



HRD01 – (US) EMPLOYEE HANDBOOK

PURSUANT TO SOUTH CAROLINA LAW, I ACKNOWLEDGE AND UNDERSTAND THAT THIS EMPLOYEE HANDBOOK DOES NOT CREATE AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT BETWEEN THE COMPANY AND ME. I AGREE AND ACKNOWLEDGE THAT I AM AN AT-WILL EMPLOYEE, MEANING THAT I CAN QUIT OR BE TERMINATED AT ANY TIME, FOR ANY REASON OR NO REASON. I AGREE AND ACKNOWLEDGE THAT THIS AT-WILL RELATIONSHIP CANNOT BE ALTERED AND THAT NO CONTRACT CAN BE FORMED REGARDING ANY TERM OR CONDITION OF EMPLOYMENT UNLESS IT IS IN WRITING AND SIGNED BY THE PRESIDENT OF THE COMPANY. I ALSO AGREE AND ACKNOWLEDGE THAT THIS IS THE FIRST PAGE OF THE EMPLOYEE HANDBOOK GIVEN TO ME.

Date

Print Name

Signature

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ABOUT THIS EMPLOYEE HANDBOOK

THE CONTENTS OF THIS EMPLOYEE HANDBOOK ARE GUIDELINES ONLY AND SUPERSEDE ANY PRIOR EMPLOYEE HANDBOOK OR MANUAL. NEITHER THIS EMPLOYEE HANDBOOK NOR ANY OTHER COMPANY GUIDELINES, POLICIES, OR PRACTICES CREATE AN EMPLOYMENT CONTRACT, BARGAIN OR AGREEMENT OR OTHERWISE CONFERS CONTRACTUAL RIGHTS. THE COMPANY HAS THE RIGHT, WITH OR WITHOUT NOTICE, IN AN INDIVIDUAL CASE OR GENERALLY, TO CHANGE ANY OF ITS GUIDELINES, POLICIES, PRACTICES, WORKING CONDITIONS OR BENEFITS AT ANY TIME, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

EMPLOYMENT WITH THE COMPANY IS AT WILL AND MAY BE TERMINATED AT ANY TIME WITH OR WITHOUT CAUSE OR NOTICE BY THE EMPLOYEE OR THE COMPANY. NO ONE IS AUTHORIZED TO PROVIDE ANY EMPLOYEE, ON AN INDIVIDUAL OR COLLECTIVE BASIS, WITH AN EMPLOYMENT CONTRACT OR SPECIAL ARRANGEMENT CONCERNING TERMS OR CONDITIONS OF EMPLOYMENT UNLESS THE CONTRACT OR ARRANGEMENT IS IN WRITING AND SIGNED BY THE CEO.

THIS NOTICE APPLIES TO ALL EMPLOYEES REGARDLESS OF DATE OF HIRE.

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WELCOME TO NAVISITE!

As a new or current employee, you are part of a team that has made this Company a leading provider of remote IT Infrastructure Support services. We wish you success in your job, and we hope that you quickly feel at home.

At NAVISITE, every position in the Company is important. We are committed to teamwork, cooperation, and quality service. Your commitment to those values is critical for our mutual success. This Employee Handbook was prepared to make you aware of what you can expect from NAVISITE – and what NAVISITE will expect from you. It is not meant to cover everything, so please feel free to ask questions. Your supervisor or someone in HR will be happy to talk with you. Please read the following policies and procedures found within this handbook and keep it for future reference. If changes are made you will be provided with updated information; however, you are responsible for keeping up to date on any policy changes.

This handbook is provided by NAVISITE to make sure you have information about our policies and procedures. For new employees, the handbook will introduce our organization and explain how we maintain smooth business operations. For longer-term employees, the handbook contains the current status of our policies. The policies and procedures in this handbook have changed over time as a result of our continuous improvement efforts and are set forth as guidelines only.

NAVISITE has the right to add, change or cancel policies at any time and to hire, transfer, promote, discipline, terminate, and otherwise manage its employees as it deems appropriate. All employees are expected to be familiar with and abide by the policies put forth in this handbook. The performance of each and every employee is important to the success of our operations.

SCOPE

This Document and the policies within apply to all employees that work within the United States.

About this Employee Handbook

This Employee Handbook is designed to help employees find the answers to many questions that employees may have regarding their employment with NAVISITE. We expect employees to take the necessary time to read this Employee Handbook. As noted earlier, nothing in this Employee Handbook shall be construed as a promise, either implicitly or explicitly, nor does any policy or procedure herein create a contract or binding agreement between NAVISITE and any employee or provide a basis for the assertion of any contractual rights.

Benefits Descriptions

This Handbook contains a very general description of the various benefits for which employees may be eligible. This general description is not intended to, and does not, provide all the details of these benefits. This Handbook does not change or otherwise interpret the terms of official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from Human Resources. NAVISITE and, if applicable, the benefit plan administrators or insurance companies, have the right, with or without notice, in an individual case or generally, to change any of its guidelines, policies, practices, working conditions, or benefits at any time. Should the descriptions in this Employee Handbook differ with any formal agreement or plan document involved, the formal agreement or plan document will govern.

State Addenda & State Law

Our workforce is spread out across many states, which often differ in legal requirements. This Employee Handbook is meant to be general in nature and not intended to supersede state or local law. Where state law provides

heightened or additional requirements, those will be followed and/or contained in a State Addendum for each particular state, and will be accessible to employees in those states via Intranet and/or electronic copy. The State Addendum for your state should be read in concert with this Employee Handbook and is referred to collectively as the “Employee Handbook” or “Handbook.” Please see your supervisor or Human Resources if you have any questions about this Employee Handbook, or the information contained in a specific State Addendum.

Questions

While this Handbook contains information related to policies and guidelines, every question or detail cannot be included. For this reason, you are encouraged to direct any questions to your manager, supervisor, or Human Resources.

EMPLOYEE RELATIONS

We believe that the work conditions, wages, and benefits we offer to NAVISITE employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, we strongly encourage you to express these concerns openly and directly to your supervisor.

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

It is our belief that the individual relationship between employee and manager provides the best climate for maximum development, teamwork, and the attainment of the individual's goals and those of the Company.

We are proud of the fact that we provide employees with fair treatment, personal respect, good working conditions, competitive wages, and an excellent benefits package.

We offer the opportunity for employees to express their concerns and suggestions on a more personal basis, without a third-party union interrupting the relationship between employees and management. Not only do we offer this opportunity, we encourage all employees to speak for themselves. We will listen.

GLOBAL POLICIES & PROCEDURES

EQUAL OPPORTUNITY AND COMMITMENT TO DIVERSITY

101. EQUAL EMPLOYMENT OPPORTUNITY POLICY

NAVISITE respects diversity and accordingly is committed to promoting equal employment opportunity for all employees and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

- Equal employment opportunity is provided to all qualified employees and applicants for employment, without regard to: *race, color, religion, creed, sex/gender (including pregnancy, childbirth and related medical conditions, lactation, and breastfeeding), citizenship status, national origin, ancestry, age, veteran or military status, physical or mental disability, sexual orientation, gender identity & expression (including transgender status), marital status, protected medical information as defined by applicable state or local law, genetic information, education level, the use, handling or training of a guide or support animal for disability, relationship to a person with a disability, all as defined by applicable law, and/or any other characteristic protected by federal, state, or local law.*
- Equal opportunity extends to all aspects of the employment relationship, including but not limited to recruitment, selection, hiring, transfers, promotions, demotions, training, discipline, layoff, recall, terminations, working conditions, compensation, benefits, employee activities, access to facilities and programs, general treatment during employment, and other terms and conditions of employment.
- The principles of non-discrimination and equal employment opportunity also apply to the way in which employees treat visitors, clients, customers, suppliers and former employees. It is the responsibility of all management personnel to see that equal consideration be given to all applicants and employees in personnel actions.

Any violation of this policy will not be tolerated. If an employee believes someone has violated this policy, the employee should bring the matter to the attention of the VP, Human Resources or the CEO, or contact HR at HR@NAVISITE.com. NAVISITE will promptly investigate the facts and circumstances of any claim that this policy has been violated and take appropriate corrective measures.

No employee will be subject to, and NAVISITE prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims. In the event of any such violation, appropriate disciplinary action will be taken, in accordance with NAVISITE's Disciplinary Action Procedure.

102. DIVERSITY, EQUITY AND INCLUSION POLICY

NAVISITE is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and Company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status,

gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

NAVISITE's diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of equity that encourages and enforces:

- Professional communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all employee perspectives.
- Work/life balance through flexible work schedules to meet employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.

All employees of NAVISITE have a responsibility to treat others professionally at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other Company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others in violation of this policy will be subject to disciplinary action.

Employees who believe they have been subjected to any kind of conduct that conflicts with the Company's diversity policy and initiatives should seek assistance from a supervisor or an HR representative.

103. RELIGIOUS ACCOMMODATION

NAVISITE will make reasonable accommodations for an employee's religious beliefs in accordance with applicable law. Employees may make such requests through Human Resources.

104. DISABILITY/PREGNANCY ACCOMMODATION

NAVISITE's policy is to fully comply with the job modification/reasonable accommodation requirements of the Americans with Disabilities Act ("ADA") and other applicable federal, state or local law. Under the ADA, the Company must provide job modification/reasonable accommodation to otherwise qualified applicants or employees with disabilities, unless to do so would cause undue hardship. The Company is committed to providing job modifications/reasonable accommodations so that qualified individuals with disabilities enjoy equal employment opportunities. This policy is interpreted broadly, to include requests for job modification/accommodation from employees related to pregnancy, childbirth, or related medical conditions. The Company provides job modifications/reasonable accommodations in the following circumstances:

- when applicants with disabilities or who are pregnant need modifications/accommodations to be considered for jobs;
- when employees with disabilities or who are pregnant need modifications/accommodations to enable them to perform the essential functions of jobs or to gain access to the workplace; and
- when employees with disabilities or who are pregnant need modifications/accommodations to enjoy equal benefits and privileges of employment.

The Company will process requests for job modification/reasonable accommodation and, where appropriate, provide job modifications/reasonable accommodations in a prompt, fair and efficient manner. The Company

explains the process in the Reasonable Accommodation and Interactive Dialogue policy that employees or managers should follow to initiate job modifications/reasonable accommodations, the circumstances where employees may be asked to provide medical documentation to support requests for job modification/reasonable accommodation, and procedures employees may follow if they are dissatisfied with the Company's decision concerning an employee's request for job modification/reasonable accommodation.

All medical-related information is confidential, and the Company stores such information in separate, confidential files as required by law. If you have additional questions regarding the Company's reasonable accommodation policy or process, contact Human Resources.

A Note on Genetic Information: Federal law prohibits employers from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by the law(s). We respect your medical privacy and take our responsibility to comply with these laws seriously. The Company will not request or require you to provide genetic information except in those limited circumstances allowed by law. If you have any questions about this policy, please speak to your supervisor or the Human Resources Department. If you believe there has been a violation of this policy, please follow the procedure set forth in the Company's nondiscrimination and harassment free workplace policy.

Lactation Accommodation

In accordance with applicable law, NAVISITE will provide reasonable break time for an employee to express breast milk for her nursing child for a period of up to one year after the child's birth, unless state law provides additional requirements. Such breaks will be unpaid, in accordance with applicable law. The employee will be provided a place, other than a bathroom, shielded from view and free from intrusion from coworkers and the public for such purpose.

Employees will not be discriminated against or retaliated against for exercising their rights under this policy. Employees can contact Human Resources with questions regarding this policy.

105. REASONABLE ACCOMMODATIONS & INTERACTIVE DIALOGUE POLICY

The Company is committed to complying with applicable federal, state, and local laws governing reasonable accommodations of individuals. To that end, we will endeavor to make a reasonable accommodation to applicants and employees who have requested an accommodation or for who the Company has notice may require such an accommodation, without regard to any protected classifications, related to an individual's: (i) disability, meaning any physical, medical, mental, or psychological impairment, or a history or record of such impairment; (ii) sincerely held religious beliefs and practices; (iii) needs as a victim of domestic violence, sex offenses or stalking; (iv) needs related to pregnancy, childbirth or related medical conditions; and/or (v) any other reason required by applicable law, unless the accommodation would impose an undue hardship on the operation of our business.

Any individual who would like to request an accommodation based on any of the reasons set forth above should contact Human Resources. If an individual who has requested an accommodation has not received an initial response within five (5) business days, the individual should contact HR at HR@NAVISITE.com.

After receiving a request for an accommodation or learning indirectly that an individual may require such an accommodation, the Company will engage in an interactive dialogue with the individual. Even if an individual has not formally requested an accommodation, the Company may initiate an interactive dialogue under certain circumstances, such as when the Company has knowledge that an individual's performance at work has been negatively affected and a reasonable basis to believe that the issue is related to any of the protected classifications set forth above, in compliance with applicable law. In the event the Company initiates an interactive dialogue with

an individual, it should not be construed as the Company's belief an individual requires an accommodation, but will serve as an invitation for the individual to share with the Company any information the individual desires to share, or to request an accommodation.

The interactive dialogue may take place in person, by telephone, or by electronic means. As part of the interactive dialogue, the Company will communicate openly and in good faith with the individual in a timely manner in order to determine whether and how the Company may be able to provide a reasonable accommodation. To the extent necessary and appropriate based on the request, the Company will attempt to explore the existence and feasibility of alternative accommodations as well as alternative positions for the individual. The Company is not required to provide the specific accommodation sought by an individual, provided the alternatives are reasonable and either meet the specific needs of the individual or specifically address the individual's limitations. As part of the interactive dialogue, the Company reserves the right to request supporting documentation, to the maximum extent permitted by applicable law.

The Company will endeavor to keep confidential all communications regarding requests for reasonable accommodations and all circumstances surrounding an individual's underlying reason for needing an accommodation.

We will not allow any form of retaliation against individuals who have requested an accommodation, for who the Company has notice may require such an accommodation or who otherwise engage in the interactive dialogue process.

Individuals with questions regarding this policy should contact Human Resources.

106. DISCRIMINATION, HARASSMENT, AND RETALIATION PREVENTION POLICY

The Company does not tolerate and prohibits discrimination or harassment of or against our job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of actual or perceived race, color, religion, creed, sex/gender (including pregnancy, childbirth and related medical conditions, lactation, and breastfeeding), citizenship status, national origin, ancestry, age, veteran or military status, physical or mental disability, sexual orientation, gender identity & expression (including transgender status), marital status, protected medical information as defined by applicable state or local law, genetic information, education level, the use, handling or training of a guide or support animal for disability, relationship to a person with a disability, all as defined by applicable law, and/or any other characteristic protected by federal, state, or local law (referred to as "protected characteristics"). The Company also prohibits retaliation as defined below.

The Company is committed to a workplace free of discrimination, harassment and retaliation. These behaviors are unacceptable in the workplace and in any work-related settings such as business trips and Company sponsored social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party. In addition to being a violation of this policy, discrimination, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws and ordinances also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws and ordinances are unlawful.

Discrimination Defined. Discrimination under this policy generally means treating differently or denying or granting a benefit to an individual because of the individual's actual or perceived protected characteristic.

Harassment Defined. Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual based on or because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state, or local laws and ordinances. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.

