



# **DestinationPet™**

## **Destination Pet, LLC Employee Handbook**

Revised June 1st, 2025

# IMPORTANT DISCLAIMER

ALL EMPLOYEES OF DESTINATION PET, LLC ARE EMPLOYED AT-WILL. THAT MEANS THAT EITHER THE EMPLOYEE OR DESTINATION PET MAY END THE EMPLOYMENT AT ANY TIME AND FOR ANY REASON OR NO REASON. NOTHING IN THE DESTINATION PET'S POLICIES, HANDBOOKS, PROCEDURES OR OTHER DOCUMENTS RELATING TO EMPLOYMENT CREATES ANY EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT. THIS EMPLOYEE HANDBOOK REPLACES ANY PREVIOUSLY ISSUED EMPLOYEE HANDBOOK. NOTHING CONTRARY TO OR INCONSISTENT WITH THE LIMITATIONS IN THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT UNLESS: 1) THE TERMS ARE IN WRITING; 2) THE DOCUMENT IS EXPLICITLY REFERRED TO AS AN EMPLOYMENT AGREEMENT; 3) THE DOCUMENT STATES THE TERMS OF EMPLOYMENT; AND 4) THE DOCUMENT IS SIGNED BY AN OFFICER OF DESTINATION PET.

**I understand and acknowledge the above disclaimer.**

*Signed:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_

*Date:* \_\_\_\_\_

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## **WELCOME TO DESTINATION PET!**

You have joined an outstanding group of passionate, energetic, and creative people committed to operating the best pet and veterinary care facilities in the country and providing a superior experience for our pet guests and their families. We are dedicated to the highest standards of integrity, excellence, and quality of veterinary care, boarding, daycare, grooming, training, and home care services.

Also, be assured that you have joined a company with the highest standards of excellence and integrity. From the executives, and throughout our entire enterprise, we are dedicated not just to operating our business in a legal and compliant way, but in the right way – one that shows our individual and collective integrity in everything we do.

Our story begins with a love of pets. We strive to treat our pet guests like our own pets, every day, and with every interaction. That is why at Destination Pet, we treat our pet guests like our own pets. From boarding to grooming, daycare to veterinary care, we give great pet parents the tools and resources they need, at a level of sophistication we would want for our own pets.

Continuously exceeding our clients' expectations for quality, service and integrity depends on YOU! Your contributions, every moment of every day, are essential to the success of both your individual location and Destination Pet as a whole. Our goal is to create a happy, engaging place for you and our pet guests; one that is characterized by each employee and customer being treated with courtesy and respect.

We value you and look forward to a long and mutually rewarding relationship!

Welcome to the team,

Destination Pet Human Resources & Compliance

**Jennifer Strickland Fowler, PharmD**  
**Chief Executive Officer**

## **MISSION, VISION & VALUES**

Destination Pet's culture is founded on the values that foster our brand as a trusted service provider in our highly competitive industry.

### **Mission**

It's our mission to elevate the love and lives of pet families.

### **Vision**

It's our vision to be the leaders of Connected Care – a nationwide leader of trusted pet professionals committed to enriching pets' lives.

### **Values**

Our Values are rooted in being in a pack. We work together:

- Pet Obsessed – We love your pets like our own. We are passionate, whole-hearted, compassionate, and connected.
- Trustworthy Partners – We do the right thing, we mean what we say, and we do what we promise. We value integrity, honesty, transparency, and accountability.
- Creative Innovators – We move fast, and we take smart risks to enhance pet care – every day. We are strategic, fun, and authentic and we try and learn.

## **THE PURPOSE OF THIS HANDBOOK**

This Employee Handbook ("Handbook") is intended to acquaint you with Destination Pet, LLC ("Destination Pet" or the "Company") and provide you with general information and guidance regarding our policies and procedures, as well as your rights and responsibilities as an employee. This Handbook replaces and supersedes all other Destination Pet employee handbooks, and all acquired company handbooks, whether written or verbal. In addition, Destination Pet reserves the right to amend the contents of this Handbook and/or the Company's policies and procedures at any time for any reason, with or without advance notice. In addition to this Handbook, the Company has additional policies that also govern your rights and responsibilities as an employee. These policies are available to you through your manager or HR and may also be changed by the Company at any time or for any reason.

If you live and work in a local jurisdiction or state that provides additional or expanded employee rights and/or benefits than what are included in this Handbook, please know that Destination Pet is committed to complying with all such laws regardless of whether they are specifically identified in this Handbook.

This Handbook is never intended to preclude or dissuade employees from engaging in legally protected activities, such as discussing wages, benefits, or terms and conditions of employment, raising complaints about working conditions for their and their fellow employees' mutual aid or protection, or legally required activities.

