Management personnel of ProVal Technologies who have a legitimate reason to review the file can. To review their own file employees should contact their supervisor or Human Resources Representative.

It is important for personnel files to accurately reflect each employee's personal information. Employees are expected to inform the company of any change in name, address, home phone number, home address, marital status, number of dependents or emergency contact information.

5.14 Personnel data changes

Employees are responsible for notifying updating the TriNet HR Portal with any change in name, address, telephone number, marital status or number of exemptions claimed by an employee.

5.15 Performance review

Supervisors and HR will conduct formal performance reviews bi-annually. Informal performance reviews may be conducted more often and as needed to immediately address performance concerns.

5.15.1 30/60/90 Reviews

30/60/90 day reviews will be conducted with HR and your manager to review your progress and goals set each month. Your task list in AutoTask will also be reviewed to ensure you are on the right track.

5.16 Social Media Policy

Blogging, “tweeting”, e-mail, texting, and other social media such as Instagram and Facebook are also subject to restrictions. You may not post any material or information that:

- Violates the privacy rights of another Company employee.
- Intentionally or inadvertently discloses any Company trade secret or confidential/restricted business information of the Company or any affiliated business entity, the Company’s customers, suppliers, or vendors.
- Comments on the future business performance, business plans or prospects of the Company, or any affiliated business entity.
- Criticizes or disparages the competitors, customers, or suppliers, of the Company or any affiliated business entity.
- Includes copyrighted materials or other intellectual property of someone other than you without express permission.
- Constitutes the unauthorized use of trademarks, logos, and other branding symbols.
- Displays false or misleading information about the Company, any affiliated business entity, employee, supplier, or customer.
- Displays any information that violates any other Company policy.
- Displays any content that purports to represent the position, viewpoint, statements, opinions, or conclusions of the Company or any affiliated business entity, employee, supplier, or customer.
- Violates any law, such as laws that prohibit defamation, harassment, discrimination, and retaliation.

If your social media communication identifies or mentions the Company, you must also identify yourself by your real name and state in a prominent way that any entries or posts express your personal view and are not written by or on behalf of the Company and do not represent the views of the Company.

Links to other websites or locations are also subject to this policy.

This policy applies to all blogs and other sites, without regard to whether it is accessible by the public or requires a password.

Remember, you are personally responsible for any posting that you make. You can be held personally liable for any statements deemed to be defamatory, obscene, harassing, discriminatory, or retaliatory, or that may violate privacy rights or include confidential or copyrighted information (e.g., music, videos, or text that belongs to someone else).

ProVal Tech is authorized to use photographs or video footage, voice recordings, and employees' name for advertising, publicity, commercial, or other business purposes. Said photographs and/or recordings may be used singularly or in conjunction with other photographs and/or recordings. The company may also edit these videos/recordings at its discretion.

5.17 Remote Work Policy

Our employee remote work policy outlines our guidelines for employees who work from a location other than our offices. We want to ensure that both employees and our company will benefit from these arrangements.

To ensure that employees are productive in remote work arrangements, we require our remote employees to:

- Have a dedicated work-area / home-office environment.
- Have at least 2 external monitors and a high-quality headset available to plug into their computers. The company will provide the employees with a laptop and a docking station for your equipment.
- Maintain a reliable internet connection that's adequate for their work role.
- Dedicate their full attention to their job duties during working hours.
- Adhere to availability and attendance schedules agreed upon with their manager.

- Ensure their schedules align with their peers for collaboration and client support.
- Employees at the US Satellite office will work on a hybrid schedule to promote work/life balance and efficiency.
- Employees must report to HR/management if they need to leave for more than 2 hours and must update their calendars to reflect their work.

Team members and managers should determine long-term and short-term goals. They should frequently meet (either online or in-person when possible) to discuss progress and results.

5.18 Absence Policy

As an employee of the Company, you are expected to be punctual and regular in attendance.

Punctuality and regular attendance are essential to the proper operation of any business.

Any tardiness or absence causes problems for your team, fellow employees, and clients. When you are absent, your assigned duties must be performed by others. You are expected to report to work as scheduled, on time, and prepared to start work. You also are expected to remain at work for your entire work schedule, except for lunch or when required to leave on Company authorized business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

If you are unable to report to work for any reason, if you will arrive late, or must leave early, you must notify your team lead/director one hour before start time. In the absence of your team lead/director, you must notify Human Resources. Excessive unexcused absenteeism or tardiness will not be tolerated.