Sexual Harassment Defined. Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature when:

- Submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- The conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of conduct that violates this policy include:

- unwelcome flirtations, leering, whistling, touching, pinching, assault, brushing up against someone's body, blocking normal movement
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- obscene or vulgar gestures, posters, or comments
- sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies
- propositions, or suggestive or insulting comments of a sexual nature
- derogatory cartoons, posters, and drawings
- sexually-explicit e-mails or voicemails
- uninvited touching of a sexual nature
- unwelcome sexually-related comments
- comments, inquiries, or gossip about one's own or someone else's sex life or sexual activities
- conduct or comments consistently targeted at only one gender, even if the content is not sexual
- teasing or other conduct directed toward a person because of the person's gender

Retaliation Defined. Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to: any action that would discourage or keep an individual from reporting discrimination, harassment or retaliation; shunning and avoiding an individual who reports discrimination, harassment or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting discrimination, harassment or retaliation; and denying employment benefits because an applicant or employee reported discrimination, harassment or retaliation or participated in the reporting and investigation process described below.

Reporting Procedures. The following steps have been put into place to ensure the work environment at the Company is respectful, professional, and free of discrimination, harassment and retaliation. If an employee believes someone has violated this policy or our Equal Employment Opportunity Policy, the employee should promptly bring the matter to the immediate attention of Pete Salamanca, COO at psalamanca@navisite.com or Nicole Milojevic, Chief People Officer at nmilojevic@navisite.com. If either of these individuals is the person

toward whom the complaint is directed you should contact any higher level manager in your reporting chain. If the employee makes a complaint under this policy and has not received an initial response within five (5) business days, the employee should contact Mark Clayman, CEO at mclayman@navisite.com or Gina Murphy, CTO at gmurphy@navisite.com immediately.

Every supervisor who learns of any employee's concern about conduct in violation of this policy or our Equal Employment Opportunity Policy, whether in a formal complaint or informally, or who otherwise is aware of conduct in violation of this policy or our Equal Employment Opportunity Policy must immediately report the issues raised or conduct to senior management Mark Clayman, CEO; Gina Murphy, CTO, Pete Salamanca, COO or to the Human Resources Department (hr@navisite.com).

Investigation Procedures. Upon receiving a complaint, the Company will promptly conduct a fair and thorough investigation into the facts and circumstances of any claim of a violation of this policy or our Equal Employment Opportunity policy to ensure due process for all parties. To the extent possible, the Company will endeavor to keep the reporting employee's concerns confidential. However, complete confidentiality may not be possible in all circumstances. Employees are required to cooperate in all investigations conducted pursuant to this policy.

During the investigation, the Company generally will interview the complainant and the accused, conduct further interviews as necessary and review any relevant documents or other information. Upon completion of the investigation, the Company will determine whether this policy or our Equal Employment Opportunity policy has been violated based upon its reasonable evaluation of the information gathered during the investigation. The Company will inform the complainant and the accused of the results of the investigation.

The Company will take corrective measures against any person who it finds to have engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate termination. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy or our Equal Employment Opportunity policies will be subject to discipline, up to and including termination. This includes individuals engaging in discrimination, harassment or retaliation, as well as supervisors who fail to report violations of this policy, or knowingly allow prohibited conduct to continue. Individuals who engage in conduct that rises to the level of a violation of law can be held personally liable for such conduct.

Remember, we cannot remedy claimed discrimination, harassment or retaliation unless you bring these claims to the attention of management. Please report any conduct which you believe violates this policy or our Equal Employment Opportunity policy.

107. ANTI-BULLYING & WORKPLACE VIOLENCE POLICY

VIOLENCE-FREE WORKPLACE

The Company promotes a work environment free from violence and threats. NAVISITE prohibits all acts of physical, verbal, and written aggression; or violence committed by one employee against another; or violence against anyone else an employee may encounter, while carrying out their job responsibilities.

The Company is committed to preventing workplace violence and to maintaining a safe work environment. The Company has adopted the following guidelines to deal with intimidation, harassment, and/or other threats of, or actual, violence that may occur.

- All employees should be treated with professionalism and respect at all times. Employees are expected to refrain from fighting and any other conduct that may be dangerous to themselves or others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the

Company in accordance with applicable law. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Company.

- Conduct that threatens, intimidates, or coerces another employee, a customer, a supplier, a vendor, a business partner or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes conduct that violates our EEO and anti-harassment policies.

ANTI-BULLYING

We believe that all employees should be able to work in an environment free from workplace bullying. Bullying consists of acts or verbal comments that could mentally hurt or isolate a person in the workplace, although it can sometimes involve negative physical contact as well, such as pushing or throwing objects.

Bullying usually involves repeated incidents or a pattern of behavior that is intended to intimidate, offend, degrade, or humiliate a particular person or group of people, possibly in front of other employees, customers or business partners. However, bullying can also occur as a single incident. The following are examples of workplace bullying behaviors:

- ✗ Social isolation (silent treatment) or deliberate exclusion
- ✗ Spreading rumors
- ✗ Excessive teasing or personal attacks about a person's private life and/or personal attributes
- ✗ Excessive, unjustified, demeaning, or humiliating criticism
- ✗ Public criticism, or trivial fault-finding
- ✗ Belittling or disregarding opinions or suggestions
- ✗ Verbal aggression or intimidation
- ✗ Trivializing of work and achievements
- ✗ Over-monitoring of work
- ✗ Withholding information
- ✗ Replacing proper work with demeaning jobs

The above types of conduct are prohibited and will be subject to disciplinary action, up to and including termination.

REPORTING CONCERNS UNDER THIS POLICY

- If you believe you are subject or see conduct in violation of this policy, you should contact as soon as possible your immediate supervisor or any other member of management or Human Resources. If you are not satisfied with the response or you have not received a response in 5 days, you should contact the Vice President of Human Resources. When reporting a concern, you should be as specific and detailed as possible.
- All suspicious individuals or activities in the workplace should also be reported as soon as possible to a manager. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work area, do not try to intercede, but do immediately report it to your supervisor or another member of management.
- The Company will investigate reports of conduct that violates this policy. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees pending investigation, either with or without pay.
- If the Company determines that an employee engaged in conduct in violation of this policy, the employee will be subject to disciplinary action up to and including termination of employment.

- NAVISITE encourages employees to bring their disputes or differences with other employees to the attention of their manager or of the Human Resources Department before the situation escalates. The Company is here to assist in the resolution of employee disputes.

108. WORKPLACE ETIQUETTE & CONDUCT

NAVISITE has established these General Rules of Conduct, applicable to all employees. Other more specific rules may be enacted by the Company from time to time concerning more specific issues and areas of operation. Employees who violate work rules such as these will be subject to disciplinary action, up to and including termination of employment. These rules may be modified at any time and the list below is not inclusive.

The following conduct is prohibited while at work or in the course of work:

1. Engaging in any conduct that violates the NAVISITE Company policies and procedures set forth in Sections 1-9 of this Handbook.
2. Reporting to work or working under the influence of alcohol, or illegal drugs.
3. Manufacturing, distribution, dispensation, possession, reporting for work while under the influence, or use of any illegal drug, non-prescribed legal drug, alcohol or controlled substance while on NAVISITE premises or during work time or while operating employer- owned vehicles or equipment.
4. Violence, fighting, horseplay, threatening or other inappropriate workplace conduct.
5. Insubordination, defined as failure to follow a supervisor's work directive.
6. Gambling of any kind on Company premises.
7. Falsification of time and/or expense records, whether yours or another employee's time/expense records.
8. Conduct that violates the Company's policy on Outside Employment.
9. Knowingly submitting inaccurate or untruthful information for, or on, any Company record, report, or document.
10. Violation of workplace safety and health regulations and procedures.
11. Theft and/or unauthorized possession of any property of the Company, its customers or employees or attempt to remove such property from Company premises.
12. Possession of deadly weapons or destructive devices while on NAVISITE's property regardless of whether such employee possesses a license to carry or possess such weapons or devices. More specifically, carrying or the use or possession of any of these weapons or devices is strictly prohibited on NAVISITE's premises: firearms, including, but not limited to, handguns, rifles, pellet guns and similar devices; knives, with the exception of pocket knives; instruments capable of inflicting a heavy blow, including, but not limited to, nightsticks, clubs and similar devices; explosive devices, including, but not limited to, bombs, grenades and similar devices; and other devices whose primary purpose is the infliction of bodily harm. (NAVISITE will comply with any state laws which specifically limit its right as a private employer to prohibit the possession of certain weapons on its property.)
13. Not promptly entering your time into the NAVISITE time entry system, and/or not adhering to the SOC1 (SSAE-16) Audit and PCI compliance objectives. Both of these activities are critical to ensuring that NAVISITE's customer base is receiving the high quality of support that was agreed upon during the contract process.
14. Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
15. Conduct in violation of the EEO and anti-harassment policies.
16. Excessive absenteeism or tardiness in violation of the Absenteeism Policy.
17. Unauthorized disclosure of business secrets or confidential information in violation of the Non-

Disclosure of Confidential Information Policy.

109. EMPLOYEE CONCERNS

While most concerns can be resolved quickly and informally through discussion with your line manager, this process can be used if desired. This process applies to all employees regardless of length of service, but does not apply to agency workers or self-employed contractors.

- You are encouraged to raise your concern to your immediate manager, or Human Resources if the concern is related to your manager, preferably in writing.
- Your manager and/or Human Resources may arrange a meeting with you to discuss your concern, typically within one week.
- A resolution will be determined and discussed with you.
- If your concern has not been resolved, you are encouraged to contact the VP, Human Resources, who will review the concern.
- These steps may be skipped depending upon the circumstances.
- For concerns related to the EEO or anti-harassment policies, please use the reporting process set forth in those policies.

110. DISCIPLINARY ACTION POLICY

Violation of any Navisite policy, or inappropriate conduct, will typically result in disciplinary actions, up to and including termination.

PROGRESSIVE DISCIPLINE

This policy describes the disciplinary process for unsatisfactory conduct at NAVISITE. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent, both you and NAVISITE have the right to terminate employment at will, with or without cause or advance notice or reason. NAVISITE may use progressive discipline at its discretion and will not necessarily use each step, and/or may repeat steps. Depending upon the particular situation, such as circumstances involved, severity of violation, employee's work record and disciplinary history, the Company in its discretion reserves the right to determine and take appropriate disciplinary action, up to and including the immediate termination of an employee's employment.

Disciplinary action may be any of the following four steps:

- 1) verbal warning or Performance Improvement Plan,
- 2) written warning,
- 3) suspension with or without pay, or
- 4) termination of employment.

In most cases, progressive discipline means that we will normally take these steps in the following order:

- 1) a first offense may call for a verbal warning or Performance Improvement Plan;
- 2) a next offense may be followed by a written warning;
- 3) another offense may lead to a suspension; and,
- 4) still another offense may then lead to termination of employment.

By using progressive discipline, we hope that most employee issues can be corrected at an early stage, benefiting

both the employee and NAVISITE.

111. CUSTOMER RELATIONS

The success of NAVISITE depends upon the quality of the relationships between and among our employees, our customers, and the general public. Our customers' impression of NAVISITE, and their interest and willingness to conduct business with us greatly depends on the people who serve them. In a sense, regardless of your position, you are NAVISITE's ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, NAVISITE and the services we provide.

Below are several things you can do to help give customers a good impression of Navisite. These are the building blocks for our continued success:

- Act competently and deal with customers in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

BUSINESS ETHICS AND COMPLIANCE, CONFLICTS OF INTEREST, AND CONFIDENTIALITY

201. BUSINESS ETHICS AND COMPLIANCE

Ethics and compliance are key components of NAVISITE's values and business success. Everyone that works for or with NAVISITE is expected to follow high standards of ethical behavior and work in compliance with laws and regulations.

Ethical principles and legal standards guide our actions and the way we conduct business, including:

- Upholding the Company's values, morals, and ethics, including treating others with dignity and respect, acting with honesty and integrity and avoiding actual or apparent conflicts of interest in personal and professional relationships; Complying with all Company policies and applicable governmental laws, rules, and regulations; and
- Promptly reporting any violation or potential violation of company policy or applicable law.

NAVISITE's success and reputation is built on our emphasis on ethical conduct and personal integrity, and on our careful observance of all applicable laws and regulations. Our continued success is dependent upon our customers' trust, which we are dedicated to preserving.

In general, good judgment, based on high ethical principles and personal integrity, will guide you with respect to lines of acceptable conduct. However, situations may arise where it is difficult to determine the proper course of action, and the Company has additional resources to help you make the right decision or report a concern. We encourage you to discuss the matter with your immediate manager, with the senior executive responsible for your area or NAVISITE's Human Resources Team of professionals.

202. CONFLICT OF INTEREST POLICY

NAVISITE employees and directors must carry out professional responsibilities with integrity and loyalty to the Company. As such, you must avoid any situation that involves a possible conflict, or the appearance of a conflict, between your personal interests and the interests of the Company. We must all act in the best interests of the Company and avoid any conduct, activity, relationship, or other situation that could create or cause a conflict of interest.

Conflicts of interest cannot always be precisely defined. Many, but not all, conflict situations arise from personal loyalties or personal financial dealings. Conflicts can arise unexpectedly, and prompt disclosure is *critically important*. Employees must disclose existing or emerging conflicts of interest (including personal relationships that could reasonably be considered to create conflicts) to their manager and follow the guidance provided.

A conflict of interest can be an actual direct conflict, a potential conflict meaning that an individual's position or relationship could potentially lead to a conflict, or a perceived conflict meaning someone could reasonably believe there was a conflict. Conflicts of interest must be disclosed, as early as possible, to the SVP, Human Resources, COO, or CEO of NAVISITE so that safeguards can be established to protect all parties and personnel.

Business dealings and transactions should not result in personal gains for NAVISITE employees or for the employees of the firms in which we deal, including through bribes, kickbacks, substantial gifts, product bonuses, special fringe benefits, unusual price breaks, special consideration, and other windfalls. Any promotional plan that could be interpreted to involve questionable gains should be approved in advance by executive management.

Some examples of conflicts of interest include:

- ✗ **Ownership in Other Businesses:** there may be a conflict of interest if the Company does business or is in competition with an entity in which you have a significant financial interest.
- ✗ **Family Members:** there may be a conflict of interest when the Company does business with or competes with an organization in which one of your family members is associated. For example, you should not conduct business on behalf of the Company with a company owned by one of your family members unless you receive prior written approval. "Family members" include a spouse, parents, children, siblings and in-laws.
- ✗ **Outside Employment:** Employees must keep outside business activities, such as a second job or self-employment, completely separate from the employee's activities with the Company. Employees may not use Company assets, facilities, materials, or services of other employees for outside activities unless specifically authorized by the Company. Employees should report any outside employment to their direct manager.

If in doubt, you should ask yourself "is the thing I'm receiving or giving okay? Could it be misinterpreted as a conflict to the Company's interests?". You can also imagine explaining the situation or your actions to a friend or a colleague and ask "would I feel comfortable with my actions?"

The Company reserves the right to determine when an actual or potential conflict of interest exists, and then take any action needed to prevent or mitigate this conflict. This may include you having to divest the conflicting interest or return the benefit or gain received, realigning your duties and responsibilities, or disciplinary action. Any questions about specific conflicts of interest should be directed to NAVISITE's Senior Management or Legal Department.

203. ANTI-CORRUPTION AND ANTI-BRIBERY POLICY

NAVISITE is committed to conducting business in accordance with the highest ethical standards and prohibits all forms of bribery and corruption. Anyone working at or with NAVISITE is prohibited from bribing a government official or private sector employee, including the offering, promising, authorizing, or providing anything of value to any customer, business partner, vendor, or other third party in order to induce or reward the improper performance of an activity connected with our business. You are expected to abide by all applicable anti-corruption laws, including the Foreign Corrupt Practices Act ("FCPA"), the UK Bribery Act, and the local laws in every country in which we do business.