Since no handbook can anticipate every situation or question, please do not hesitate to ask your manager or Destination Pet's Human Resources department ("HR Department") [hr@destpet.com](mailto:hr@destpet.com) if you have questions!



## **CONTACT INFORMATION**

For issues regarding payroll, benefits, leave, and workers' compensation, contact your manager. Managers may direct concerns and follow-up questions to the HR Department, Payroll or the Safety Team. Corporate and center contact lists are available upon request.

## **AT-WILL EMPLOYMENT**

THIS HANDBOOK APPLIES TO ALL DESTINATION PET EMPLOYEES, CONTRACTORS, VETERINARIANS, OFFICERS, AND DIRECTORS. EMPLOYMENT WITH DESTINATION PET IS AT WILL. YOU AND THE COMPANY EACH HAVE THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS DESTINATION PET EMPLOYEE HANDBOOK AND ANY VERBAL STATEMENTS MADE BY ANY MEMBER OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION. NO REPRESENTATIVE OF DESTINATION PET, OTHER THAN THE CHIEF EXECUTIVE OFFICER ("CEO") HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT WITH YOU FOR ANY SPECIFIED PERIOD, AND SUCH AGREEMENT MUST BE IN WRITING AND SIGNED BY BOTH YOU AND THE AUTHORIZED OFFICER OF THE COMPANY.

## **EMPLOYMENT GUIDELINES**

### **NEW HIRE PROCESS**

Completion of the following documents, either online or manually, is required prior to your first day of employment:

1. Form I-9 – Identity & Right to Work. If at any time during your employment, you are unable to provide appropriate documentation verifying your right to work in the United States, Destination Pet may be required to terminate your employment and take such other action as required by law.
2. Federal W-4 – Federal Income Tax Withholding Form and State W4 as applicable\*
3. Direct Deposit enrollment or waiver
4. Employee Handbook Acknowledgment
5. Cell Phone Use & Reimbursement Policy, if applicable to your position
6. Confidentiality & Non-Solicitation Agreements
7. Authorization for Background Check
8. EEO Information. You will be asked to answer Equal Employment Opportunity ("EEO") questions identifying your gender, race, and ethnicity. Destination Pet collects this information as required by federal law and regulations.

\*You will be able to update your federal or state withholding information and enter or update your direct deposit information, at any time during your employment by logging into the Company's payroll system, Workday, and making the desired changes.

As part of the new hire process, Destination Pet utilizes a licensed third party to perform a background check before you join the Company, and Destination Pet reserves the right to also perform a background check at any time during your employment.



## **EMPLOYEE CONDUCT & ETHICS**

### **Code of Conduct**

Destination Pet believes in a Code of Conduct that we adhere to across our entire organization. Demonstrating integrity through our actions, maintaining a safe environment for our employees and pet families, and conducting ourselves professionally, are the foundational components that we have based our Code upon. Committing or engaging in an act deemed against our Code of Conduct may result in remedial action, including written reprimand, suspension without pay, or termination.

The Company reserves the right, in its sole discretion, to impose any level of discipline, up to and including immediate termination of employment, without warning. The Company encourages employees to immediately report suspected violations of the Code of Conduct or retaliation against employees who make a good faith complaint. Employees can reach out to their immediate supervisors or Human Resources to make a complaint. If an employee is uncomfortable reporting it directly to someone within the Company then they may contact the third-party employee hotline at: **833-203-6462**.

The policies below are not an exclusive list, and the Company reserves the right, in its sole discretion, to alter, amend or change any of the policies below, at any time, with or without prior notice.

### **Integrity**

1. Immoral or indecent conduct including but not limited to unwelcomed sexual advances, requests for sexual favors, or any other form of harassment or discrimination.
2. Theft, fraud, embezzlement or other acts of dishonesty.
3. Failure to report an act or attempted act of theft, fraud, embezzlement or other acts of dishonesty concerning the Company's business operations or another employee's alleged theft, fraud, embezzlement or other acts of dishonesty concerning the Company's business operations.
4. Falsifying Company documents or records, including misuse of timekeeping records, making false statements or omitting pertinent facts on personnel or other records or giving false testimony in accident reports, audits, examinations or investigations.
5. Soliciting or accepting gifts (money, services or merchandise) in connection with Company business.
6. Providing a discount for an employee or customer without properly processing and documenting the discount.
7. Working overtime without the approval of a manager or supervisor.
8. Time clock infringement including but not limited to working while not clocked in, clocking in prior to the designated shift start time, or remaining on the clock after your shift has ended.
9. Unauthorized possession, removal or failure to report unauthorized removal of the Company's property, including emails, or any other electronically stored documents or property of another employee.
10. Unauthorized transfer or sharing of the Company's property or trade secrets to a current or former employee or any other person without approval, including any electronic or verbal transfer or such information.
11. Using Company property, including equipment or office supplies for personal use and not communicating to the Office Manager and/or reimbursing the Company.