An unexcused absence is the period an employee is away from work without receiving approval.

- If you become aware of the need to take extended time off for a medical reason or care for the injury/illness of an immediate family member or designated person, please contact HR as soon as possible to prepare for your absence.
 - Completing the paperwork prior to your departure will ensure a smooth transition.

- Exempt and Non-exempt employees are responsible for updating the time and attendance system on the TriNet Portal.
 - Violation of this process will not be tolerated.

5.18.1 Absence without Notice

For us to operate our business effectively, we ask that you keep us informed daily of your status when you are off work unless you are on an approved leave of absence. If you fail to notify us after three days of consecutive absence, we will consider this to be a voluntary resignation and you will be terminated.

5.19 Dress Code Policy

ProVal Technologies always expects employees to dress appropriately. Employees are expected to demonstrate good judgment and professional taste. Employees are always expected to maintain a clean and neat appearance dressing in a manner appropriate for the work being performed and consistent with safety rules and considerations. Workplace attire must not serve as a distraction to other employees.

Appropriate	Inappropriate
Slacks	
Khakis or corduroys, Jeans (must be clean and free of rips above the knee; may not be excessively tight or revealing)	Sweatpants, exercise wear, Shorts or skorts
Shirts	
Collar knit or golf shirts, company logo or partner logo wear, short-sleeved blouses or shirts, blazers or sport coats, Jackets or sweaters, T-shirts either plain or with company logo or partners logo	T-shirts with writing, sweatshirts, beachwear, crop tops, clothing showing midribs or spaghetti straps
Shoes	
Dress shoes, athletic shoes, low-heel, open-back shoes	Flip Flops

Employees who wear attire that is deemed inappropriate in this workplace will be addressed on an individual basis rather than subjecting all employees to a more stringent dress code for appropriate business attire.

Employees are expected to comply with the company dress code policy, maintaining an appropriate image for the workplace any time they are at work or otherwise

representing ProVal Technologies, such as during professional association meetings and business travel. Failure to adhere to this policy may result in appropriate disciplinary action, up to and including termination of employment.

5.19.1 Event Dress Code

If you're attending a conference or any seminar events, networking won't be the center of attention, but you'll have the chance to meet professional peers throughout the day and during the conference.

Tops: Professional blouses, blazers, jackets, cardigans, sweaters, collar knit or golf shirts, and T-Shirts with the company logo. Be sure your clothing is clean and free of wrinkles.

Pants: Professional looking pants, denim, skirts, and dresses. Again, items should be clean and pressed. If you're going to wear denim, make sure it's a darker wash; refrain from trendy washes, cuts, and distressing.

Shoes + Accessories: Professional looking heels, ballet flats, loafers, wedges, sandals, booties, and boots are all appropriate.

5.20 Drug & Alcohol Policy

ProVal Technologies, Inc is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any employee illegally uses drugs on or off the job, comes to work under their influence, possesses, distributes, or sells drugs in the workplace, or abuses alcohol on the job. Therefore, the company has established the following policy:

- It is a violation of Company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.
- In States where the possession, use, sale, purchase, or trade of Federally illegal drugs (such as marijuana) is permitted by law, it is a violation of Company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy such drugs or otherwise engage in the use of such drugs on the job.

- It is a violation of Company policy for any employee to report to work under the influence of or while possessing in his or her body, blood, or urine illegal drugs in any detectable amount.
- It is a violation of Company policy for any employee to report to work under the influence of or impaired by alcohol or marijuana.
- It is a violation of the Company policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed (nothing in this policy is intended to preclude the appropriate use of legally prescribed medications).
- Violations of this policy are subject to disciplinary action up to and including termination.

ProVal reserves the right to implement any of the following testing protocols at any time and at its sole discretion:

- Pre-employment (post offer)
- Random
- Post Accident
- Reasonable Suspicion

5.21 Privacy Policy

Employees and employers share a relationship based on trust and mutual respect. However, ProVal Technologies retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders - electronic or otherwise - at any time.

All documents, files, voicemails, and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company. Therefore, employees should have no expectation of privacy over those files or documents.

5.22 Corrective Action Policy

ProVal Technologies, Inc. would like to recruit, train and keep quality employees. However, at times it is necessary to take personnel action.