A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage. It is illegal for NAVISITE, its employees, or any related third party, including a supplier, distributor, agent, or representative, to offer or pay a bribe.

Some examples of actual or perceived bribes include:

- ✗ You offer a potential client tickets to a major sporting event, but only if they agree to do business with us. This could be considered a bribe because you are making the offer to gain a commercial and contractual advantage. If instead a third party partner made the offer on our behalf, we may still be in violation because the offer was made to obtain business for us.
- ✗ A supplier gives your nephew a job, but makes it clear that in return they expect you to use your influence in our organization to ensure we continue to do business with them. It would be a violation for the supplier to make such an offer, as it would be considered a bribe used to gain favorable business treatment. It would also be a violation for you to accept the offer as you would be doing so to gain a personal advantage.
- ✗ You arrange for the business to pay an additional payment to a foreign official to speed up an administrative process, such as clearing our goods through customs. The offense of bribing a foreign public official was committed when the offer was made, even if it was not accepted.

The penalties for bribery and corruption are significant. The individuals who participate in the bribery can face penalties and criminal actions, including jail time. NAVISITE can also face significant fines, exclusion from participating in public contracts, and damage to our reputation.

204. REPORTING CONCERNS AND VIOLATIONS; GLOBAL WHISTLEBLOWER POLICY

If you observe something that you perceive to be out of step with NAVISITE's policies or legal/regulatory requirements, you are encouraged to speak to your manager, executive leadership, NAVISITE's Board of Directors, and/or Human Resources (hr@navisite.com). NAVISITE also has a confidential, third-party reporting system, EthicsPoint.

You may report perceived ethical violations or concerns through EthicsPoint via:

- › Phone: 1-855-522-7036
- › Or online: <http://navisite.ethicspoint.com>

We encourage you to report any concerns internally first, but we recognize that in some circumstances it may be appropriate for you to report your concerns to an external body, such as a regulator or to a third party, such as a customer, supplier, or service provider when you reasonably believe the misconduct relates to actions for which they are legally responsible.

We expect that all individuals working for or with NAVISITE report any actual or perceived wrongdoing, questionable or improper accounting or auditing matters, or any violations or suspected violations of NAVISITE's policies or applicable law as soon as possible.

NAVISITE's management and Board commit to taking their concerns seriously and investigating as appropriate. Employees should feel comfortable raising genuine concerns in good faith, without fear of reprisal even if the concerns are proven to be unfounded. We also strive to maintain and respect the individual's confidentiality whenever possible.

Employees are encouraged to report any suspected wrongdoing or dangers at work, including:

- Criminal activity
- Danger to health, safety, or the environment
- Failure of Company or individuals to comply with any legal obligation or regulatory requirements
- Financial fraud or mismanagement
- Conduct likely to damage our reputation
- Unauthorized disclosure of confidential information; or
- The deliberate concealment of any of the above matters

While we hope that you feel comfortable raising concerns under this policy, you may wish to report confidentially, and we will maintain such confidentiality to the extent possible and consistent with the need to conduct a proper investigation.

We understand that you may also worry about possible repercussions from reporting. We aim to encourage openness and will support individuals who raise genuine concerns in good faith under this policy, even if they turn out to be mistaken.

We will not tolerate any detrimental treatment of employees or others resulting from raising a concern in good faith. Detrimental treatment includes dismissal, disciplinary action, threats, or other unfavorable treatment connected with raising a concern. Moreover, any individual who retaliates against someone who has reported a concern in good faith may be subject to discipline or termination of employment. If you believe that you have suffered any such treatment, you should inform your line manager immediately. If the matter is not remedied you should raise it with executive leadership, NAVISITE's Board of Directors, and/or Human Resources (hr@navisite.com).

However, we will also not tolerate malicious, false allegations made in bad faith or for personal gain. In such cases, the whistleblower may be subject to disciplinary action.

Once you have raised a concern, we will carry out an initial assessment to determine the scope of the investigation, if applicable. We will inform you of the outcome of our assessment. You may be required to attend additional meetings in order to provide further information. Depending on the nature of the concern, we may contact you for additional information or to arrange a meeting with you to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

In some cases, we may appoint an internal or external investigator with relevant experience or knowledge of the subject matter. The investigator(s) may make recommendations for change to enable us to minimize the risk of future wrongdoing.

We will aim to keep you informed of the progress of the investigation; however, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any disciplinary action taken. You should treat any information about the investigation as confidential.

While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way.

NAVISITE's Board of Directors has overall responsibility for this policy, investigations, making appropriate recommendations, and for reviewing the effectiveness of actions taken in response to concerns raised under this policy.

205. RELATIVES & PERSONAL RELATIONSHIPS IN THE WORKPLACE

When relatives work in the same area of an organization, it may cause actual or perceived conflicts of interest at work.

For the purposes of this policy, "relatives" include the following:

spouse, parent, sibling, in-laws of the same relationships, child, grandparent, grandchild, aunt, uncle, cousin, step-relative, or any individual with whom an employee has a close personal relationship, such as a domestic partner, co-habitant, or significant other.

The hiring of relatives is generally prohibited if the employment of such an individual would:

- Create a supervisor/subordinate relationship with a family member;
- Have the potential for creating an adverse impact on work performance; or
- Create either an actual conflict of interest or the appearance of a conflict of interest.

Employees who marry, become relatives, or establish a close personal relationship may continue employment as long as it does not result in any of the above. If one of the conditions outlined above should occur, attempts will be made to find a suitable position to which one of the employee may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign; however, the Company retains discretion to make a final decision.

This policy will be administered in accordance with any applicable state, local and federal laws. All questions relating to this policy should be addressed to the VP, Human Resources.

206. FRATERNIZATION

The Company seeks to avoid misunderstandings, complaints of favoritism or harassment, employee morale and dissension issues, and conflicts of interest that can result from personal relationships—particularly those involving managers and subordinates and/or employees with customers or candidates. A "personal relationship" includes but is not limited to dating, sharing the same household, and living together.

For these reasons, the Company has adopted the following policy:

- During the application process, employees must notify the Human Resources Department if they have a personal relationship with any candidate or prospective candidate for employment with the Company.
- Employees must notify their manager, supervisor, or the Human Resources Department if they have a personal relationship with any customer or prospective customer of the Company.

The Company will, in its discretion, assess whether such relationship poses a possible conflict of interest or other impropriety and evaluate potential business risks of any such personal relationship, and it will make business decisions accordingly. Special attention will be paid in instances of personal relationships where one employee acts as supervisor or manager over the other, or otherwise has influence on the other's assignment of duties, compensation, promotion, evaluation or other terms or conditions of employment. The Company reserves the

right to modify the duties, or to transfer or terminate the employment, of an employee involved in a relationship covered or described under this policy.

In addition, employees are expected to follow the Company's anti-harassment policies and to use good judgment in their interactions with fellow employees, customers and candidates. Whether inside or outside the walls of an office, and whether inside or outside working hours, all interactions between and among employees, customers and candidates are expected to be professional and respectful.

Violations of this policy will be considered misconduct and may lead to disciplinary action, in accordance with NAVISITE's Disciplinary Action Procedure.

207. OUTSIDE EMPLOYMENT

You may hold an outside job as long as you can satisfactorily perform your NAVISITE job, and the outside job does not interfere with our scheduling demands. However, you may not have an outside job that is a competitor of NAVISITE. Employees are required to provide notice to NAVISITE prior to engaging in outside employment of business activities so that the Company can determine whether there are any conflicts of interest or similar issues.

We hold all employees to the same performance standards and scheduling expectations regardless of whether or not they have other jobs. In order to remain employed at NAVISITE, we may request you terminate an outside job if we determine that it is impacting your performance or your ability to meet our business and operational needs, which may change over time.

PRIVACY & WORKPLACE GUIDELINES

301. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

The protection of confidential or proprietary information and trade secrets of NAVISITE, its partners, and its customers is vital to the interests and success of NAVISITE.

Certain information about NAVISITE and its clients is confidential. As you acquire confidential or proprietary business information about the Company or its clients, such information must be handled in strict confidence and should never be discussed with anyone who is not authorized either inside or outside the Company.

You are not permitted to reveal any proprietary business information, secrets, and other confidential information regarding the Company or any of its customers, which has not otherwise become public knowledge. This includes, without limitation, all intellectual property rights such as discoveries, inventions, designs, improvements, enhancements, ideas, concepts, techniques, know-how, software, documentation or other works of authorship, whether or not copyrightable or patentable, related to any business or technology that has been developed by the Company.

This policy does not prohibit employees from discussing their own wages or terms and conditions of employment.

It is very important to NAVISITE that we protect our confidential or proprietary business information and trade secrets. Confidential information also includes, but is not limited to, the following examples:

<ul style="list-style-type: none"> • computer processes • computer programs and codes • client lists 	<ul style="list-style-type: none"> • pricing of services • proprietary production processes • research and development strategies
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<ul style="list-style-type: none"> • customer preferences • financial information • labor relations strategies • intellectual property including copyrights, trademarks, and patents • marketing strategies • new materials research • pending and current projects and proposals 	<ul style="list-style-type: none"> • scientific data • scientific formulae • service agreements • scientific prototypes • technological data • technological prototypes • vendor lists
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You will be required to sign a non-disclosure agreement as a condition of your employment, in accordance with applicable law.

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and possible legal action. This applies even if you do not get any benefit from releasing the information.

302. DATA PRIVACY

Navisite obtains, holds, and processes personal data and individual identifying information (“Personal Information”). It is essential that this Personal Information is kept secure and confidential and that it be collected, accessed, processed, transferred, disclosed, stored, and used in accordance with applicable data privacy and security laws and regulations, and with NAVISITE’s contractual obligations and company policies and procedures. All NAVISITE employees must familiarize themselves and comply with applicable laws, regulations, contracts, policies, and procedures applicable to their handling of Personal Information, including, without limitation, those set forth in NAVISITE’s Acceptable Use Policy, Information Security Policy, Incident Management Policy and other applicable policies listed in this handbook.

Confidential Information, Information Security, and Insider Dealing

Navisite creates, collects, stores, and manages confidential information, some of which belongs to or relates to third parties. Examples of confidential information include, but are not limited to, pricing and cost information, sales data, financial results, customer lists, marketing plans, and other trade secrets, non-public financial information, business proposals, formulas, and intellectual property. We should consider all non-public information to be confidential. Additional examples of confidential information are set forth in the Non-Disclosure of Confidential Information policy.

Reporting and Accounting

The Company requires accurate, complete, and timely recording of all Company information. The collection of this Company information is guided by a rigorous system of financial, operational, and compliance controls. From these records we will prepare financial statements on a regular basis in line with applicable law and technical and professional standards. NAVISITE must comply in all aspects with Company policy. Do not allow yourself to be influenced, or influence others, to do anything which might compromise the integrity of Company information, nor must you make any deliberately false or misleading entry into any Company record.

Communications and Social Media

Navisite is using the power of social media to help connect with, educate, and create loyal customers, partners, and prospects. When you represent NAVISITE, you must always ensure that you put your best foot forward. You must remember that anything you say online is permanent, so always think before you post. If you have any

personal social profiles that mention your affiliation with Navisite, make it known that your statements are your own opinion, not those of the Company. Regardless, as an employee of Navisite, we do expect you to conduct yourself in a manner that does not bring Navisite into disrepute. Under no circumstances are any Navisite-branded social accounts to be opened without explicit permission from the corporate social media team.

Monitoring

NAVISITE has significant business justifications for regulating personal usage of its Information Systems, as that term is defined in the Company's Acceptable Use Policy, and monitoring employee's business and personal communications on the Information Systems, including, but not limited to, protecting NAVISITE's assets, promoting workplace productivity, protecting employees and customers, and ensuring compliance with applicable laws and Company policies.

At all times, NAVISITE has the right, but not the obligation, to access, monitor, and record Information Systems' usage. ***Although limited personal use that does not violate any Company policy or otherwise interfere with job duties is not prohibited in all cases, employees should not expect that such use entitles them to any expectation of privacy in anything that they access, view, create, store, transmit or receive on or through the Information Systems, including any personal messages.***

NAVISITE has the ability and reserves the right to investigate any and all activity on or through the Information Systems, including, without limitation, any investigation of information or data composed, transmitted, or received on the Information Systems, consistent with applicable law, including, but not limited to, monitoring: Internet browsing activity; emails, text messages, instant messages, or chats; telephone calls; or voicemails. In accordance with applicable law and Company policies, such monitoring will be conducted, and information subject to such monitoring will be accessed, only by authorized NAVISITE personnel. In accordance with applicable law, the Company may share with third parties, without employee consent, information it discovers through its monitoring activities.

303. DATA PROTECTION PROCEDURES

NAVISITE's business needs require that it create, collect, use, process, modify, distribute, and, as appropriate, destroy records that contain Personal and Confidential Information. In order to protect this information in the course of performing these required functions, NAVISITE developed and maintains Acceptable Use Policy, Information Security Policy, Incident Management Policy and other applicable policies listed in this handbook (collectively, the "Data Privacy and Security Program"). All members of NAVISITE's workforce are subject to the requirements of the Data Privacy and Security Program.

The Data Privacy and Security Program is reasonably designed to safeguard Personal and Confidential Information from unlawful and unauthorized access, use, modification, processing, disclosure or destruction, consistent with NAVISITE's high standards for data privacy and security and applicable legal obligations. The Data Privacy and Security Program applies to any and all Personal or Confidential Information accessed, received, created, processed, modified, maintained, used, disclosed or destroyed on the Company's Information Systems

304. COMMUNICATION AND COMPUTER SYSTEMS

The Company's communication and computer systems are the property of the Company intended for business purposes. This includes the computers, related hardware, software and networks as well as telephone, voice mail, e-mail and Internet systems. Any personal use must not interfere with performance or operations, must not result

in added expenses to the Company and must not violate any Company policy or applicable law. Users have no legitimate expectation of privacy in regard to system usage.

The Company may access its communication and computer systems and obtain the communications and information within or transmitted through the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. Further, the Company may review Internet usage. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the systems; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

The Company may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Company's policies including, but not limited to, those prohibiting harassment, in their entirety, apply to the use of the Company's communication and computer systems. Additionally, employees may not use the Company's communication and computer systems in violation of any law including, but not limited to, those related to copyrights and software piracy.

All employees, upon request, must inform management of any private access codes or passwords.

No employee may access, or attempt to obtain access to, another employee's communication or computer systems without appropriate authorization.

Employees may not install, duplicate, or remove software on the Company's computer systems without prior management approval. Personal computers and other electronic devices (cell phones, flash or thumb drives, etc.) may not be connected directly to the Company's computer systems without prior management approval.

Employees are prohibited from using personal e-mail accounts or text messaging applications to conduct Company business. Employees may not forward Company emails to a personal email address. Employees may not use any third party email or instant messaging accounts or services (such as Gmail, AOL, Yahoo, etc.) for business purposes or any purpose on the Company's computer systems that are not ordinarily used in the performance of their job duties.