## **Safety**

12. The possession, sale, purchase or use of alcohol, illegal drugs or other controlled substances (including medical and recreational marijuana) on the Company's premises or while conducting Company business.
13. Being under the influence of alcohol, illegal drugs or other controlled substances (including medical and recreational marijuana) during work hours or when performing Company business.
14. Smoking, or vaping while performing Company business or on Company premises.
15. Violating the Company's Workplace Violence Policy.
16. Sleeping while on site or on duty.
17. Allowing any visitors that are not Company employees or are there for a client visit, in employee areas (including but not limited to, family members, friends, etc.).
18. Staying on company property after your shift has ended or when you are not scheduled to work.
19. Failure to report a personal injury while on Company property or while on Company business.
20. Neglecting or abusing animals or failing to report the neglect or abuse of animals by others.

## **Professionalism**

21. Using obscene or profane language on the Company's premises or while performing Company business. Making demonstrably false statements concerning another employee, supervisor or the Company.
22. Insubordination, including but not limited to:
  - a. Refusing to carry out a reasonable work assignment given by a supervisor or other person in proper authority.
  - b. Intentionally ignoring a supervisor's direction.
23. Unauthorized disclosure of the Company's confidential information including any information regarding an internal investigation conducted by the Company, or its agents.
24. Failure to meet the job requirements for your position at the Company, including failure to follow the policies or procedures outlined in the Job Description, Employee Handbook or any other policies or procedures established by the Company.
25. Any conduct that exhibits a use of poor judgement when working with animals, coworkers supervisors, pet parents.
26. Any attitude or performance behavior that adversely affects the morale, teamwork or productivity of other staff members.
27. Violation of the attendance policy.

## **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

It is Destination Pet's policy to provide equal opportunity opportunities in all aspects of the employer-employee relationship including recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs, and general treatment during employment. All conditions and privileges of employment are administered to all employees and qualified applicants without regard to race, color, creed, religion, pregnancy status, national origin, ancestry, age, disability, sex, gender, gender identity or expression, sexual orientation, marital status, military or veteran status, genetic information of an individual or a member of such individual's family, personal or family medical history, domestic violence victim status, or any other category protected by federal, state and/or local laws. This policy applies to all aspects of the employment relationship, including but not limited to recruitment, hiring, compensation, training, promotion, transfer,

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disciplinary action, layoff, or return from layoff. Destination Pet will comply fully with all applicable federal, state and/or local fair employment laws that may forbid discrimination or harassment based on other protected characteristics.

**American with Disabilities Act:** Destination Pet complies with the American with Disabilities Act, as amended, as well as any applicable state and local laws addressing disabilities. It is Destination Pet's policy not to discriminate against qualified individuals with a disability regarding any aspect of employment. Destination Pet recognizes some individuals with disabilities may require reasonable accommodations. If an employee is disabled or becomes disabled (generally meaning that a mental or physical impairment substantially limits a major life activity) and requires a reasonable accommodation to perform their job duties, they should contact the HR Department. The HR Department will seek to understand the disability, limitations, and possible reasonable accommodations that Destination Pet may take to enable the employee to perform the functions of their position, make the workplace readily accessible, or otherwise allow the employee to enjoy equal benefits and privileges of employment.

**Religious Beliefs:** Additionally, Destination Pet respects the sincerely held religious beliefs and practices of all employees and will engage in the interactive process in good faith with employees who request religious accommodations. Any employee who would like to request accommodation should contact the HR Department.

**Reporting Concerns:** Employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Department. We will not allow any form of retaliation against employees who, in good faith, raise issues of perceived discrimination. To ensure our workplace is free of artificial barriers, violation of this policy may result in disciplinary action, up to and including termination.

## **SEXUAL AND OTHER HARASSMENT**

You are prohibited from engaging in sexual or other harassment relating to a person's race, color, creed, religion, sex or gender, pregnancy status, national origin, ancestry, age, disability, marital status, sexual orientation, gender identity or expression, military or veteran status, genetic information of an individual or a member of such individual's family, personal or family medical history, domestic violence victim status, or any other category protected by federal, state and/or local laws. Destination Pet is committed to providing all employees with a workplace free from sexual or other harassment in any form and will not tolerate sexual or other harassment in any form. Any incident of sexual or other harassment in violation of this policy by any Destination Pet employee will result in appropriate disciplinary action, up to and including immediate termination. These types of behaviors are prohibited in the workplace regardless of whether they impact or involve other Destination Pet employees at any level in the organization or third parties (such as customers, vendors, or consultants).