Violations of company policies and rules may warrant disciplinary action. ProVal Tech has established a system of corrective action that may include counseling or verbal warning, written warning, suspension, or discharge. The system is not formal, nor is

ProVal required to adhere to or use these methods in any order. ProVal Tech may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including immediate termination of employment. In arriving at a decision for proper action, the following will be considered: the seriousness of the infraction, the past record of the employee, and the circumstances surrounding the situation. The company's policy of corrective actions in no way limits or alters the at-will employment relationship.

Corrective action may include, but is not limited to:

- Verbal, Written, and Final Written warning
- Suspension without pay
- Discharge

Management will decide in its judgment which of these actions would most effectively take care of the problem. The fact that the Company has or has not utilized any of these actions does not set any precedent and should not be relied upon in future disciplinary situations by any employee.

5.22.1 Disciplinary Action Policy (DAP)

Criteria

- Any sign of insubordination
- Any case of sexual harassment (Zero Tolerance)
- Employee found doing substance abuse, drinking alcohol on duty (Zero tolerance)
- Any deviation in the standards of conduct.
- Physical & Verbal fight, using profanity (Zero Tolerance)
- Any deviation from the General/standard course of conduct as mentioned above

Process

- In case of zero tolerance issues, employees can be terminated with immediate effect (Management has a discretion to issue a warning letter and put the employee under correction plan instead of termination).
- For issues other than zero tolerance, an employee is issued a warning letter and is put under the correction plan for 1 month. During this period, the individual will be under strict observation. (Management has a discretion to terminate the services in case of the severity of the situation.)

- The DAP/warning letter will be documented in the personnel file and will be uploaded in our HRMS tool.

Consequences

- Termination of Services
- No salary revision in that year
- No promotion in that year

5.22.2 Performance Improvement Plan

The Performance Improvement Program (PIP) is designed to provide feedback to nonperforming employees and assist them in living up to the expectations of their reporting managers. It is implemented, at the discretion of the Management, when it becomes necessary to help an employee improve his or her performance. A Performance Improvement Plan outlines concerns that a manager has with reviewing employee's recent performance.

Process

- Manager conducts the meeting with the employee and the HR SPOC and shares the concerns with the employee.
- HR issues the written document about the issues as shared in the meeting. The expectation from the employee and the next review date is mentioned in the document.
- No improvement in the performance may lead to termination of the services with immediate effect.

5.23 Violations or Offenses for Which Disciplinary Action May Be Accelerated

ProVal Technologies holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, ProVal Technologies expects the employee's supervisor to take action.

Though committed to a progressive approach to disciplinary action, ProVal Technologies considers certain rule infractions and violations of standards as grounds for immediate termination of employment.

These include but are not limited to:

- Bringing firearms or other weapons onto the premises.

- Being under the influence of alcohol, drugs, or intoxicants of any type, or any criminal activity involving alcohol or drugs while at work. (Any employee on prescriptive or over the-counter medications is advised to consult with their prescribing medical professional to determine whether the prescribed drug has any side effects that might impair job performance. If the answer is yes, then the employee must provide a statement from his or her prescribing medical professional indicating any work restrictions and their duration).
- Falsifying forms, reports/records, including timesheets.
- Falsely stating or making claims of injury or illness.
- Leaving work before the end of the shift without authorization of your team lead/director.
- Unauthorized removal of any company property, equipment, products, records, or other materials.
- Striking out or hitting another employee, regardless of reason.
- Provoking another employee into striking or threatening another employee.
- Destroying ProVal Technologies, Inc. property, tools, and equipment.
- Willfully recording on anyone else's time records.
- Insubordination, refusing to follow the team lead, director, or other authorized personnel's directions or instructions.
- Violating safety/health rules or practices or engaging in conduct that creates a safety or health hazard.
- Physical or verbal abuse of a customer or any employee.
- Harassment, including sexual, of any visitor or employee, client, or partner.
- Divulging any confidential or proprietary information belonging to ProVal Technologies, Inc.

5.24 Employment Separation

Terminations are part of personnel activity at any company. Examples and definitions of common termination types:

- Termination – Employment termination initiated by ProVal Technologies.
- Layoff – Employment termination initiated by ProVal Technologies for non-disciplinary reasons.
- Resignation – Employment termination initiated by an employee.