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

305. SOCIAL MEDIA POLICY

The Company respects the right of any employee to maintain a blog or website or to participate in social networking on or through websites or services such as Twitter, Facebook, LinkedIn, YouTube, Instagram, SnapChat, TikTok, or similar sites/services (collectively "social media"). However, to protect the Company's interests and ensure employees focus on their job duties, employees must adhere to the following rules:

- Employees may not use social media during working time, unless specifically authorized to do so as part of their job duties.
- All rules regarding confidential and proprietary business information apply in full to social media. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed through social media.
- When using social media, if an employee expresses either a political opinion or an opinion regarding the Company's actions and also identifies oneself as an employee of the Company (or if it can be inferred that the employee is an employee of the Company), the poster must specifically state that the opinion expressed

is the employee's personal opinion and not the Company's position. This is necessary to preserve the Company's goodwill in the marketplace.

- Be respectful of potential readers and colleagues. Please do not use discriminatory comments, or make maliciously false statements when commenting about the Company, superiors, co-workers, or our competitors.
- Employees may not use the Company's logos or trademarks for commercial purposes or to endorse any product or service.
- Employees may not make any statement or post any comment or other material endorsing, recommending, or promoting any of the Company's (or any affiliated company's) products or services without disclosing the nature of the employee's relationship with the Company.
- Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through social media. For example, posted material that is discriminatory, obscene, defamatory, libelous, or threatening is forbidden.

All other Company policies apply equally to social media. Employees should review this Handbook for further guidance.

The Company encourages all employees to keep in mind the speed and manner in which information posted through social media can be relayed (and often misunderstood) by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their supervisor or Human Resources. When in doubt, do not post! Failure to follow these guidelines may result in discipline, up to and including termination. In enforcing this policy, the Company reserves the right to monitor social media activities of employees, whether or not such activities are conducted with Company resources, to the extent permitted by and in accordance with applicable law.

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment.

US EMPLOYEE RELATIONS POLICIES

WORKPLACE GUIDELINES & SAFETY

401. DRUG & ALCOHOL-FREE WORKPLACE – SUBSTANCE ABUSE

NAVISITE maintains a separate stand-alone Drug & Alcohol-Free Workplace - Substance Abuse Policy governing the use of drugs and alcohol and that addresses drug and alcohol testing. That policy will be provided to applicants and employees. Please refer to that policy for further details.

402. SMOKING, USE OF TOBACCO PRODUCTS, & VAPING

NAVISITE complies with all laws and regulations regarding smoking and the use of tobacco products. This policy addresses smoking in the workplace for employees, applicants, and visitors.

NAVISITE is committed to protecting the safety and welfare of its employees and the public who enter its premises. To that end, NAVISITE has declared its premises to be a totally smoke-free environment. No smoking of any kind

will be permitted in the NAVISITE premises including offices, buildings, lavatories, elevators, and Company owned-vehicles. Smoking includes the use of all forms of tobacco such as cigarettes and cigars, as well as tobacco-related products such as electronic smoking devices (also known as electronic cigarettes or “e-cigarettes”) and other vape products.

Smoking is permitted only in designated areas outside of the building. The designated areas are at least five feet away from the entrances to each building. Please use the ash urn provided. Do not litter the grounds with cigarette butts, which could present a fire hazard.

This directive applies to all employees, visitors, contract workers, delivery personnel, etc., who enter the work setting or environment which includes all NAVISITE facilities and properties.

403. PERSONAL APPEARANCE

During business hours, while at work, or whenever you represent NAVISITE, it is important for all employees to project a professional image by being appropriately attired for a business environment. Employees are expected to be neat, clean, and well-groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed. This is particularly important if your job involves dealing with customers or visitors in person.

If your supervisor determines that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave, you will not be paid for the time you are away from work, in accordance with applicable law. Refer to the Business Attire section below or your supervisor if you are not sure about the correct clothing standards for your job.

Where necessary, NAVISITE may make a reasonable accommodation to this policy for a person with a disability, for religious reasons, or other similar reasons, in accordance with applicable law.

The following examples should help you understand the NAVISITE personal appearance guidelines:

- Shoes must provide safe, secure footing and offer protection against hazards.
- Tank tops, tube or halter tops, torn or ripped clothing may not be worn under any circumstances.
- Offensive body odor and poor personal hygiene is not professionally acceptable.

Business Attire: Business Casual/Casual Dress Code

Employees who are Customer/Vendor Facing:

NAVISITE expects employees to dress appropriately based on the nature of their role and for the activity of their particular day. Because our work environment serves customers, professional business casual attire is essential to those employees who meet customers either in NAVISITE offices or on-site at a customer. Customers make decisions about the quality of our products and services based on their interaction with you.

Examples of appropriate business attire when meeting with a customer include a polo shirt with pressed khaki pants, a dress, a sweater and shirt with pants, and a blouse and skirt. Jeans, t-shirts, casual shirts without collars, and footwear such as flip flops, sneakers, and sandals are not appropriate for business casual attire.

Employees who are Non-Customer/Vendor Facing:

For employees whose roles are not customer facing, NAVISITE encourages employees to dress comfortably for

work. We expect that your business attire, although casual, will exhibit common sense and professionalism. Employees are to refrain from dressing in any type of exercise pant, hooded sweatshirts, shorts, tank tops, tops with spaghetti straps, hats and any style of flip flops or other non-secure footwear.

Employees are expected to demonstrate good judgment and professional taste. Courtesy to coworkers and your professional image to coworkers should be the factors that are used to assess that you are dressing in business attire that is appropriate.

Please do not wear anything that other employees might find offensive or that might make coworkers uncomfortable. This includes clothing with profane language statements or images that would violate our EEO and anti-harassment policies.

404. EMERGENCY CLOSINGS

There may be times when emergencies, such as severe weather, fires, power failures, or earthquakes disrupt Normal business operations at NAVISITE. We may even have to close a work facility. If we decide during nonworking hours to delay opening or close a facility, we will notify all employees by phone call/text and/or e-mail.

405. VISITORS IN THE WORKPLACE

Only visitors who are properly authorized may be on NAVISITE's premises. This helps to maintain safety standards, safeguard employee and customer welfare, protect our property and facilities, guard confidential information, and reduce potential distractions and disturbances.

All visitors to our buildings are required to sign in at the reception desk or a designated kiosk. If you have visitors, you are responsible for their onsite safety and to make sure they are escorted at all times.

If you see an unauthorized person in NAVISITE offices, notify your supervisor immediately so that the supervisor can handle the situation.

406. SAFETY IN THE WORKPLACE

Our workplace safety program is a top priority at NAVISITE. We want NAVISITE to be a safe and healthy place for employees, customers and visitors. The Human Resources Manager is responsible for implementing, administering, monitoring, and evaluating the Company's safety program. However, a successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive workplace safety training. The training covers possible safety and health hazards as well as safe work practices and procedures to eliminate or reduce hazards.

Some of the best safety improvement ideas come from employees. If you have an idea, concern, or suggestion on how to improve safety in the workplace, tell your supervisor, another supervisor, or the Human Resources Manager. We want you to know that you can report any concerns about workplace safety anonymously and

without fear of reprisal.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate NAVISITE safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem when you could have corrected it.

It is very important that you tell the Human Resources Manager immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly, follow the laws, and start insurance and workers' compensation processing.

407. RECYCLING & ENERGY SAVING PRACTICES

We want to help the environment by recycling at NAVISITE. We are committed to buying, using, and disposing of products and materials in the best ways for the environment.

You should use the specially marked recycling containers when you throw away the following materials:

- Computer paper
- Printer cartridges

We also want to reduce the amount of paper and other resources that get used and then thrown away. These are some ways that you can help reduce using up natural resources:

- Communication through computer networks with email
- Turning off lights when not in use

If you have any questions or new ideas and suggestions for the recycling & energy saving program, contact Human Resources.

408. EMERGENCY EVACUATION AND FIRE PRECAUTIONS

You should familiarize yourself with the instructions about what to do in the event of fire which are displayed on notice boards. You should also know where the fire extinguishers are, ensure that you are aware of your nearest fire exit and alternative ways of leaving the building in an emergency.

Fire wardens are responsible for the effective evacuation of designated areas. In the event of a suspected fire or fire alarm you must follow their instructions.

Regular fire drills will be held to see that our fire procedures are effective and to ensure you are familiar with them. These drills are important and must be taken seriously.

You should notify your manager as soon as possible if there is anything (for example, impaired mobility) that might impede your evacuation in the event of a fire. A personal evacuation plan will be drawn up and brought to the attention of the fire warden responsible for overseeing your evacuation and colleagues working in your vicinity.

If you discover a fire you should not attempt to tackle it. You should operate the nearest fire alarm and, if you have sufficient time, report the location of the fire to your line manager.

On hearing the fire alarm you should remain calm and walking quickly, not running, evacuate the building immediately following the instructions of the fire wardens. Do not stop to collect personal possessions, do not use the lifts/elevators, and do not re-enter the building until you are told that it is safe to do so.

409. NATIONAL HEALTH ALERTS

In the event of an epidemic or pandemic alert we will organize our business operations and provide information on steps to be taken by employees, in accordance with official guidance, to reduce the risk of infection at work as far as possible. Any questions should be referred to your line manager.

It is important for the health and safety of all employees that you comply with instructions issued in these circumstances. Failure to do so will be addressed under our Disciplinary Procedure.

410. HEALTH & SAFETY CONSIDERATIONS

Our workplace safety program is a top priority at NAVISITE. We want NAVISITE to be a safe and healthy place for employees, customers and visitors. The Human Resources Manager is responsible for implementing, administering, monitoring, and evaluating the Company's safety program. However, a successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive workplace safety training. The training covers possible safety and health hazards as well as safe work practices and procedures to eliminate or reduce hazards.

Some of the best safety improvement ideas come from employees. If you have an idea, concern, or suggestion on how to improve safety in the workplace, tell your supervisor, another supervisor, or the Human Resources Manager. We want you to know that you can report any concerns about workplace safety anonymously and without fear of reprisal.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate NAVISITE safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem when you could have corrected it.

It is very important that you tell the Human Resources Manager immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly, follow the laws, and start insurance and workers' compensation processing.

411. WORKPLACE INSPECTIONS

To investigate possible policy violations, to control shortages or suspected theft, to locate missing items, and for similar reasons, inspections of work and personal areas may be conducted at any time. Similarly, the Company may

conduct unannounced inspections at Company facilities and property such as, but not limited to, Company vehicles, desks, file cabinets, and Company-issued employee lockers. Inspections of Company facilities and property may be conducted at any time and do not have to be based on reasonable suspicion. Although desks, file cabinets or other storage areas may have locks, they are subject to inspection.

Employees must cooperate in the conduct of such inspections. *Employees should have no expectation of privacy in any Company property, whether or not locked with an employee or Company lock.* Refusal to cooperate in any inspection obstructs our operation and can be a ground for discipline. Also, please do not store valuable personal property in your desk or anywhere in our office. We cannot be responsible if your personal belongings are stolen, lost or damaged.

Inspection of Employee Property

Inspections of employees and their personal property such as, but not limited to, vehicles, clothing, packages, handbags, purses, briefcases, lunch boxes, or other containers or carry-alls brought on to Company premises may be conducted when there is reasonable suspicion to believe that the employees are under the influence of a controlled substance or alcohol, have committed a theft, or possess weapons, controlled substances, alcoholic beverages, contraband, or stolen property, or otherwise are in violation of Company policy. *Employees should have no expectation of personal items brought onto Company property, whether or not locked with an employee or Company lock.* Employees must cooperate in the conduct of such inspections and refusal to cooperate in any inspection can be a ground for discipline.

EMPLOYEE RELATIONS & PROCEDURES

501. EMPLOYMENT CATEGORIES AND CLASSIFICATIONS

Employee Categories

There are three categories of employment at NAVISITE:

- *Regular Full-Time Employee* - regularly scheduled to work the NAVISITE full-time schedule of a minimum 30 hours per week. Regular full-time employees are generally eligible for all NAVISITE benefit programs, subject to the terms, conditions and limitations of the benefit plan documents and relevant Company policies.
- *Regular Part-Time Employee* - regularly scheduled to work 29 or less hours per week. Regular part-time employees receive all legally mandated benefits, such as Social Security and workers' compensation insurance. Regular part-time employees are generally eligible for some NAVISITE benefit programs, subject to the terms, conditions and limitations of the benefit plan documents and relevant Company policies.
- *Temporary Employee* - hired as an interim replacement, or to temporarily increase our workforce, or to help finish a specific project, with no expectation of continued employment. Employees are in the temporary category for a limited time, not to exceed 6 months. Temporary employees receive all legally mandated benefits, such as Social Security and workers' compensation insurance. Temporary employees are not eligible for other NAVISITE benefit programs.

Classifications

For pay and overtime purposes, job positions are designated as either non-exempt or exempt.

- *Non-exempt.* Employees who are paid on an hourly basis, and who are required to be paid overtime in accordance with applicable federal and state wage and hour laws.

- *Exempt.* Employees deemed exempt from overtime payment eligibility in accordance with applicable federal and state wage and hour laws. Executives, professionals, and certain levels of administrative positions are typically exempt.

502. POLICY ON CREDIT FOR PRIOR SERVICE

This policy governs credit for prior service for Eligible Employees, as defined below. “Eligible Employees” include former full-time employees of:

- Individuals who were employed by Navisite for at least one year and who have been rehired by Navisite within 6 months after they:
 - voluntarily left their employment with Navisite or
 - were laid off for reasons unrelated to poor performance or conduct; or
- A company acquired by Navisite (“Acquired Company”) who were employed by the Acquired Company for at least one year and who have been hired by Navisite within a year of the acquisition.

Eligible Employees will receive credit for the period of prior service at Navisite or the Acquired Company. There is no requirement that an Eligible Employee be hired or rehired into the same or equivalent position held prior to hire or rehire, and there is similarly no requirement that the compensation for the new position be the same as in the earlier position (as per Navisite policy, compensation for any position is determined by several factors, including that position’s duties, responsibilities and skill and training requirements at the time of rehire or hire).

Eligible Employees who are hired or rehired for a position with Navisite may be subject to the same introductory period, if any, as all new hires in that position.

Eligible Employees will receive service recognition for time worked prior to their hire or rehire date for benefits based on seniority and/or years of service as permitted under the applicable plan documents. Such benefits may include Paid Time Off benefit calculations, seniority awards and retiree or medical benefits, subject to the terms and conditions of all such benefits and their applicable plan documents.

503. RECORDING TIME & DEDUCTIONS FROM PAY

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws.

Review Your Pay Stub

We make every effort to see that our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any correction that is necessary.

Please review your pay stub when you receive it to make sure it is correct. If you believe a mistake has occurred or if you have any question, please use the reporting procedure outlined below.

Non-Exempt Employees

So that you are paid properly for all time worked and that no improper deductions are made, you must record correctly all work time and review your paychecks promptly to identify and to report all errors.

If you are eligible for overtime pay or extra pay (including pay due under our handbook) you must maintain a record of the total hours you work each day. These hours must be accurately recorded in the ADP system. Each employee must sign his or her timecard to verify that the reported hours worked are complete and accurate (and that there is no unrecorded or “off-the-clock” work).

Your time records must accurately reflect all regular and overtime hours worked, any absences, early or late arrivals, early or late departures and meal breaks. Your supervisor approves your time. When you receive each paycheck, please verify immediately that you were paid correctly for all regular and overtime hours worked each workweek.

It is a violation of the Company’s policy for any employee to falsify a timecard, or to alter another employee’s timecard. It is also a serious violation of Company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee’s timecard to under- or over-report hours worked.

If any manager or employee instructs you to:

- ✗ incorrectly or falsely under- or over-report your hours worked,
- ✗ alter another employee’s time records to inaccurately or falsely report that employee’s hours worked, or
- ✗ conceal any falsification of time records or to violate this policy,

do not do so.