**Harassment:** Harassment is generally defined, for the purposes of this Handbook, as unwelcome verbal, visual, or physical conduct that demeans or shows hostility or aversion towards an individual due to any of the above protected characteristics, and that (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures, or teasing, any of which in English or another language), visual (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking



someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this Handbook, even if it is not unlawful.

**Sexual Harassment:** Sexual harassment can include all the above actions as well as unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, and other verbal or physical conduct of a sexual nature. Because individuals' perceptions of sexual harassment may differ, it is not possible to provide a definition covering all cases.

Some examples of prohibitive behavior include, but are not limited to:

1. Repeated sexual flirtations, advances, or propositions.
2. Leering, whistling, obscene gestures
3. Requests for sexual favors
4. Repeated verbal abuse of a sexual nature.
5. Sexually related comments and jokes.
6. Graphic or degrading comments about an employee's appearance
7. Displaying sexually suggestive objects or pictures including cartoons
8. Sending or displaying vulgar electronic messaging (emails, texts, app communications, social media posts on Company pages)
9. Physical assault
10. Any unwelcome physical contact or touching, such as patting, pinching, or repeated brushing against another's body.
11. Disparate treatment based on sex or gender. Such conduct may constitute sexual harassment when it:
  - a. Is made an explicit or implicit condition of employment.
  - b. Is used as the basis for employment decisions.
  - c. Unreasonably interferes with an individual's work performance; or creates an intimidating hostile or offensive working environment.
  - d. Any retaliation against an individual who has either complained about sexual or other harassment complaint is similarly unlawful and will not be tolerated.

Any employee who believes that they have been the subject of sexual or other harassment in violation of this policy by another employee or by any third party in the workplace should immediately report the incident to someone in a supervisory/management role or to the HR Department. An employee who is unsure of the appropriate person to whom to raise an issue or perceived harassment should contact our anonymous third-party reporting hotline Lighthouse [www.lighthouse-services.com/destpet](http://www.lighthouse-services.com/destpet) or call 833-203-6462 (must include company name - Destination Pet).

Every report of perceived sexual or other harassment will be promptly, thoroughly, and impartially investigated as Destination Pet considers appropriate and corrective action will be as determined by Destination Pet in its reasonable discretion. Employees are required to cooperate in all investigations conducted pursuant to this policy. The identity of individuals who report a perceived violation of this policy, as well as any information obtained during Destination Pet's investigation, will be kept confidential to the extent possible (though confidentiality cannot be guaranteed). In addition, Destination Pet will not allow any form of retaliation against individuals who report unwelcome conduct to management in good faith or who cooperate in the investigations of such reports in accordance with this policy.

This policy is not designed or intended to limit Destination Pet's authority to discipline or take corrective action for workplace conduct deemed unacceptable, regardless of whether it satisfies the



definition of sexual or other harassment under the law.

### **Disciplinary Action & the Corrective Action Process**

Behavior or performance not aligned with Destination Pet's policies, standards, or expectations will be addressed on a case-by-case basis and may lead to disciplinary action. Destination Pet utilizes a Corrective Action Process in which the specific disciplinary approach will depend on the nature, severity, and frequency of the behavior/performance issue or policy violation and may result in any or all of the following actions: Informal or documented coaching, written warning, suspension with or without pay, and/or termination.

The Corrective Action Process itself is a process to be used by an employee's manager to address unsatisfactory attendance, conduct, or poor performance as needed and as appropriate for the situation. There are varying levels of the Corrective Action process, and the Company retains discretion in which levels apply in which scenarios. The levels are not progressive, and the Company may choose to institute only one, all of them, or any in between.

- **Informal or documented coaching:** Employees will be counseled by a manager on the specific nature of the problem, given directions on how to correct it, and notified of the potential consequences of any failure to correct it. This conversation may be memorialized in writing for future reference. Informal or documented coaching will not impact an employee's bonus and will not be considered during performance reviews unless the employee's behavior persists.
- **First Written Warning:** Employees will be counseled, in writing, by a manager on the specific nature of the problem, directions on how to correct it will be given, and the potential consequences of any failure to correct it will be explained.
- **Final Written Warning:** Employees will receive a final consultation, in writing, by a manager regarding the specific nature of the problem, directions on how to correct it, and the consequences of any failure to correct it. Because of the level of this corrective action, the employee may be placed on unpaid suspension.
- **Termination:** Employee's employment with the Company will be terminated. No notice period will be given.

Destination Pet reserves the right to take any action deemed appropriate based on the nature of the issue.

### **Performance Improvement or Corrective Action Plans**

When appropriate, a Performance Improvement Plan (PIP) or Corrective Action Plan (CAP) may be developed to identify and communicate the specific deliverables you will need to achieve to consistently meet or exceed expectations in your position.