ProVal wants a workforce that always stays connected and engaged. If an employee is unhappy with their position in the company and wants to leave, they first must express their concerns to their manager. If, despite discussions with the manager, the

employee wants to separate, we ask that they resign in writing with their manager. A resignation is a separation of employment initiated by the employee for any reason.

Given the nature of our business and the dependence of our clients on ProVal's employees, we request a minimum notice of 30 days. Ideally, the resignation letter is to be given over email to the employees reporting manager. We request for employees who wish to resign their positions to notify the Company of their anticipated departure date and go over the "check out" procedures at separation (conversion of insurance, return of property, delivery of final paycheck, etc.) with Human Resources. Employees who terminate their employment with ProVal Technologies shall return company property.

Cost of replacing un-returned items is deducted from the employee's final pay up to the amount allowable by law.

Bonus or sales commissions will be paid if the employee has done everything required to earn the commission or the bonus at the time of resignation

Any outstanding financial obligations owed to ProVal Technologies will also be deducted from the employee's final pay up to the amount allowable by law.

Benefits are affected by employment termination in the following manner:

ProVal Technologies will pay accrued vested benefits due and payable at termination. Some benefits may be continued at employee expense. The employee will be informed of benefits that may be continued and how to do so.

5.25 Unemployment Insurance

ProVal Technologies pays a state and federal tax to provide employees with unemployment insurance coverage in the event they become unemployed through no fault of their own or due to circumstances described by law. This insurance is administered by applicable state agencies, who determine eligibility for benefits, the amount of benefits (if any), and duration of benefits.

5.26 Building Security

Employees given the responsibility to close the business at the end of the day assume responsibility for locking doors, performing any additional building care, such as

turning off lights or setting thermostats. Employees issued work keys are responsible for them. Front doors of hallway lock after 6pm EST each day and on weekends. The code on the front door is 410*.

5.27 Visitors in the Workplace

To protect the safety and security of employees, visitors, and facilities only authorized visitors are allowed in the workplace.

5.28 Immigration law compliance

New employees must complete the Employment Eligibility Verification Form I-9 and present documentation verifying employment eligibility and identity.

ProVal Technologies employs United States citizens and non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Rehired employees who have not completed an I-9 with ProVal Technologies in the past three years or who's previous I-9 is no longer retained or valid must complete another.

6 Wage and Salary Policies

6.1 Wage or salary increases

Employee wages are reviewed yearly. The employee's reviews are completed quarterly and used to determine their career path and compensation changes.

6.2 Overtime

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the nonexempt employee's regular hourly rate. PTO, holidays or any leave of absence will not be considered hours worked when calculating overtime.

All overtime work performed by an hourly employee must receive authorization from their manager. Overtime worked without authorization may result in disciplinary action.

7 Benefits and Services

ProVal Technologies offers a benefits program for its full-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

Employees will receive benefits on the 1st of the month following their start date.

7.1 Medical & Dental Coverage

The company offers medical and dental benefits to full-time employees, available via a discounted group plan. Premiums for both are covered as follows.

	Company Premium Contribution for employee	Company Premium Contribution for dependents
Medical	75%	50%
Dental	75%	50%

7.1.1 COBRA Benefits

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

Common qualifying events include:

- Resignation
- Termination of employment
- Death of an employee
- Reduction in an employee's hours
- Leave of absence

- Divorce or legal separation
- A dependent child no longer meeting eligibility requirements

Under COBRA, the employee or beneficiary pays the full cost of coverage at ProVal Technologies' group rates plus an administrative fee. ProVal Technologies provides each eligible employee with a notice describing rights under COBRA when the employee becomes eligible for coverage under ProVal Technologies' health insurance plan.

7.1.2 Benefits Cost Calculator

Use this link to view your benefits and employee costs

<https://secure.TriNet.com/benefitsPreview/requiredInformation?token=900004895ce2-4f4d-abc3-9c21def7d2a2>

7.2 Retirement Plan

ProVal Technologies offers a 401k Plan administered by Guideline for pre-tax retirement savings. This allows employees to save for retirement using pre-tax dollars, and investment options towards a healthy retirement. The company matches employee contributions up to 4% of the employee's base salary, beginning immediately upon employment.