Instead, report it immediately to the Human Resources Department.

You also must not engage in off-the-clock or unrecorded work. You should not work any hours outside of your scheduled workday unless your supervisor has authorized the unscheduled work in advance. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded on your time card.

Employees are prohibited from performing any “off-the-clock” work. “Off-the-clock” work means work you may perform but fail to report on your timecard. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

Exempt Employees

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours that you may work for the Company. This salary will be established at the time of hire or when you become classified as an exempt employee.

While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

You will receive your full salary for any workweek in which work is performed. However, under federal law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation.
- Full day absences for sickness or disability, since we have a PTO plan and short- term disability insurance plan.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).

- To offset amounts received as payment for jury and witness fees or military pay.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event you work less than a full week.

Your salary also may be reduced for certain types of deductions, such as: your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan. In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence because the facility is closed on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note: You will be required to use accrued vacation, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability. However, your salary will not be reduced for partial day absences if you do not have accrued paid time off.

To Report Violations of This Policy, Communicate Concerns, or Obtain More Information: If you have questions about deductions from your pay, please contact Human Resources immediately. If you believe your wages have been subject to any improper deductions or your pay does not accurately reflect all hours worked, you are encouraged to report your concerns to a supervisor immediately.

If a supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply within three business days), you are encouraged to immediately contact the CPO of Human Resources, Nicole Milojevic nmilojevic@navisite.com or the Payroll specialist at Kristen Lindstrom, klindstrom@navisite.com.

If you have not received a satisfactory response within five business days after reporting your concern to Human Resources and you are unsure who to contact to correct the problem, you are encouraged to immediately contact the CEO or Human Resources through HR@NAVISITE.com.

Every report will be fully investigated and corrective action will be taken, up to and including discharge of any employee(s) who violates this policy.

In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company's investigation of such reports. Retaliation is unacceptable. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

Time Worked for Clients

All applicable employees are responsible for accurately recording the hours they work for clients using the Company preferred method on a daily basis, for billing purposes.

Any NAVISITE employee who does not follow the departmental procedures on time entry may be subject to disciplinary action.

504. SALARY ADMINISTRATION

We have established salary rates and ranges for each position in our organization. Compensation for each job is based on several factors. The factors include job analysis and evaluation, the essential duties and responsibilities of the job and market data. The salary administration program helps us have fair and consistent pay practices that comply with applicable federal and state laws and operate within the constraints of our financial resources and offer competitive salaries within our labor market.

Salary increases are not automatic; they are tied to the individual employee's performance in the position as well as NAVISITE's financial performance. We may give incentive bonuses depending on the overall profitability of NAVISITE and based on each employee's individual contributions to NAVISITE. Employees also may receive salary increases when promoted to a position of increased responsibility.

If you have a question about compensation for your job or about NAVISITE's salary administration, you are encouraged to contact Human Resources.

505. ACCESS TO PERSONNEL FILES

NAVISITE keeps personnel files on all employees in accordance with applicable federal and state law. Employee personnel files are the property of NAVISITE. The Company complies with applicable state law, if any, regarding employee access to their own files. Please reference your specific state addendum.

506. EMPLOYMENT APPLICATIONS AND BACKGROUND SCREENINGS

NAVISITE complies with all federal and state laws and regulations applicable to background checks including the Fair Credit Report Act (FCRA) and applicable state law.

When we process an employment application, we require a background check, pre-employment drug screen, and a consumer credit report for employment purposes.

Depending on contractual provisions with NAVISITE customers, employees may be required to undergo further background checks in order to work on a particular customer account. These checks may be run by the customer or by vendors on the customer's behalf.

For more information, please refer to our [Background Verification Procedure](#).

507. EMPLOYMENT REFERENCE CHECKS

It is the policy of NAVISITE to limit the release of information regarding current and former employees to other employers. NAVISITE will only release the following information in response to employment and reference checks:

- the individual's start and end date of employment
- title of last position held

The only exception to the above procedures applies to information requests received by NAVISITE from federal, state or local authorities, including officials and authorized representatives of the courts, as well as law enforcement and other government agencies. NAVISITE normally honors all such requests and provides the information sought in the form requested by the agency or official, in accordance with applicable law.

The only individual authorized to release employee information on behalf of the Company is Human Resources. All requests for references on behalf of the Company must be referred to Human Resources.

508. PERSONAL DATA CHANGES

It is important that NAVISITE have certain information about you in our records. You need to tell us as soon as there is a change to your mailing address, telephone numbers, marital status and dependents' information (for benefits eligibility purposes), educational accomplishments, and other possibly job-related information. We also need to have information about who to contact in case of an emergency.

Employees who need to change their personal information are required to complete a Change in Personal Data Form which can be provided by the Human Resources or on the NAVISITE Intranet.

509. SOLICITATION & DISTRIBUTION

Solicitation of any kind by one employee of another employee is prohibited while either person is on working time. Working time is defined as times when the employee being solicited or the employee doing the soliciting are expected to be performing work functions, and does not include scheduled rest periods, meal breaks, and other specified times when employees are not expected to be working.

Similarly, the distribution of written materials (such as advertisements, handbills, printed or written literature of any kind) or any other matter by employees is prohibited during working time and in working areas.

Trespassing, soliciting, or distributing literature by non-employees on Company premises is prohibited at all times.

510. BULLETIN BOARDS

Information of interest to employees is posted regularly on Bulletin Boards designated for use by NAVISITE only. Employees are encouraged to regularly check the Bulletin Boards. Employees are not permitted to post information on the NAVISITE Bulletin Boards.

511. WORK FROM HOME ("WFH") / TELEWORKING ARRANGEMENT

NAVISITE may permit office-based employees to work from home for a portion or all of the work week or on occasion by request. Depending on the position, WFH may not be permitted.

Types of WFH Arrangements	
<i>Hybrid WFH</i>	<ul style="list-style-type: none"> - Employee works from home occasionally or on a routine basis for part of the work week. - Time period can range anywhere from a few days per year, to 2-3 days per week.
<i>Permanent WFH / Remote Workers</i>	<ul style="list-style-type: none"> - Remotely located employees, working in various states, outside of a reasonable local commuting distance from a NAVISITE office space. - Employee has a defined acknowledgment with NAVISITE to work from home permanently. - In these cases the employee may work, either voluntarily or by direction, from a NAVISITE office occasionally to meet a specific business requirement. -

WFH Assignments

Employees interested in WFH arrangements should:

- Discuss them with their supervisor and complete a WFH Scheduling Request designating the day(s) selected to work away from NAVISITE premises.
- Schedules and arrangements must be approved by the employee's supervisor.
- Remote workers must sign an acknowledgment relating to remote work arrangements.

NAVISITE reserves the right to cancel or suspend employee WFH arrangements at any time, for any reason or for no reason and consistent with business and operational considerations.

Any and all requests that may be considered exceptions to the Work From Home policy are to be submitted to the HR Department for review and approval.

All approved exception requests will be tracked, maintained and reviewed annually by NAVISITEs HR department.

WFH Requirements

- Employees must arrange for dependent care during work hours; WFH arrangements are not intended to be used as an alternative to obtaining dependent care.
- Employees with WFH arrangements must comply with all aspects of NAVISITE policy and procedures including but not limited to timekeeping, overtime work, nondisclosure of NAVISITE and customer trade secret and proprietary information, and safety.
- Nonexempt employees with WFH arrangements who are eligible for overtime must clock in and out daily using the NAVISITE computer system, including for nonpaid lunch breaks. All overtime must be pre- approved and off-the-clock work is not permitted. All employees must properly record time worked for clients.
- Remote workers must keep their supervisor informed of their progress on assignments worked on at home, including any problems they may experience while working from home.
- The use of Company-owned equipment while working away from the NAVISITE premises is subject to NAVISITE policies on Computer and Email usage, Internet usage, and Cell Phone usage.
- Employees with WFH arrangements are required to comply with all NAVISITE policies, rules or guidelines associated with remote access to NAVISITE and client computer systems.
- Copies of all records, papers and correspondence must be safeguarded by the employee to protect them from unauthorized disclosure, loss or damage and for their return to the appropriate location.
- Release or destruction of any information is only done on-site at NAVISITE.
- Employees abusing the work from home privilege may be subject to discipline up to and including discharge, as well as revoking the opportunity to work from home.

WFH Schedules

Employees and supervisors will develop WFH arrangements tailored to employee and departmental needs, following the basic requirements listed below:

- Employees must be able to carry out the same job duties, assignments and other work obligations at their WFH office as they do when working on NAVISITE premises.
- Employees should work their regularly scheduled hours on regularly scheduled work days.
- Employees must pre-select a WFH day(s) and must WFH on the same day(s) every week. Although it is discouraged, there are times when personal responsibilities may occasionally necessitate an employee to switch their pre-selected WFH day to another day of the week. Requests to temporarily switch a WFH day must be made as far in advance as possible and are not permitted unless approved by your supervisor. Requests to change the WFH day may be denied based on on-site support requirements.
- Employees must be available to their supervisors and co-workers during work hours.
- Employees must be available to remotely attend scheduled work meetings and participate in other required office activities as needed.
- Employees may be required to report to the NAVISITE premises on a WFH day when it is determined by supervision that scheduled meetings or other office activities require face- to-face interaction. When possible, supervisors will provide WFH employees with at least 24 hours' notice of such meetings or activities.

- If an employee requests a WFH day on an occasional basis, prior approval from a supervisor is required, and the same rules apply as set forth in this policy.
- Employees who WFH must request PTO time off in accordance with Company policy.
- Employees who WFH may request leave in accordance with Company policy.

WFH Roles & Responsibilities

WFH Employee

- Become familiar with and abide by the policy and guidelines for WFH and related documents
- Ensure designated WFH area is physically safe (i.e., ensure the designated work space is well-lit, etc.)
- Take reasonable measures to understand and apply the best ergonomic standards to the WFH office
- Establish work practices that make the WFH arrangement transparent to customers and co-workers (i.e., ensure customers are not inconvenienced, work environment is free of outside noise and distractions, etc.)
- Safeguard computer systems and proprietary information (regardless of medium) as well as securing from others
- Determine federal, state, and local tax implications related to working at home or another WFH location, and verify accuracy for payroll purposes
- Comply with applicable state and local zoning ordinances
- Comply with all other Company policies
- Upon termination of the WFH arrangement, return Company-owned equipment & property, and arrange for disconnection of network services within 30 days

WFH Equipment/Furnishings/Office Supplies

- NAVISITE does not provide WFH employees with office furnishings. Employees are responsible for equipping and maintaining their home offices at their own expense in suitable safe working order so they can accomplish their work in an efficient and expeditious manner.
- NAVISITE reserves the right to inspect the home office.
- The employee is responsible for operating costs, home maintenance, or any other incidental cost (e.g., utilities) associated with the use of the employee's residence for WFH, unless otherwise required by law.
- NAVISITE will provide certain Company equipment necessary for the performance of the employee's work including but not limited to a Company laptop or NUC, monitor, keyboard, and mouse.
- Care of Company-owned equipment, supplies and records is the responsibility of the employee. Equipment owned or provided by the employee is maintained by the employee.

WFH Physical Security

For physical security of data and/or records, remote workers will be responsible for ensuring the security measures taken in NAVISITE Offices are carried over to, and practiced in their home or virtual office. The standard practice for WFH employees does not include the need to store physical files or data at a home site location, therefore no storage furniture is required. Any exception to this standard will need approval from HR in advance. In the case that a teleworker handles physical data at a location other than a NAVISITE Office, understand that:

- Records are the sole and exclusive property of NAVISITE.
- Clear Desk & Clear Screen policy applies to remotely working employees as well.
- NAVISITE's document/data retention policy can be referenced to identify the minimum and maximum approved retention periods for all record types.
- Physical records use, storage and disposal must comply with NAVISITE Security policies and best practices.
- Note: NAVISITE's policy on assigning sensitivity levels to data is outlined in "ISD01-Information Security Policy". Descriptions of minimum safeguarding rules for the release, distribution, transmission, reproduction, storage, reclassification and destruction of "Restricted", "Confidential Proprietary", "Internal Use Only" and "Public Data" are explained in detail in that policy.

WFH Equipment Security

- Remote NAVISITE workers are to use Company-provided equipment to perform their jobs from a WFH location or virtual office in accordance with NAVISITE's Information Security Policies.
- NAVISITE will implement safeguards to oversee compliance with any firewall, encryption or other security measures required for secure remote access to NAVISITE and client computer systems.
- Employees must adhere to software licensing agreements.
- NAVISITE reserves the right to monitor and inspect, without notice, the employee's use of any NAVISITE computer or other equipment supplied for the employee's use.
- Equipment must be secured when not in use, per Clear Desk & Clear Screen Policy
- All maintenance will be performed by authorized NAVISITE personnel, at a location designated by NAVISITE and at the Company's expense. *Note: Generally, Company equipment must be brought in (or sent to) a NAVISITE location for repair (See Mobile Computing Policy for further details regarding 3rd party equipment repairs.)
- Employees must return equipment to the Company when requested by their managers, when WFH arrangements terminate, or when NAVISITE employment is terminated.

Business Continuity and Remote Workers

Enabling employees to work from sites other than designated office locations positions the organization to recover from business interruptions faster and improve business continuity. Additionally, having remote employees who are geographically spread out allows NAVISITE to maintain productivity during a disaster.

Back up & recovery of individual accounts are available, if needed.

In the case of an emergency or natural disaster that impacts an area where a remote worker work, the employee must contact their direct manager as soon as possible to report that they are safe, and provide a situational status update as required.

WFH ASSIGNMENT CONSIDERATIONS***Compensation & Benefits***

- Compensation and benefits are not affected by WFH arrangements. Employees are paid according to the geography where the majority of their work is performed i.e., employee's home, shared office facility, or sales territory as determined by Operating Unit management and in accordance with applicable wage and hour laws.

U.S. State & Local Taxes for Remote Workers

- Employees with WFH arrangements are responsible to determine any federal, state, and local tax implications resulting from working at a teleworking location (e.g., at home) and verify accuracy for payroll purposes.
- Employees should refer questions to their personal tax advisors.
- Tax withholding may be impacted when employees WFH from a different state or location than their NAVISITE work location state. In these cases, the manager needs to notify Payroll that the employee is teleworking from a different state than the original work state. Provide employee's name, teleworking schedule, home or other WFH address, and NAVISITE's location to which the employee reports.

Note: Employees seeking information about personal tax issues relating to WFH arrangements should consult their personal tax advisor.

COMMUTE-RELATED RULES FOR REMOTE WORKERS***Use of Employee-Owned Vehicles (U.S.)***

NAVISITE does not reimburse employees for regular commuting to and from work.

Employees may be reimbursed for business-related mileage in accordance with Company policy.

WFH SAFETY & ACCIDENTS***U.S. Workers' Compensation***

Workers' Compensation for job-related injuries and illnesses and eligibility for Accident Disability Benefits may apply to the employee's WFH location, in accordance with applicable law. Any work-related injury or illness, no matter how small, must be reported immediately to your supervisor/manager.

Approved Leave of Absence

Generally, employees with WFH arrangements who are on approved leaves of absences are not expected to perform work. If an employee with a WFH arrangement and who is on an approved leave wants to work remotely, the manager/supervisor should be contacted immediately to discuss the situation.

512. IMMIGRATION LAW AND EMPLOYMENT ELIGIBILITY VERIFICATION

Employment Eligibility Verification I-9

NAVISITE complies with current applicable immigration and employment eligibility laws and regulations, including the Immigration Reform and Control Act of 1986 and the Immigration Act of 1990.