Failure to successfully complete a PIP or CAP and demonstrate consistent and sustained improvement in the area(s) addressed may result in disciplinary action, up to and including termination of your employment with the Company. It is the sole discretion of DP to determine if a PIP will be issued, and will only be considered for management level employees. There is no requirement that an employee receives a PIP prior to being considered for termination.

### **HEALTH & SAFETY**

Destination Pet is committed to providing a safe working environment. Your safety is one of our

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primary responsibilities, and we strive to prevent and promptly resolve workplace safety and health issues.

You are required to keep work areas free of potential hazards and comply with all applicable safety rules, policies, and procedures in the Company's health and safety manuals, OSHA regulations, signs, and notices posted throughout the workplace, and as outlined below. Complying with safety rules, policies, and procedures is an express condition of your employment.

It is your responsibility to learn and adhere to established safety and emergency regulations and procedures, including but not limited to medical (human and animal), evacuation, fire, natural disasters, hazardous spills, criminal acts, etc.

If you are ever in doubt about how to safely perform a job, feel you have not been adequately trained in safety or emergency procedures, or need copies of the Company's health and safety manuals, it is your responsibility, and you are required to ask your manager or the Health and Safety Manager for assistance and training. Managers are required to make the safety of employees an integral part of regular management functions.

**You are required to immediately report** any unsafe conditions, acts, accidents, or injuries (no matter how minor) by employees, customers, or visitors to your manager and the Director of Safety. Failure to do so may result in discipline or termination.

It is also important that employees report to the Company incidents or accidents that do not involve injury or illness but have the potential to do so. These incidents or accidents should be reported to Destination Pet as soon as reasonably possible after they occur so that potential hazards can be promptly identified and corrected. A "near miss" means an incident, accident, or other unexpected event in the workplace that results in damage or the potential for damage to equipment or facilities (regardless of how minor), or which could have resulted in injury or illness (regardless of how minor). The phrase near miss does not include any accident, incident, or event that results in a workplace injury or illness. Any event involving a workplace injury or illness should be reported in accordance with the procedure detailed above and below.

Employees are required to report all near misses in which they are involved, which they observe, or of which they become aware. Near misses must be reported as soon as reasonably possible but in no event later than leaving the facility at the end of the employee's shift or workday. Near misses should be reported to the employee's direct supervisor. Employees are not required to report a near miss if they know or become aware that another employee has reported the same near-miss incident.

**If you are injured or fall ill on the job and require medical treatment**, no matter how minor, you are to report the incident to your manager, the Director of Safety, or to the HR Department immediately.

If you refuse treatment, you must sign and complete a waiver form to be submitted to the Company's workers' compensation provider. Failure to report an accident, illness, or injury on the job may result in a reduction or denial of workers' compensation benefits, as determined by the Company's workers' compensation insurance carrier. In addition to any report by you, managers are required to complete an injury and illness report and submit it to the HR Department and the Company's workers' compensation insurance carrier to initiate the claim process. The Company's workers' compensation insurance carrier will work directly with the injured employee to (1) determine



whether your claim will be approved or denied, (2) pay out any lost wages and eligible medical expenses, and (3) determine when you are cleared to return to work on modified duty or your regular schedule.

If your injury requires urgent medical attention, visit the nearest available urgent care or emergency facility. Where possible, your manager or another Destination Pet employee should accompany you to ensure your safety.

If you are unable to return to work on the day of your injury, you will receive your regular rate of pay for that day. Pay for subsequent missed days will be determined on a case-by-case basis, taking into account the laws of the state(s) in which you live and work.

### **REASONABLE SUSPICION POLICY**

To achieve the goals of this policy and maintain a safe, healthy, and productive work environment, Destination Pet reserves the right at all times to inspect employees, as well as their surroundings and possessions, for substances or materials in violation of this policy. This right extends to the search or inspection of clothing, desks, lockers, bags, briefcases, containers, packages, boxes, tools and toolboxes, lunch boxes, and employer-owned or leased vehicles and any vehicles on company property where prohibited items may be concealed. Employees should have no expectation of privacy while on the Company's premises.

Employees may be asked to submit to a drug and alcohol test if an employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior, or other conduct and facts, that the employee possesses or is under the influence of unlawful drugs, including marijuana, or alcohol, or both. Employees who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and state law to treat a disability should inform the HR Department if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication.

Employees involved in any work-related accident or incident involving the violation of any safety or security procedures may be required to submit to drug and alcohol testing. This applies even if the incident did not result in injury to any person or any property damage.

All drug and alcohol testing under this policy will be conducted by an independent testing facility, which will obtain the individual's written consent prior to testing. Failure to give consent to testing or to not complete the testing within 48 hours may be considered a terminable offense. Destination Pet will pay for the full cost of the test. Employees will be compensated at their regular rate of pay for time spent submitting to a drug and alcohol test required by the Company if the employee's alcohol or drug screen is deemed negative by a third-party lab.