8 Work/Life Balance

8.1 Self-Managed PTO Policy

Unlike many employers with formal paid vacation, personal and paid sick-time policies, ProVal Technologies has no formal policy regarding the amount of time its salaried employees can take during a year. As a result, employees do not accrue vacation pay or other paid time off and this is considered a Self-Managed Paid Time Off Policy. All full-time and part-time employees are eligible for self-managed PTO upon completion of their introductory period. The self-managed PTO allowance is based on mutual trust between ProVal Tech and the employees and does require employees to submit PTO requests for approval.

Employees may request up to 5 consecutive days at once, as long as they:

- Submit the PTO request in a timely manner in accordance with the below chart
- Are fulfilling their job duties as assigned and
- Have completed their 90-day introductory period: Time off will be unpaid during the first 90 days.

Please follow the below guidelines based on how much time you are requesting and how far advance you should request it:

Request for more than 1 week of PTO requires CEO approval

To avoid exhaustion and promote a healthy work/life balance, each employee must take a minimum of at least 5 days off between January and November of each calendar year. ProVal Technologies will track all employee PTO via our benefits system and expects all employees to be responsible and accountable for their job responsibilities and ensuring business needs are at the forefront of this policy.

Employees must communicate with their managers to ensure everyone takes time off without disrupting job duties and company operations. Employees are advised to coordinate with their team members to ensure fairness and efficiency when taking time off. Time off requests are on a first come, first served basis. There may be periods of time where time off requests will be denied, including instances that interfere with important deadlines or high demand business requests.

Since employees do not accrue PTO, ProVal Technologies will not compensate unused PTO.

(See section on Employment Separation).

The self-managed PTO policy does not interfere with employees who are on maternity leave.

8.2 Work hours

ProVal Technologies is open from 8:00 am EST to 5:00 pm EST; except for Holidays (See Section on Holidays). The standard workweek is 40 hours (see Section on Overtime & Flex Time).

For calculating employee benefits, the workweek begins on Monday at 8:00 am EST through Friday 5:00 pm EST, unless a supervisor makes other arrangements with the employee.

8.2.1 Flex Time

Salaried employees may work over 8 hours a day. When this occurs ProVal Technologies provides flex time work hours to accommodate a work/life balance. For example, if an employee is asked to work a ticket that requires task to be completed after hours, the employee can choose to do the following:

- Come in late
- Leave early
- Work from Home

Employees are to discuss these options with their manager and determine the utilization as needed.

8.2.2 Lunch periods

Employees receive an hour's break for lunch. Lunch breaks are encouraged between the hours of 11:30 am and 2:30 pm.

8.3 Bereavement Policy

If you are affected by a loss, please talk to your manager or HR. The company will support employees during the bereavement process and can help you with any questions you may have about the bereavement leave policy.

Paid bereavement leave will be granted according to the following schedule:

- Employees are allowed up to 10 days off from regularly scheduled duty with regular pay in the event of the death of the employee's spouse, domestic partner, or child.
- Employees are allowed up to 3 days off from regularly scheduled duty with regular pay in the event of the death of the employee's parent, stepparent, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother, sister, stepbrother, stepsister, brother-in-law, sister-in-law, aunt, uncle, grandparent, grandchild, spouse's grandparent an adult who stood in loco parentis to the employee during childhood, or a work colleague.

Please record your PTO in TriNet by selecting 'bereavement' as your reason for time off.

If an employee is already on an unpaid leave of absence, the employee will be paid for the coinciding amount of bereavement days.

If an employee needs additional time off or would like to discuss a leave of absence, they should contact HR to discuss further.

9 Leave Policies

9.1 Medical Leave

Eligible employees are entitled to apply for an unpaid Leave of Absence to care for an immediate family member (i.e., spouse, child, or parent) with a serious health condition; or to take medical leave when the employee is unable to work because of a serious health condition.

Eligibility, Time Off, and Benefits

- Eligible employees have completed 90 days with the company and are full-time employees.
- Employees can receive up to 10 days of paid time off prior to taking an official leave of absence.
- A Leave of Absence entitles the employee to up to 12 weeks of unpaid leave per year. Depending on the medical condition, employees may take 12 weeks consecutively, however the 10 days of paid time will only occur once.
- Employee benefits will be maintained during the leave of absence period.

Requesting Leave

- Employees must fill out the Leave of Absence Agreement Form and return to HR; all requests must be approved by HR and the CEO. The application can be found in TriNet: employee profile, documents, Company, Leave of Absence Agreement.
- Employees must provide a physician note to HR prior to leave of absence period; this will be recorded in TriNet.