In compliance with federal law, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9, no later than the date of hire, and present acceptable documentation establishing identity and employment eligibility, within three days of hire. Former employees who are rehired within three years and who have expectation of continued employment may also be required to complete the form if they have not recently completed an I-9 with NAVISITE, or if their previous I-9 is no longer retained or valid.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed/continued employment eligibility prior to the expiration date of the expiring work authorization document. Failure to present new I-9 documentation within the timeframe provided will result in a suspension or termination of employment by the Company.

This policy does not alter the at-will employment relationship.

Immigration Law and Process

This immigration policy applies to those foreign nationals who will be or are working with NAVISITE and who are subject to U.S. Immigration laws. Please follow this process that streamlines policies and procedures to ensure that every manager and department is handling immigration matters in a consistent manner. Requests should be made as soon as the need for sponsorship has been identified..).

NAVISITE complies with all immigration laws. This policy aims to provide guidance on how NAVISITE will handle certain specific scenarios, however NAVISITE reserves the right to make further exceptions and to alter this policy as needed.

NAVISITE will conduct a visa assessment to determine a foreign national candidate's immigration options to secure employment authorization where needed. NAVISITE will require candidate to enter into a conditional acceptance of employment contingent on securing the immigration status which Navisite determines is preferred under NAVISITE sponsorship.

A valid independent employment authorization card or official authorization to begin employment such as through evidence of USCIS receipt of a H-1B transfer filing, will allow foreign national to begin employment prior to or without the approval of a non-immigrant application with the USCIS. Without such authorized work status Navisite may not hire foreign national.

NAVISITE will cover most immigration sponsorship costs for required applications allowing foreign national employee to obtain valid work authorization to begin employment. In general, no fees are covered for dependent family members (spouse and children under the age of 21), however foreign national employee and dependent family members may work with NAVISITE's designated immigration law firm to process such applications, ensuring the most efficient and often the most cost effective immigration processing.

NAVISITE will cover the costs to maintain current status, as long as, you are an active full-time employee of NAVISITE, and you are an employee in good standing. When employee becomes "current" i.e. eligible to move to the next stage, Navisite will, at their discretion, determine the timing to make AOS (adjustment of status) filing.

NAVISITE does not pay for Premium Processing (expedited government processing) filings. If a business need exists NAVISITE may make the business decision to cover Premium Processing fees if we found timing was a concern. If NAVISITE decides that Premium Processing is not supported by a business need, foreign national employee may request and pay the fee where legally permitted.

NAVISITE offers permanent residence sponsorship to Foreign Nationals if you have been a NAVISITE full-time employee for 4 years, are in your second visa renewal, and are an employee in good standing, you may be eligible for Green Card sponsorship. NAVISITE requires that dual intent immigration status (H-1B for example) be obtained prior to beginning an Immigrant Visa ('Green Card') process for any employee. Immigrant visa sponsorship is not guaranteed to any employee. Immigrant visa sponsorship requires a good faith showing to the government that employee is needed and will be employed in a particular position into the future.

NAVISITE will conduct a yearly review of all permanent residence eligible cases and will consider the following factors prior to authorization of any Immigrant Visa process being started:

- Future skills needed of the function and/or department;
- Current and expected labor market conditions;
- Employee's current knowledge, skills and abilities;
- Employee's performance against objectives and values;
- Level of position within the Company;
- Expected duration of employment Employee's current non-immigrant status.

If eligible you would be notified, and our vendor will begin the process. NAVISITE will commit and approve expenses associated with the employees processing of the Green Card, however, the employee would be responsible for any dependents.

NAVISITE is allowed to make exceptions to this rule where there is a pressing business need. An example of such a situation could be where an employee is running up against the six year maximum period of stay allowed on an H-1B visa. Again, this decision is subject to NAVISITE discretion. NAVISITE will determine which immigrant visa category will be sponsored based on consultation with the in-house and external immigration team as needed

It is the employee's responsibility to maintain documentation and status. Although NAVISITE will maintain records it is the foreign national employee's responsibility to always ensure that government documentation, including electronic I-94 entry documentation, is accurate and complete. Employee is also responsible for notifying NAVISITE six months ahead of any immigration status expiration to ensure that NAVISITE has sufficient time to prepare and file any extension applications. NAVISITE and our Immigration law firm, will monitor priority dates and when changes are made, we will contact employees upon notification, but it is employee's ultimate responsibility to ensure the possibility of continued employment.

Note that initiation of the Immigrant Visa process is not guaranteed to any employee and may not apply to all positions at the NAVISITE. NAVISITE is under no obligation to sponsor an employee or pay for sponsorship. The Immigration Visa process may be stopped, after initiation due to business needs, employee performance, or other criteria as determined by the Navisite. The decision to sponsor and/or pay for sponsorship of permanent residence for the employee, rests with the leadership approvals.

The decision to grant U.S. Permanent Residency is solely that of the U.S. Department of Labor and the Bureau of Citizenship and Immigration Services. Therefore, NAVISITE's agreeing to pursue permanent resident sponsorship for an eligible employee should not be considered a guarantee or promise by NAVISITE that the status will be ultimately approved.

513. PERFORMANCE REVIEWS

NAVISITE practices an ongoing performance assessment process which was developed in accordance with the industry's best practices to ensure our process is fair, transparent and practical. Self-appraisals are a core part of the performance review conversation to ensure that assessments are collaborative and provide clarity, direction and guidance for mapping your career at NAVISITE.

Performance reviews are typically conducted on an annual cycle. Employees will typically receive a performance review around the same time each year. Performance evaluation forms will be conducted and retained on Dayforce.

Merit increases are based on Company performance and financials and are not guaranteed. A performance review does not always result in an automatic salary increase. The employee's overall performance and salary level relative to the position responsibilities are evaluated to determine if a salary increase is provided.

514. TRAINING MANAGEMENT PROGRAM

NAVISITE embraces a culture that encourages, supports and invests in our employees' short- and long-term development. Our employees' professional development is an ongoing partnership that exists between the individual and our leadership. The process for each employee to stay current—if not one step ahead—in their field, as well as to pursue a continuous passion for lifelong learning, is critical to building success.

NAVISITE encourages our employees to own their personal development and strive to progress in their career aspirations.

NAVISITE provides opportunities and encourages participation in job-related training programs that will enhance skills and knowledge to maximize job performance. Employees have access to NAVISITE's Learning Management System (LMS) for technical and soft skill development as well as Navisite internal training content. If a course is not offered internally, employees can request external training with management approval. Employees can review these details and more in the **Training Management Program Policy**, located in the [Released Policies and Process Documentation folder](#) on our Compliance SharePoint site.

515. CERTIFICATION INCENTIVE PROGRAM

NAVISITE embraces a culture of learning and encourages our employees to continue their career development by achieving new certifications. The Certification Incentive Program is applicable to all regions of NAVISITE. The complete program eligibility, submission and approval process details, etc. can be found in the **Certification Incentive Program Policy**, located in the [Released Policies and Process Documentation folder](#) on our Compliance SharePoint site .

516. INTERNAL JOB APPLICATIONS - PROMOTING FROM WITHIN

Opportunities for career growth abound at NAVISITE. We are dedicated to fostering employee creativity and intellectual growth by investing in development and skills training, but also by encouraging cross functional career moves throughout the organization when interest is shown. We know successful employees are the key to our competitive edge and lead our success in the worldwide marketplace. Whether you are an individual contributor or a manager, opportunities are available to those ready to seize them.

If you are interested in a particular open opportunity, but are not sure if you are ready to make your manager aware at the exploration stage, please know that you can speak with anyone on the Human Resources Team.

To officially express your interest in a current opportunity, of course, you can apply online at [Lever - Internal Job Postings](#).

517. EMPLOYEE REFERRAL PROGRAM

How the program works:

If you refer a candidate who is subsequently hired, then you will receive a bonus after the employee has completed 90 Days at NAVISITE.

The bonus amount depends on the level of the role (Entry-Level, Mid-Level, Senior or Director+) and ranges from \$1,000 – \$5,000.

** These amounts are subject to change from time to time.*

For more details about the requirements and bonus structure, please read the [Global Employee Referral Program Overview](#) on SharePoint. If you have any questions, please reach out to your local Talent Acquisition Lead.

518. EMPLOYMENT TERMINATION

NAVISITE adheres to all relevant federal and state laws and regulations that govern employee separations and terminations.

Exit Interviews- All employees who leave their jobs with NAVISITE for any reason are asked to participate in an exit interview with Human Resources.

Resignation Procedures- Employees are requested to provide their supervisor with at least two week's written notice of their intent to resign from NAVISITE. Depending upon the situation, the Company may permit the separating employee to not work out the entire 2-week notice period.

Property and Pay Issues- On the last day of employment, employees must return all Company property, including any Company equipment provided for remote work arrangements, to NAVISITE. Payment of all pay accrued as of the date of termination will be paid in accordance with applicable state wage payment requirements. Benefits upon termination of employment are provided as described in NAVISITE's benefits policies and plans.

519. EMPLOYMENT AT WILL

All NAVISITE employees are considered to be employees at will. This means that NAVISITE is free to end the employment relationship at any time, with or without cause, and with or without notice, and you are free to do

the same. Nothing in this Handbook alters the at-will nature of your employment. This Handbook is not intended to, and does not create, a contract or promise of employment for any particular period of time, or any other type of contract or promise.

No one other than the CEO may enter into an agreement for employment for a specific period of time or make any agreement contrary to the policy of at-will employment and any such agreement must be in writing and signed by the CEO.

520. USE OF PHONE SYSTEMS

NAVISITE telephones are intended primarily for business calls. Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette.

The following are some examples of proper telephone etiquette:

- ✓ use the approved greeting,
- ✓ speak courteously and professionally,
- ✓ repeat information back to the caller, and
- ✓ only hang up after the caller hangs up

Cell Phone Usage

This policy about cell phone usage applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet or downloads and allows for the reading of and responding to email.

Company owned cell phones.

Cell phones provided to employees are the property of NAVISITE. We provide Android-based cell phones to employees in specific jobs for business use. Employees with Company-owned cell phones are allowed to use them for short personal calls within reasonable limits. Sometimes we may check cell phone bills to make sure this policy is being followed.

Company owned cell phones provided to employees are the property of NAVISITE. All communications and information transmitted by, received from, or stored on NAVISITE cell phones are Company records and the property of NAVISITE. NAVISITE, in its discretion as owner of the cell phones, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received or sent over its cell phones for any reason and without the permission of any employee, in accordance with applicable law.

Personal cell phones. Employees are to limit use of personal cell phones for personal reasons during working time, and should refrain from playing games on their cell phones, or similar non- working activities during working time. Working Time includes time during which an employee is expected to be performing work functions and does not include break or meal times.

Use of Company-Owned and Supplied Devices While Driving

NAVISITE employees must comply with all applicable laws regarding the use of cell phones and other electronic devices while operating a motor vehicle for work purposes, regardless of whether the usage is personal or Company-related.

EMPLOYEE BENEFITS, PAY & TIME OFF FROM WORK

601. BENEFITS & PAY

This section of the handbook contains a very general description of the benefits for which you may be eligible as an employee of NAVISITE. This general explanation is not intended to, and does not, provide you with all the details of these benefits. This Employee Handbook does not change or otherwise interpret the terms of official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from Human Resources.

To the extent that any of the information contained in this Employee Handbook is inconsistent with the official plan documents, the provisions of the official plan documents will govern in all cases.

Nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between NAVISITE and its employees, retirees, or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

NAVISITE reserves the right, in its sole and absolute discretion, to amend, modify, or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein. Further, NAVISITE reserves the exclusive right, power, and authority, in its sole and absolute discretion, to administer, apply, and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

602. EMPLOYEE BENEFITS

NAVISITE endeavors to provide a generous and competitive package of employee benefits. Some benefits are required by law and cover all employees. The legally required benefits include Social Security, workers' compensation, and unemployment insurance.

There are several factors that decide if you are eligible for a benefit. One important factor is your employment classification. See Human Resources to find out which benefit programs you are eligible for.

The following benefits are available to eligible employees:

- 401(k) Profit Sharing & Savings Plan
- Dental Insurance
- Medical Insurance
- Vision Care Insurance
- Flexible Spending Account (FSA for Health Care and Dependent Day Care)
- Basic Life & Accidental Death and Dismemberment Insurance (available after 6 months of continuous Service)
- Short-Term and Long-Term Disability (available after 6 months of continuous Service)
- Flextime Scheduling
- Paid Time Off (PTO) Program + 1 Birthday PTO Day
- Paid Holidays
- Paid Jury Duty Leave
- Bereavement Leave
- Employee Assistance Program
- Certification Incentive

- Discount Programs

Group insurance plan benefits are available for review on NAVISITE's Intranet. If you have any questions, please contact Human Resources.

You may have to pay part or all of the cost for some benefits, but NAVISITE fully pays for many of them. When you think about your total pay at NAVISITE, be sure to also consider the cost of your benefits provided by NAVISITE.

For a more benefit-specific details, please review : [2023 Navisite Guidebook](#)

603. BENEFITS CONTINUATION (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) helps employees and their dependents to continue their health insurance even if they are no longer eligible under our health plan.

There are strict rules about when you can use COBRA. COBRA lets an eligible employee and dependents choose to continue their health insurance when a "qualifying event" happens. Qualifying events may include the employee's resignation, termination, leave of absence, shortened work hours, divorce, legal separation or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you elect to continue your insurance under COBRA, you will pay the full cost of the insurance at NAVISITE's group rates plus an administration fee. When you become eligible for our health insurance plan, you will be provided with a written notice describing your COBRA rights. Because the notice contains important information about your rights and what to do if you need COBRA, be sure to read it carefully.

604. EMPLOYEE ASSISTANCE PROGRAM (EAP)

Navisite's Employee Assistance Program (EAP) offered through Optum. This new benefit is for you and your family at no extra cost as part of your core Navisite benefits and is available in all regions!

EAP and WorkLife Services will help you and your family tackle the challenges life sends your way. The Navisite EAP provides you and your family with 24/7 access to confidential information and counseling services including:

- Three (3) free in-person or virtual visits per issue per year per eligible individual
- Legal counseling services
- Financial consultations
- Management consultation and referral services
- Education on a variety of life and health topics
- Work Life services including child services, elder care, convenience services, chronic condition support and more.

605. OVERTIME

There may be times when NAVISITE cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give non-exempt employees the opportunity to work overtime.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor.

Employees who work before or after their regularly scheduled work hours without the express permission of their supervisor are subject to discipline.

We try to distribute overtime assignments fairly among all employees who are qualified to perform the required work.

Non-exempt employees will receive overtime pay in accordance with the federal and state wage and hour laws. Overtime pay is based on the actual hours worked which also includes holiday pay, but excludes all other paid leaves of absence.

606. PAYDAYS & WORK WEEK

Employees will be paid every other Friday. Each paycheck includes pay for all work performed through the end of the previous payroll period.

If you are on paid time off on payday, you will get your paycheck when you return.

NAVISITE has a direct deposit program. Direct deposit means that we will deposit your pay directly into your bank account if you authorize it. On payday you will get a statement explaining how much you were paid and all other details instead of a check. Employees should contact Human Resources to sign up for direct deposit.

Work Week

The work week begins each Monday at 12:00 a.m. and ends on the following Sunday at 11:59 p.m.