Employees suspected of working while under the influence of illegal drugs or alcohol will be suspended until Destination Pet receives the results of a drug and alcohol test from the testing facility and any other information Destination Pet may require making an appropriate determination.

All records relating to an employee's or applicant's drug and alcohol test results will be kept confidential and maintained separately from the individual's personnel file.

Employees who test positive will be subject to discipline, up to and including immediate termination of employment.





Employees who refuse to submit to testing as required by the Company or who fail to complete the test will be subject to discipline, up to and including immediate termination of employment. Job applicants who refuse to submit to drug and alcohol testing will be deemed to have withdrawn themselves from the application process and will no longer be considered for employment.

## **EMPLOYEE CRIMINAL DISCLOSURE POLICY**

Your initial employment with Destination Pet was contingent upon successfully completing a background check. In addition to the initial background check at time of hire, you are required to disclose any misdemeanor or felony charges to ensure a safe, transparent, and compliant workplace. This applies to all employees, regardless of position or tenure.

### **Disclosure Requirement**

- Employees must disclose any misdemeanor or felony charges within 2 days of the charge.
- Disclosure must be made in writing to your manager or Human Resource Business Partner.
- Employees must provide relevant documentation, including the nature of the charge and any court-issued requirements.

### **Confidentiality & Consideration**

- All disclosed information will be kept confidential and reviewed on a case-by-case basis.
- The company will evaluate the nature of the charge and determine any necessary action, which may include continued employment, suspension, or termination, as permitted by law.

**Non-Disclosure:** Consequences Failure to disclose a misdemeanor or felony charge may result in disciplinary action, up to and including termination.

**Legal Compliance:** This policy is designed to comply with local, state, and federal regulations. Employees are encouraged to seek independent legal advice if needed

## **DRIVER REQUIREMENTS**

**Driver's License & Insurance:** If you drive, at any time and for any reason, on Company business, you are required to:

- Maintain a valid driver's license to operate a motor vehicle in the United States, and
- Have valid insurance that meets the limits required by the state in which you reside for any personal vehicle that you operate, or intend to operate, at any time in the performance of your essential or non-essential job functions.

If this section applies to you, then you may be asked at any time by Company management or the HR Department to produce evidence of meeting the above requirements and must be able to demonstrate compliance within 24 hours.

If you move into a position where you are obligated to travel to perform your job duties, then a background check, including a Motor Vehicle Record search, may be conducted by the Company and may be conducted routinely or randomly throughout employment by the Company and/or its auto insurance carrier to ensure that you meet driver's license requirements and insurance requirements.

**Driver Safety Guidelines:** While driving on Company business, at any time for any reason, you are

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expected to take it seriously and protect, to the best of your ability, your own safety, as well as the safety of your passengers and those around you. You must follow all traffic laws, rules, and regulations and failure to do so can be considered a violation of the Company's Code of Conduct.

## **DRESS & PERSONAL HYGIENE**

Employees are expected to dress in a manner that is appropriate for their duties, and that conveys a proper image to clients and coworkers. Employees are also expected to attend to their personal hygiene as part of their professional appearance as an employee. To maintain a more uniform look at each of our pet care centers, Destination Pet will provide polo shirts or t-shirts (or scrubs for veterinary facilities) to be worn at all times during your shift. All uniforms and outerwear provided by Destination Pet will be monogrammed or branded to the center. Employees may wear personal jackets over the provided outerwear, but they must remove them once in the center. Once received, please treat these shirts with the same care you would your own personal attire. Each employee is required to return shirts and scrubs upon the termination of employment. Jeans without holes, khakis, or shorts may be worn in conjunction with your allotted uniform tops which may not be altered in any way. However, shorts, if worn, must be to the knee. Closed-toe shoes should be worn at all times at our pet care centers. In addition, hand hygiene and nail care are crucial for staff handling animals in our veterinary centers. To minimize the risk of zoonotic disease transmission, artificial nails are prohibited, and employees must keep their nails short and natural to promote cleanliness and safety.

### **Quarterly Allotments:**

- January – Each pet center employee will receive 1 additional top.
- April – Each pet center employee will receive 1 additional top.
- July – Each pet center employee will receive 1 additional top.
- September – Each pet center employee will receive outerwear as mentioned above.

### **Veterinary Centers**

#### **Front & Back Staff**

- Scrubs
  - Receive 2 pairs at the start (solid colors only, no prints)
  - Receive 2 pairs annually on the anniversary.
- Fleece jacket given at the specified quarterly mark: Employees can substitute fleece instead of scrubs on the anniversary.

\*\* Note that if the start date falls between September & March, the employee will receive outerwear at the start date.