Access and Returning

- Employees will not have access to company accounts while on leave- this includes computer, email, SharePoint, etc. To contact the company, employees will need to communicate with HR via personal phone or email.
- Employees returning from medical leave will be reinstated to their same position or to an equivalent role, based on the company's needs at the time.

9.2 Personal Leave

An unpaid personal leave of absence may be granted upon request to full-time employees for important pressing personal needs, at the discretion of the department manager.

Eligibility, Time Off, and Benefits

- Eligible employees have completed 90 days with the company and are full-time employees.
- A Personal Leave of Absence entitles the employee to up to 4 weeks of unpaid leave per year.
- Employee benefits will be maintained during the leave of absence period.

Requesting Leave

- Employees must fill out the Leave of Absence Agreement Form and return to HR; all requests must be approved by HR and the CEO. The application can be found in TriNet: employee profile, documents, Company, Leave of Absence Agreement.

Access and Returning

- Employees will not have access to company accounts while on leave- this includes computer, email, SharePoint, etc. To contact the company, employees will need to communicate with HR via personal phone or email.
- Employees who take personal leave do not have job restoration rights. However, the company will generally reinstate the employee to the same position or a position with equivalent status, pay, and benefits and other employment terms upon the employee's return before or at the end of the approved leave period. In the event the company is not able to restore the employee, the employee will receive written notice from Human Resources.

9.3 Parental Leave

The purpose of parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child. This policy will run concurrently with the Medical Leave policy, as applicable. This policy will be in effect for births, adoptions, or placements of foster children.

Eligibility

Eligible employees have completed 90 days with the company and are full-time employees. In addition, employees must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger). The adoption of a new spouse's child is excluded from this policy.

Amount, Time Frame and Duration of Paid Parental Leave

- Eligible employees will receive one-week paid time off per birth, adoption, or placement of a child/children. The mother (who has given birth) is allotted an additional 11-week unpaid leave, which will fall under the company's Medical Leave Policy (please see next section).
- The one-week paid time off may be taken at any time during the 3-month period immediately following the birth, adoption or placement of a child with the employee.
- The one-week paid time off is recorded in TriNet under Parental PTO.

Application for Medical Leave

- To apply for a Medical Leave of Absence and receive an additional 11 weeks of unpaid time off, the employee must fill out the Leave of Absence Agreement Form and return to HR at least 90 days prior to the due date.
- Please review the Medical Leave Policy for further information.

10 Holidays

10.1 Observed Holidays

ProVal Technologies Inc. observes 8 paid company holidays. The standard holidays are as follows:

- January 1st - New Year's Day
- Last Monday in May - Memorial Day
- July 4th - Independence Day
- First Monday in September - Labor Day
- Fourth Thursday in November - Thanksgiving Day
- Friday after Thanksgiving - Day after Thanksgiving
- December 24th - Christmas Eve (when on a weekday)
- December 25th - Christmas Day (on the 25th or the observed holiday)

These holidays are considered "off-days" for most employees, unless a department or branch of our company must operate during these days.

If a holiday falls on a day when our company doesn't operate, we will observe that holiday on the closest business day. For example, if a holiday falls on a Sunday, the following Monday will be observed as a holiday. HR is responsible for informing employees by communicating with them directly (e.g. via email).

If an employee misses a holiday due to a compressed working week, they can take a substitute day as time off. Employees who want to take their substitute day must inform their manager within 30 days of the substituted holiday.

10.2 Employee Birthday

Every full-time employee may have the day of their birthday off from work. If their birthday falls outside normal working days, they take the previous business day off to celebrate.

- To record this day off, go into TriNet and mark the day as 'birthday' instead of the usual 'PTO' tracking.

11 Jury Duty

Leave of absence with pay will be granted to employees for jury duty. An employee will inform the Employer when notified of a jury summons and will cooperate in requesting a postponement of service if warranted by business demands. If an employee is released from jury duty and there are more than two (2) hours remaining on his or her work shift, the employee will be required to return to work.

In no case will your employment be affected if you perform jury duty. You will not be harassed, threatened, or cajoled into getting out of jury duty and your same job will be available upon your return.

Employee Action

- Send an email to the manager and HR with the following information.
 - Copy of subpoena or jury summons (include start date) sent to hirus@provaltech.com
 - Input time off in TriNet as 'Jury Duty'
 - Collaborate with manager to reschedule meetings and appoint backup.
 - If you are not summoned, use the lighter week to complete project work.