607. WORKERS' COMPENSATION INSURANCE

NAVISITE complies with applicable state laws concerning workers' compensation and has made the necessary arrangements to provide a comprehensive workers' compensation program to our employees. This program does not cost you anything.

It is very important that you tell your supervisor immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Please see your location's workplace postings on workers' compensation for further details about your state's workers' compensation law, or contact Human Resources.

LEAVE POLICIES

701. US HOLIDAYS

NAVISITE observes the following as paid holidays:

<ul style="list-style-type: none"> • New Year's Day • Martin Luther King Day • President's Day • Memorial Day • Juneteenth 	<ul style="list-style-type: none"> • Veterans Day • Thanksgiving • Day after Thanksgiving • Christmas Eve • Christmas
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<ul style="list-style-type: none"> • Independence Day • Labor Day • Columbus Day/ Indigenous Peoples' Day 	<ul style="list-style-type: none"> • 1 Employee Birthday Floating Holiday <i>(must be used between employee's birthdate and 30 days' after as one full day or two half days)</i>
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Please note: The NOC team is required to support our customers on 24/7 365 basis. Consequently, members of the NOC team, depending on scheduling, may be required to work holidays.

If a non-exempt NOC employee is required to work first shift on a holiday, they will be paid the holiday at the first shift holiday rate plus 8 hours of regular pay. Any hour worked after that will be paid at the 1.5 standard differential rate. If they are to work a second or third shift on a holiday, they would be paid the 8 hours of holiday pay. Any hour after that will be paid at the 1.5 standard differential rate, up to but not including the start of first shift.

Non-NOC employees will be paid for holiday time off. If you are eligible, your holiday pay will be calculated at your straight-time pay rate as of that holiday multiplied by the number of hours you would normally have worked that day.

Regular full-time employees are eligible for holiday time off with pay immediately:

- If you are eligible for paid holidays, you must also work both the last scheduled work day immediately before the holiday and the first scheduled day immediately after the holiday, unless PTO was requested and approved in advance.
- If a recognized holiday falls on a Saturday, NAVISITE will observe it on the Friday before the holiday. If a recognized holiday falls on a Sunday, NAVISITE will observe it on the Monday after the holiday.

In addition to the recognized holidays previously listed, eligible employees will receive one Birthday Floating Holiday every calendar year. This floating holiday must be used in the employee's birthday month and calendar year it is granted as one full day or two half days – it does not carry over to the following year unless required by state law. To use a floating holiday, you should first ask for advance approval from your supervisor. We will count holiday paid time off as hours worked when calculating overtime.

702. BEREAVEMENT LEAVE

NAVISITE provides up to three days of paid bereavement leave to regular full-time employees who need to take time off because of the death of an immediate family member. For a non- immediate family member; i.e., cousins, nieces, nephews, great-uncles and great-aunts, one paid day is provided.

To request bereavement leave, please complete the leave request located on Dayforce and provide a copy or the link to the obituary, and return the form to the Human Resources Manager.

Immediate family means an employee's parent, spouse, domestic partner, child, brother, sister, aunt, uncle, father-in-law, mother-in-law, sister-in-law, brother-in-law, grandparent, or grandchild. Immediate family also includes step-relatives and relatives by adoption of the same relationships.

Typically, employees must use bereavement leave within 72 hours of the death. However, bereavement leave also can be used by employees with legal responsibility for settling deceased persons' affairs at a later time.

While you are on a paid bereavement leave, you will get your base pay rate, but you will not get any special forms of pay, such as incentives, commissions, bonuses or shift differentials.

We normally will give you bereavement leave unless there are business reasons that require you to be at work. With your supervisor's approval, you can use any available paid leave benefits you have, such as paid time off, if you need more time off.

703. JURY DUTY LEAVE POLICY

All employees are provided with time off for jury duty in accordance with applicable law. NAVISITE complies with all federal and state court attendance leave laws and regulations. This policy addresses leave for jury duty, witness duty, victims of crime court appearances, and other court-related obligations. Information about specific state requirements are contained in your state's addendum to this Employee Handbook, or can be addressed to Human Resources.

NAVISITE recognizes and respects its employees' civic obligation to make themselves available for jury service. Employees who are required to serve as jurors in federal, state or local court proceedings are eligible for leave.

Regular full-time employees are eligible for jury duty without loss of pay for up to two weeks over any two-year period, or as otherwise required by applicable law.

If you stay on jury duty longer than paid jury duty allows, you may choose to use any available paid time off benefits you have, such as Flexible PTO (Exempt) or PTO (Non-Exempt), to be paid for the unpaid jury duty leave.

If you get a jury duty summons, show it to your supervisor as soon as possible. This will help us plan for your possible absence from work. We expect you to come to work whenever the court schedule permits. To ask for jury duty leave, please complete the Leave Request Form located on the NAVISITE Intranet, present your jury duty summons for us to copy and return the form to the Human Resources Manager.

Either you or NAVISITE may ask the court to excuse you from jury duty if necessary. We may ask that you be relieved from going on jury duty if we think that your absence would cause serious operational problems for NAVISITE.

Subject to the terms, conditions and limitations of the applicable plans, NAVISITE will continue to provide health insurance benefits for the full period of unpaid jury duty leave.

704. STATE LEAVES

Please reference your specific state's addendum to this Employee Handbook for any additional leaves that may be available to you under relevant state or local law. California employees should consult the California addendum for family and medical leaves of absence.

705. FAMILY & MEDICAL LEAVE ACT (FMLA) POLICY

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. The full FMLA policy is included in this Handbook as "Appendix A" and can also be accessed on the HR SharePoint site, here: [US Benefits > Leave Policies](#)

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

706. NON-FMLA MEDICAL POLICY

If you need medical leave but are not eligible for leave under the FMLA policy, please contact Human Resources. These situations will be reviewed on a case-by-case basis using an individualized assessment and interactive process, in accordance with applicable law.

707. PAID TIME OFF (PTO) (updated 8/1/2022)

Flexible PTO Policy (Salaried, Exempt Employees)

NAVISITE derives value in our ability to remain flexible and nimble and our Paid Time Off (PTO) policy should reflect just that. That is why NAVISITE is moving away from a traditional sick, vacation or paid time off policy. Instead, you may request PTO as you see fit and you no longer “accrue” PTO days after December 31, 2020.

Flexible PTO is to be used for planned vacations, illness, family illness, household emergencies, inclement weather when not able to work from home, doctor’s appointments for yourself or a family member, or other personal matters requiring you to take time off from work. Please refer to the end of the policy and/or NAVISITE’s “Other Types of Leave” located below.

Flexible PTO scheduling is subject to approval by your Manager, who has sole discretion to approve or deny requests under this policy, subject to applicable law. NAVISITE encourages you to schedule for times that will not cause significant disruption to client services or team operations. In order to take Flexible PTO, an employee must complete the request through the appropriate time off request system.

Request Flexible Time Off

Planned absence:

- Inform your Manager in advance of any planned absence and the day(s) you are requesting off.
- If you are requesting one (1) week of Flexible PTO, you should make the request at least one month in advance. The earlier you can plan your time off, the better.
- Your Manager will determine if others can appropriately cover your work. According to business needs, your Manager will make all necessary reasonable efforts to approve your request.
- All requests greater than one (1) week in duration may require your Manager to receive VP level authorization.

Unplanned absence:

- You must inform your Manager as soon as possible in cases of an unexpected absence.
- In all cases of unexpected absence, employees must provide a reason or explanation satisfactory to NAVISITE.
- Employees must inform the Manager of the expected duration of unscheduled absences.
- If an employee is absent from work due to an unplanned sickness or injury for three (3) consecutive days or more, the employee must provide a doctor’s note certifying that he or she is fit to return to work, unless otherwise prohibited.
- An employee who is absent from work for three (3) consecutive days without notifying his or her supervisor or obtaining permission for such absence will typically be considered a voluntary termination.

You will be paid for PTO at your base pay rate as of the time of the absence. PTO pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses or shift differentials.

Guidelines for “Other Types of Leave”:

- *FMLA/Medical Leave*: up to 10 days, per calendar year, taken consecutively or intermittently will be paid.
- *Bereavement Leave*: Three Days for immediate family member; One Day for non-immediate family member as set forth in the Bereavement Policy.
- *Parental Leave*: up to 20 days, per calendar year, taken consecutively or intermittently within one year of the birth/adoption of a child will be paid.
 - *Birth parent may take an additional 8 “prebirth” days prior to the due date or induction date. Once the 8 days are exhausted, the parental leave guideline of 20 days will take immediate effect. Once the birth of the child occurs, the parental leave guideline of up to 20 days will take immediate effect and any unused additional “prebirth” days will be forfeited.*
 - *For any non-birthing parent, if time off is taken up to 15 business days prior to the due date, this time will count toward the parental leave allowance.*
- *Jury Duty*: up to 10 days, over a two-year period, if you stay on jury duty longer than standard jury duty leave policy, will be paid, unless more paid time off is required under state law.

If you use Flexible PTO for an extended absence because of an illness or injury, you also must apply for any other available compensation and benefits, such as workers’ compensation or short-term disability benefits/state provided benefits. In accordance with applicable law, your Flexible PTO can be used to supplement any payments that you are eligible for from workers’ compensation or NAVISITE provided short- or long-term disability insurance programs. The combination of these disability payments and your Flexible PTO may not be more than your normal weekly pay.

If abuse of the Flexible PTO guidelines occurs, the employee may be subject to disciplinary action, up to and including termination of employment. This policy is built on trust – a belief in one another that we will do the right thing, that we will act responsibly and that we will ensure our work gets done on-time and with the highest quality.

This Policy supersedes time off policies as documented in prior Employee Handbooks or in other written or electronic versions referencing Paid Time Off that you may have previously received.

This policy is intended to comply with any applicable state or local paid sick leave laws. Please reference your state addendum for additional information on any applicable paid sick leave laws.

Paid Time Off (Hourly and Salaried Non-Exempt Employees)

NAVISITE provides Paid Time Off (PTO) to regular full-time and part-time non-exempt employees. PTO is an all-purpose time off policy. You can use PTO for vacation, illness or injury, and personal business. PTO combines traditional vacation and sick leave plans into one flexible, paid time off policy. PTO can therefore be used for any reason, including but not limited to sick and safe time under applicable state and local paid sick leave laws.

- You begin to accrue PTO according to the schedule below and at the beginning of each pay period.
- You may take PTO in one-hour increments. If you need to be absent from work unexpectedly, you should tell your supervisor at least 30 minutes before the scheduled start of your workday if possible. Your supervisor

must also be contacted on each additional day of an unexpected absence.

- To schedule planned PTO, you should first ask for advanced approval from your supervisor using the appropriate time off request system. Each request will be reviewed based on a number of factors including our business needs and staffing requirements. Employees taking PTO time-off, pursuant to applicable state or local paid sick leave laws, must provide the applicable notice under the law and will be provided such time off without prior approval in accordance with the paid sick leave law.
- You will be paid for PTO at your base pay rate as of the time of the absence. PTO pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses or shift differentials.
- If you use PTO for an extended absence because of an illness or injury, you also must apply for any other available compensation and benefits, such as workers' compensation or short-term disability benefits or state-based benefits. In accordance with applicable law, your PTO can be used to supplement any payments that you are eligible for from workers' compensation or NAVISITE provided short or long term disability insurance programs. The combination of these disability payments and your PTO may not be more than your normal weekly pay.
- If you do not use your available PTO by the end of the calendar year you will lose the unused PTO, unless otherwise required by law.
- Upon an employee's resignation notice, PTO is not permitted to be taken on their last scheduled day of employment.
- Upon separation from employment, any accrued unused PTO will be paid out in the final paycheck. Employees that have their employment terminated by NAVISITE for any reason will have any negative PTO balances deducted from their final pay, unless prohibited by state law.
- Any employee wanting to take 5 PTO days or more in a row, must get prior approval from their immediate supervisor and clear it with the client they support, unless the employee is on approved continuous leave.
- All eligible employees are allowed to maintain up to a negative balance of five (5) days of PTO. An employee who requests PTO that will result in a negative balance will receive such with the specific understanding that should their employment cease under any circumstances, the negative balance due will be deducted from their final paycheck, unless prohibited by state law. Employees are responsible for monitoring time off.
- PTO is prorated in the first year of employment and for part-time employees. Temporary employees are not eligible for PTO.
- This policy is intended to comply with any applicable state or local paid sick leave laws. Please reference your state addendum for additional information on any applicable paid sick leave laws.
- *Pay period is two weeks, 26 pay periods/year.
- Employees accrue PTO each pay period according to the chart below:

Years of Employment	Maximum Days Per Year	Accrual
1 to 2	17	5.23 hours/pay period*
2 to 5	21	6.46 hours/pay period*
5 to 7	25	7.69 hours/pay period*
7+	30	9.23 hours/pay period*

708. PERSONAL LEAVE

Regular full-time employees may ask for an unpaid personal leave of absence to fulfill personal obligations. If you

are a Non-Exempt employee, NAVISITE may require that you use all or part of any available paid time off (PTO) prior to going on an unpaid personal leave.

Eligible employees may request personal leave only after they have completed 365 calendar days of service. If you wish to take a personal leave, give a written request to your supervisor as far in advance as possible.

An eligible employee cannot take more than 30 calendar days of personal leave in a calendar year. We may not approve every request for personal leave, and we will look at each request individually. The business priorities of NAVISITE must come first. We will make our decision based on a number of factors such as our business needs, workload, and staffing requirements during the requested leave time period.

Subject to the terms, conditions and limitations of the applicable plans, NAVISITE will continue health insurance benefits until the end of the month in which an unpaid personal leave begins under the same terms and conditions as are applicable to active employees. At that time, you will be responsible for the full cost of those benefits in order for your coverage to continue, and in accordance with COBRA, if applicable. When you return from personal leave, NAVISITE will again provide those benefits according to the applicable plan documents.

For Non-Exempt Employees, your PTO benefits will not accrue during an unpaid personal leave. When you return from leave, the benefits will start accruing again.

When a personal leave ends, we will make every reasonable effort to return you to the same position if it is available or to a similar available position for which you are qualified. However, NAVISITE cannot guarantee that you will be reinstated in all cases.

If you do not come back to work promptly at the end of a personal leave, we will assume that you have resigned.

709. MILITARY LEAVE

NAVISITE will grant a military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA).

You will receive partial pay if you are on leave for a two-week training assignment or a shorter absence. When you return, if you give us satisfactory proof of your military pay, we will pay you the difference between your normal base pay and the pay you received while on military duty (excluding expense pay). You will not be paid for military leave beyond two weeks. However, you may choose to use any available accrued paid time off, such as vacation or sick leave, to help pay for the leave.

If you have questions about military leave, contact the Human Resources Manager for more information.

710. PARENTAL LEAVE

NAVISITE complies with federal, state, and local laws regarding leave and accommodation for pregnancy or the birth, adoption, or placement of a child.

Employees who are unable to work due to pregnancy or pregnancy-related conditions are eligible for medical leave on the same basis as any other temporary or permanent medical condition.

NAVISITE will provide up to two (2) weeks of paid leave associated with the leave taken for the birth of an employee's own child or the placement of a child with the employee in connection with adoption or foster care. This applies to both male and female employees.

Eligibility for paid leave for the birth or adoption of a child is limited to full time employees. This paid leave must be taken within the first six (6) months after birth or placement.

Employees requesting paid leave under this policy must provide Human Resources with 30 days' notice of the requested leave (or as much notice as possible if the leave is not foreseeable), complete and return the leave request form to the Human Resources.