If additional uniforms are needed outside of the above-listed criteria, please refer to the Destination Pet Expense Policy for guidance.

## **NEPOTISM & DATING**

### **Nepotism**

Destination Pet defines nepotism as the unfair practice of giving jobs, raises, and other favors to relatives and friends and is expressly prohibited by all employees, regardless of rank or title. For purposes of this Handbook, "Relative" is defined by Destination Pet as a spouse, domestic partner,





parent, child, sibling, grandparent, grandchild, in-law, uncle, aunt, first cousin, guardian, ward, or person living in an employee's household. Casual acquaintances are not considered friends under this policy. Destination Pet does not prohibit employees from engaging in a consensual relationship, so long as no direct or indirect reporting relationship exists between the two employees. Likewise, such relationships must be disclosed to the Company. A consensual relationship agreement and or parent-child agreement must be completed and submitted to the HR Personnel file [hr@destpet.com](mailto:hr@destpet.com).

Destination Pet is committed to hiring the best qualified candidate available for each job opening. Relatives and friends of current employees may be hired by the Company, but neither may directly supervise the other, and both must be in separate departments unless otherwise approved in advance by Chief Human Resources Officer.

In no event may a current employee be involved in determining a Relative or friend's transfer or promotion potential or salary and compensation.

All job applicants must complete an employment application, on which they are asked to identify whether any current Destination Pet employees, customers, or vendors are a Relative or friend. An employee discovered to have falsified an employment application will be subject to disciplinary action, up to and including immediate termination. To avoid creating any barrier to equal employment opportunity, hiring of Relatives or Friends based exclusively on referrals will not be permitted.

You are also required to disclose to HR if, at any time during your employment with the Company, (1) you refer a Relative or Friend for employment and such person is hired by the Company or (2) the Company utilizes a Relative or Friend, or an entity owned by a Relative or Friend, as a vendor or service provider.

An employee who marries or becomes romantically involved with another employee may continue employment so long as neither directly supervises the other unless otherwise approved in advance by Chief Human Resources Officer, or General Counsel. If a relationship is started between clients in circumstances that might create a conflict of interest, you must proactively and confidentially report this to [Compliance@destpet.com](mailto:Compliance@destpet.com).

If you are concerned any familial or friendly relationship conflicts with this handbook or Destination Pet's policies (including with respect to conflicts of interest) or the Code of Conduct you should contact your HR Business Partner.

If there is a concern regarding nepotism at Destination Pet, please contact your manager, or HR Business Partner.

### **Dating Employees**

Destination Pet does not prohibit employees from dating each other. Employees who are dating are expected to be discreet about their personal relationship and maintain a professional relationship at all times while at work.

No manager may have a romantic or dating relationship with an employee whom the manager supervises or whose terms or conditions of employment the manager may influence (e.g., promotion,

termination, discipline, and compensation).

If there is a work-related concern regarding employees dating, please contact your manager, the HR Department. or [Compliance@destpet.com](mailto:Compliance@destpet.com).

## **PRIVACY**

### **Employee Information**

You are responsible for updating your personal information in your online Workday profile and, if applicable, the Company's online benefits provider platform(s) or, if unable to do so yourself, by notifying your manager or a member of the HR Department of any changes in name, address, telephone number, email address, marital status, dependents, military service status, beneficiaries, or emergency contact information.

### **Verification of Employment**

Requests for verification of employment by an outside party must be referred to the Work Number at this link [Digital Verification Solutions - Income & Employment | The Work Number](#) or call 1-866-604- 6570. For telephone inquiries, the HR Department will provide the title and dates of employment only. For written inquiries with your signature release, the HR Department will provide the information requested on the form at the HR Department's discretion.

### **Reference Checks**

The Company provides neutral references. Upon request, the Company will provide the job title held and dates of employment for references. Reference letters are not provided.

Employees may only provide personal references if it is clear that the employee providing the reference is not speaking on behalf of the Company. For additional guidance, please consult with the HR Department.

### **Inspections & Searches**

Destination Pet reserves the right to conduct searches and monitoring consistent with federal, state, and local laws. Searches may include, but are not limited to:

- Personal possessions or articles carried to and from a Destination Pet facility.
- Any area that is on Destination Pet property
- Email, voicemail, or other communications.
- Equipment/accounts issued to employees for their use.

To maintain a safe, healthy, and productive work environment, the Company reserves the right at all times to search for or inspect employees' surroundings and possessions. This right extends to the search or inspection of clothing, offices, files, desks, credenzas, lockers, bags, containers, packages, parcels, boxes, tools, lunch boxes, any employer-owned or leased vehicles, and any vehicles parked on company property , or where items prohibited by Destination Pet's policies may be concealed. Employees should have no expectation of privacy while on Company premises, except in restrooms/locker rooms. Refusal to allow search or inspection may result in discipline.