Manager Action

- Work with employees to proactively cover shifts in case they are not at work.
 - Ensure they have rescheduled as many internal/external meetings as possible.
 - Find someone that can be their back up if they in fact are absent.
 - If they are not summoned, they should use this time to complete project work.

12 ProVal Employee Referral Program

12.1 Overview

ProVal Technologies looks to their employees to refer other candidates that may be a good fit to join the company and help it grow. This Employee Referral Program explains important aspects of our employee referral procedures and applies to all current ProVal employees. We want to reward ProVal Tech employees who introduce quality candidates to join our team. If you know someone who you think would be a good fit for a position at our company, please utilize the process below.

12.2 Nepotism Policy

ProVal Tech welcomes the opportunity to hire and retain qualified employees who are related to one another. However, since such relationships sometimes can create issues in the workplace, the company adheres to the following policies:

- Employees may refer to an applicant who is in a familial relationship with the employee. Applicants that are not approved include spouses, personal relationships, and those living in the same household.
- Employees who are in a familial relationship with another employee will not work on the same team. If a case should arise, the CEO will be involved for final approval.
- An employee who has or acquires a familial relationship with another employee shall not have any direct or indirect administrative or operational authority over the other person.
- An employee cannot use their authority or position to benefit or disadvantage another employee in a familial relationship.
- Employees are required to notify HR of any existing familial relationships, any familial relationships that are created among employees, and the potential employment of a family member.
- Employees who marry during their employment will be allowed to remain in the company but cannot be in a superior-subordinate relationship or on the same team.

Definitions:

- “Familial relationship” within the meaning of this policy means two employees (or an employee and a job applicant) in the relationship of father, mother, brother, sister, son, daughter, uncle, aunt, nephew, niece, grandfather, grandmother, grandson or granddaughter, or any of those relationships arising as a result of marriage (for example, brother-in-law).
- Household: Anyone with whom the employee shares as house, apartment, or other similar living arrangement
- Personal Relationship: Showing, expressing, or relating to sexual interest or intimacy or physical relations, or other relationship in which there is a strong personal bond between individuals.

12.3 Referral Qualifications

We have two conditions for candidates who can qualify you for our rewards. Candidates should meet the following criteria:

- They have not applied to ProVal within the last 12 months.
- They will be hired as permanent full-time employees.

12.4 Referral Process

To submit a referral, please fill out the referral form via the Microsoft Teams General Channel. Go to Teams, General, at the top click Employee Referral Form (if you do not immediately see it click '1 more'). Please make sure to include the referrals resume. The form will be sent to the HR US inbox, and the HR team will contact you with updates.

Keep in mind referral bonuses are subject to taxation.

**We may change our employee referral program over time to add more interesting incentives. We also reserve the right to retire certain rewards if they prove ineffective or inefficient. We will communicate any change clearly and timely. Employees who referred candidates before a reward was retired will still receive the appropriate reward. **

We'd like to remind our employees; we are an equal opportunity employer and do not discriminate against protected characteristics. Our referred candidates may take precedence in the hiring process. We guarantee all candidates will be given the same consideration and will pass through our established procedures.

12.5 Employee Referral Bonus

If your referred candidate is hired, you are eligible for a referral bonus! A referral award in the amount of \$1000 will be issued if the referred candidate is hired and has completed 90 workdays with the company. Candidates referred by multiple employees will only result in one referral award, and the award will be issued to the employee referral submission first received.

Additional guidelines for referral rewards:

- Referral rewards will be paid out after the first 90 days of the candidate's employment.
- There is no cap on the number of referrals an employee can make. o All rewards will be paid accordingly
- If two or more employees refer to the same candidate, only the first referrer will receive referral rewards.
- Referrers are still eligible for rewards even if a candidate is hired later or gets hired for another position.

Version Number	Date Updated	Change Description	Owner/Approver
1.0	02/10/2023	Initial Version	Jessica Stewart
1.1	02/22/2023	Updated leave policy	Jessica Stewart
1.2	03/01/2023	Updates to employee status for benefits	Jessica Stewart
2.0	03/01/2023	Version approved	Vikram Khanna
3.0	1/19/2024	Compliance updates by HR Platinum, approved	Jessica Stewart