711. VOTING LEAVE POLICY

NAVISITE complies with all state and local voting leave laws and regulations. This policy generally addresses leave for eligible employees to exercise their right to vote and participate in the electoral process. Information about specific state and local requirements can be found in your state addendum, as applicable. Employees are eligible for voting leave if their work schedules prevent them from reasonably reaching polling places to vote in elections. Employees must notify NAVISITE of the need for voting leave as soon as employees are aware of conflicts with their work schedules or shifts. Employees can take voting leave to cover a period that allows them enough time to vote at either the beginning or end of their schedules or shifts. If employees otherwise have a greater need for leave to vote, they should immediately contact their supervisors. Employee voting time leave is unpaid unless otherwise required by law.

712. OTHER LEAVES OF ABSENCE

NAVISITE complies with all federal, state, and local laws providing for time off from work. Employees should check their specific state addendum for any additional leaves under applicable state or local law, and can direct any questions to Human Resources.

713. ABSENTEEISM

Regular attendance is an essential responsibility of each employee at NAVISITE. Any absence causes problems for fellow employees and supervisors. When an employee is absent, others must perform the work, which diminishes the smooth functioning of NAVISITE.

Employees are expected to report to work as scheduled, on time and prepared to start work. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.

The purpose of this policy is to promote the efficient operation of the Company and minimize unscheduled absences.

Any employee who fails to report to work without notification to the supervisor for a period of three (3) days or more will be considered to have voluntarily terminated his or her employment relationship.

Absence. An “Unexcused Absence” is when an employee fails to provide at least 30 minutes’ notice before the scheduled start of a scheduled workday. “Absence” is defined as the failure of an employee to report for work when the employee is scheduled to work. The two types of absences are defined below:

1. Excused absence occurs when all four of the following conditions are met: a) the employee provides sufficient notice to his or her supervisor, b) the reason is found credible or acceptable by his or her supervisor, c) such absence request is approved by his or her supervisor, and d) the employee has sufficient accrued paid time off (PTO) to cover such absence. Employees must take flexible PTO accrued PTO for every absence unless otherwise paid by another Company policy (e.g., Leave of Absence policy, Bereavement)
2. If it is necessary for an employee to be absent or late for work because of illness or an emergency, the employee must notify his or her supervisor no later than 30 minutes before the employee’s scheduled starting time on that same day absent emergencies or extenuating circumstances. If the employee is unable to call, he or she must have someone make the call for the employee.
 - a. Unexcused absences are subject to NAVISITE’s progressive discipline.
 - b. Time off protected under law will not count as unexcused absences, such as FMLA, approved medical leave, jury duty, pursuant to paid sick and family leave laws, and other legislatively-mandated leave.

Employees who have three consecutive days of excused absences because of illness or injury must submit a doctor’s note supporting the absence.

714. BUSINESS TRAVEL EXPENSES

NAVISITE will reimburse employees for reasonable business travel expenses when the travel has been approved in advance by the immediate supervisor. Once your travel plans are approved, you are expected to make your travel arrangements through our designated travel agency.

We will reimburse the costs of travel, meals, lodging, and other expenses directly related to accomplishing the objective of your approved trip. We expect you will keep expenses within reasonable limits.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees, only for compact or mid-size cars through the approved provider(s).
- Fares for shuttle or airport bus service, where available.
- Costs of public transportation for other ground travel.
- Taxi or comparable ride service fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available. Mileage will be reimbursed at the current IRS rate.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employees own expense.
- Tips not exceeding 20% of the total cost of a meal or taxi fare.
- Charges for telephone calls, internet, fax, and similar services for business purposes.
- Charges for laundry and valet services, only on trips of five or more days.
- Personal entertainment and personal care items are not reimbursed.

In the event you are involved in an accident while traveling on business, immediately report the incident to your

supervisor. If you use a vehicle rented by NAVISITE, it may not be used for personal reasons unless you have prior approval.

There may be times when you wish to have a family member or a friend come with you on a business trip. You may also want to combine a business trip with personal travel. In both cases, you need to obtain prior approval from the Company. Because the purpose of your trip is business, you want to see that nothing interferes with achieving that objective. Any expenses related to the non-business portion of the trip or a companion will be your responsibility.

When a business trip is over, submit your completed travel expenses report within 15 days accompanied by itemized receipts for all individual expenses.

Your supervisor can give you guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

We consider abuse of this policy to be a very serious matter. This includes falsifying expense reports to reflect costs that were not incurred by you or were not business-related. Failure to follow this business travel expense policy may be grounds for disciplinary action, up to and including termination of employment.

ACKNOWLEDGMENT

This is to acknowledge that I have received, read, and understand the NAVISITE Employee Handbook, and the Employee Handbook State Addendum for my state, and I have had an opportunity to ask questions about it before I sign this acknowledgment of receipt.

I understand that my employment with NAVISITE is on an at-will basis. I recognize that this Employee Handbook and the Addenda; the Company's practices, work and disciplinary rules, policies and procedures; as well as any Employee Handbook State Addendum, and any other communication by management do not create an employment contract or term of employment. I am free to terminate my employment with NAVISITE at any time with or without advance notice. Similarly, NAVISITE is free to terminate my employment at any time, with or without cause or advance notice. I acknowledge further that no NAVISITE representative other than its CEO has any authority to enter into any agreement, either individually or collectively, contrary to the foregoing, and such agreement must be signed by the CEO.

I understand that I am required to abide by the policies set forth in Sections 1-7 of this Employee Handbook, and those set forth in any applicable Employee Handbook State Addendum, consistent with applicable law. I understand that the Company has complete discretion to modify its policies, rules, and practices at any time, to the extent allowed by applicable law. I understand that the contents of the Employee Handbook and State Addenda are guidelines only and that NAVISITE and the benefit plan administrators shall have the maximum discretion permitted by law to administer, interpret, modify, discontinue, or enhance any policy, program, rule, benefit, plan, practice, or procedure. I further understand that the information in the Employee Handbook and any Employee Handbook State Addendum is subject to change at any time and without notice as situations warrant. I accept responsibility for keeping informed of any changes.

Employee Printed Name

Employee Signature

Date

APPENDIX "A"**FAMILY & MEDICAL LEAVE ACT (FMLA) POLICY**

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact Human Resources.

Employees Eligible for FMLA Leave

FMLA leave is available to "eligible employees." To be an "eligible employee," an employee must: (1) have been employed by the Company for at least 12 months (which need not be consecutive); (2) have been employed by the Company for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

The determination of whether an employee has worked for the Company for at least 1,250 hours in the past 12 months and has been employed by the Company for a total of at least 12 months must be made as of the date the FMLA leave is to start. If employees are on "non-FMLA leave" at the time they meet the FMLA eligibility requirements, only that portion of leave taken for FMLA-qualifying reasons after they meet the FMLA eligibility requirements would be designated as "FMLA leave."

Whether 50 employees are employed within 75 miles to ascertain an employee's eligibility for FMLA benefits is determined when the employee gives notice of the need for leave. Whether the leave is to be taken at one time or on an intermittent or reduced leave schedule basis, once an employee is determined eligible for a particular leave, the employee's eligibility for that specific leave is not affected by any subsequent change in the number of employees employed at or within 75 miles of the employee's worksite.

When an employee requests FMLA leave, or when the Company acquires knowledge that an employee's leave may be for an FMLA-qualifying reason, the Company must notify the employee of the employee's eligibility to take FMLA leave within five business days, absent extenuating circumstances. Employee eligibility is determined (and notice will be provided) at the commencement of the first instance of leave for each FMLA-qualifying reason in the applicable 12-month period. All FMLA absences for the same qualifying reason are considered a single leave and employee eligibility as to that reason for leave does not change during the applicable 12-month period.

Employee Entitlements for FMLA Leave

As described below, the FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration for certain family and medical reasons.

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 on a rolling basis measured backward from the date an employee uses any FMLA leave. Leave may be taken for any one, or for a combination, of the following reasons:

- 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;

- 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
- Because of any qualifying exigency arising out of the fact that the spouse, son, daughter or parent of the employee is a military member on covered active duty or call to covered active duty status (or has been notified of an impending call or order to covered active duty) in (a) the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation, or (b) the Regular Armed Forces for deployment to a foreign country.

Entitlement to FMLA leave for the birth of an employee's child expires at the end of the 12-month period beginning on the date of the birth.

When spouses are both employed by the Company and eligible for FMLA leave, they will be limited to a combined total of 12 weeks of leave during any 12-month period if the leave is taken for the birth of the employee's child or to care for the child after birth, for the placement of a child with the employee for adoption of foster care or to care for the child after placement, or to care for the employee's parent with a serious health condition.

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 three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, 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 attending certain military events, arranging for alternative childcare, 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.

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, parent or next of kin 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 with a serious injury or illness. Leave to care for a covered 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 covered servicemember.

When, during the "single 12-month period," leave qualifies as both leave to care for a covered servicemember and leave to care for a family member with a serious health condition, the Company will designate such leave as leave to care for a covered servicemember in the first instance and such leave shall not be designated and counted as both leave to care for a covered servicemember and leave to care for a family member with a serious health condition. As is the case with other FMLA leave, the Company may retroactively designate leave as leave to care for a covered 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." A covered servicemember also includes a veteran who is discharged or released from military service under condition other than dishonorable at any time during the five (5) year period prior to the first 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.”

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

Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are 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.

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.

Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions, including situations where job restoration of “key employees” will cause the Company 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. The Company will notify employees if they qualify as “key employees,” if it 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.

Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from the Company telling them whether 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) the Company’s designation of leave as FMLA-qualifying or non-qualifying, 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.

The Company may retroactively designate leave as FMLA leave with appropriate written notice to employees provided the Company’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, the Company and employee can mutually agree that leave be retroactively designated as FMLA leave.

Employee FMLA Leave Obligations

Provide Notice of the Need for Leave

Employees must timely notify the Company of their need for FMLA leave, as described below.

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 the Company to determine that 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, is not sufficient notice under this policy. Employees must respond to the Company’s questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be delayed or denied. When employees seek leave due to FMLA-qualifying reasons for which the Company has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

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 the Company notice of the need for leave as soon as practicable under the circumstances. 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.

Employees must also follow the Company’s usual and customary notice and procedural requirements when requesting FMLA leave, absent unusual circumstances. Those requirements include: **following department-specific call-off requirements and contacting the FMLA third-party administrator**. If employees fail to comply with these requirements, and no unusual circumstances justify the failure to comply, FMLA leave may be delayed or denied provided that employees have not otherwise provided timely notice as required by the FMLA regulations.

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 the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company’s operations, subject to the approval of an employee’s health care provider. Employees must consult with the Company prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both the Company and the employees. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Company may require employees to attempt to make such arrangements, subject to the approval of the employee’s health care provider. All such treatment schedules and arrangements are 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, the Company 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 accommodate 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 the Company of the reason why such leave is medically necessary. In such instances, the Company and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting the Company's operations, subject to the approval of the employee's health care provider.

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

Depending on the nature of FMLA leave sought, employees will 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 the Company with timely, complete, and sufficient medical certifications. Employees must provide medical certifications within 15 calendar days after the Company requests certification, unless it is not practicable to do so despite an employee's diligent, good faith efforts. The Company will inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. The Company may delay or deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

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

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

Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation'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 servicemember. 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 the Company has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at the Company's expense. If the opinions of the initial and second health care providers differ, the Company may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Company and the employee.

Medical Recertifications

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

Generally, the Company may request medical certification no more often than every thirty days and only in connection with an employee's absence. If medical certification indicates the minimum duration of the condition is more than 30 days, the Company will wait until that minimum duration expires before requesting medical recertification. In all cases, the Company may request recertification of a medical condition every six months in connection with an employee's absence.

The Company may request certification in less than 30 days, or before the minimum duration of the condition has elapsed, if: a) employees request extensions of leaves; b) circumstances described by the previous certification have changed significantly (e.g., the duration or frequency of the absence, the nature or severity of the illness, complications, etc.); or c) the Company receives information casting doubt upon an employee's stated reason for the absence or the continuing validity of a certification.

Return to Work/Fitness for Duty Medical Certifications

Unless notified otherwise, employees returning to work from FMLA leaves taken because of their own serious health conditions that made them unable to perform their jobs must provide the Company medical certification confirming they are able to return to work and perform the essential functions of their position, with or without reasonable accommodation. The Company may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

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, the Company 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 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, the Company may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, the Company 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.

Substitute Paid Leave for Unpaid FMLA Leave

Employees must use any accrued PTO or flexible PTO (in accordance with that policy) while taking unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with an employee's FMLA entitlement.

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

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 the Company notifies employees of other arrangements, whenever employees are receiving pay from the Company during FMLA leave, the Company 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 must pay their portion of the group health premium through **either (1) pay in advance, (2) pay upon return to work, or (3) make premium payments while on unpaid leave.**

The Company's obligation to maintain health care coverage ceases if an employee's premium payment is more than 30 days late. If an employee's payment is more than 15 days late, the Company will send a letter notifying the employee that coverage will be dropped on a specified date unless the co-payment is received before that date. 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 the Company for the cost of the premiums the Company paid for maintaining coverage during their unpaid FMLA leave.

Report Periodically Concerning Intent to Return to Work

If an employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide the Company with reasonable notice (i.e., within 2 business days) of the employee's changed circumstances and new return to work date. If employees give the Company unequivocal notice of their intent not to return to work, the Company's obligation to maintain health benefits (subject to COBRA requirements) and to restore their positions cease.

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 which 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 the Company's other leave policies in this Manual and your specific state addendum or contact Human Resources.

Questions and/or Complaints about FMLA Leave

If you have questions regarding this FMLA policy, please contact Human Resources. The Company 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. The Company 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.

REFERENCES

- ISO 27001:2013 (ISMS)
 - Clause A.7 – Human Resource Security
- ISO 9001:2015 (QMS)
 - Clause 7 – Support
- ISO 22301:2012 (BCMS)
 - Clause 7 – Support
- SSAE18
 - SOC 2 Security
 - SOC 2 Confidentiality
 - SOC 2 Privacy
 - HITRUST
- Federal, State and Local Regulations and laws (Legal requirements are maintained in the Legal Register by Navisite's Legal Team)

RELATED ITEMS

Type	Document
Policy	<ul style="list-style-type: none"> • Family Medical Leave Act Policy • Training Management Policy • Background Verification Policy • Certification Incentive Policy • Employee Referral Policy
Process/ Procedure	<ul style="list-style-type: none"> • US Benefits Guidebook • Employee Onboarding and Offboarding Procedure
Register/ Record	<ul style="list-style-type: none"> • Navisite's Legal Register
Form	<ul style="list-style-type: none"> • none
Important Links	<ul style="list-style-type: none"> • Dayforce (dayforcehcm.com)
	<ul style="list-style-type: none"> • Human Resources SharePoint Site
	<ul style="list-style-type: none"> • Compliance Team SharePoint Site

FULL REVISION HISTORY

Revision History				
Version	Author	Approver	Approved	Version Change Summary
1.0	Chief People Officer of Human Resources, Nicole Milojevic	Chief People Officer of Human Resources, Nicole Milojevic	01/01/2022	Newly integrated document
Superseded Documents (if any)				
Version	Department/Function/Service Name	Date Policy was Retired	Title of Retired Policy	
	HR	01/01/2022	Privo - Handbook	
6.7	HR	01/01/2022	Legacy VTS HRD01 – Global Employee Handbook	
2021	HR	01/01/2022	Employee Policy & Procedure Manual 2021 (May 2021)	