## **CONFLICTS OF INTEREST**

For purposes of this Handbook, a conflict of interest, or potential conflict of interest, occurs when an employee's outside interests (for example, financial or personal interests) interfere with Destination Pet's interests or an employee's work-related duties. For example, a conflict of interest can occur when an employee is able to influence a decision that may result in a personal gain for the employee or the employee's family member as a result of Destination Pet's business dealings.

Destination Pet is highly sensitive to conflicts of interest, or even the appearance of a conflict of interest, on the part of our employees. At all times during your employment, we expect you to act in the best interests of the Company and not permit outside activities or relationships to adversely influence your employment-related decisions or actions on the job. Furthermore, Destination Pet prohibits all employees from using their position with Destination Pet, or Destination Pet's relationship with its clients, customers, vendors, suppliers and contractors, for private gain or to obtain benefits for themselves or members of their family.

Conflict of interest situations that are prohibited may include, but are not limited to:

- Sharing information about Destination Pet with a competitor
- Working another job for or offering paid services to a competitor of Destination Pet
- Working another job that is scheduled during normal working hours that would infringe on your ability to conduct your role as an exempt employee at Destination Pet.
- Planning to work for a vendor or customer at a future date while continuing to do business with them as an employee of Destination Pet
- Accepting gifts or payment from another company for information about Destination Pet
- Making or influencing a purchase or business choice to boost a business that you have stake in:
  - a financial interest in a competing organization
  - Serving as a board member or director of a competing firm
  - Being self-employed in an occupation that competes with Destination Pet
- Having ownership, partnership or personal involvement in supplier companies or distribution outlets related to Destination Pet's business.
  - Receiving special consideration, substantial gift, bribe, or kickback as the result of any transaction or business dealings involving Destination Pet

Destination Pet trusts you to exercise your reasonable judgment in avoiding conflicts of interest and acting in Destination Pet's best interests. At all times during your employment, you are required to report actual or potential conflicts of interest. If you become aware of a conflict of interest or ethical concern regarding your or another employee's employment with Destination Pet or have a question as to whether a situation constitutes a conflict of interest, discuss the matter with your manager.

Destination Pet will investigate all concerns regarding conflicts of interest to determine whether a conflict of interest exists and what action should be taken. Destination Pet prohibits any form of discipline, reprisal, intimidation, or retaliation for reporting a potential conflict of interest or cooperating in related investigations.

## **OUTSIDE EMPLOYMENT**

Hourly employees may hold outside jobs, as long as:



- You continue to meet the performance standards of your job; and
- Outside employment does not interfere with your ability to meet your Destination Pet job responsibilities.

If these requirements are not met, Destination Pet may require you to leave the other job if you want to remain employed at Destination Pet.

## **EMPLOYEE SOLICITATIONS FOR CHARITABLE PURPOSES**

Strictly prohibited in the workplace.

## **INFORMATION TECHNOLOGY (IT) POLICIES**

The Company's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Company policy. This includes voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of Destination Pet's systems.

The Company may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when Destination Pet deems it appropriate to do so. The reasons for which the Company may obtain such access include but are not limited to maintaining the system; 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 the Company's operations continue appropriately during the employee's absence.

Further, Destination Pet may review Internet usage to ensure that such use with Destination Pet's property, or communications sent via the Internet with Destination Pet's property, are appropriate. The reasons for which the Company may review employees' use of the Internet with the Company's property include, but are not limited to: maintaining the system; 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 the employee's absence.

- Do not use the company's computer systems for any matter that you desire to be kept private or confidential by the company.
- 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.
- Destination Pet's policies prohibiting harassment, in their entirety, apply to the use of the Company's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, gender, sexual orientation, sexual identity, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.
- Further, since Destination Pet's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.
- Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited. Email and downloading from the internet are prime sources of viruses and other malicious software. Therefore, no one may download or install software or shareware to their hard drive, unless the IT department has provided prior explicit authorization.
- No employee should share passwords to gain access, or attempt to obtain access to another



- employee's computer systems without appropriate authorization.
- Violators of this policy may be subject to disciplinary action, up to and including discharge.

## **EMPLOYEE IMAGES**

By signing the employee handbook acknowledgment, you give Destination Pet consent to record, videotape, and photograph your image and/or voice to be used in any reasonable way, including but not limited to on the company intranet, the company websites, employee newsletters, and customer newsletters. The employee understands that no special compensation will be provided to them for use of their image and they may not be informed in advance if the Company uses my image.

## **PROFILE PICTURES STANDARDS POLICY**

Our Human Capital Management system has allowed the option for all employees to upload a picture of themselves so that other community members can identify them. The intent of this policy is to ensure that these profile pictures are appropriate for our workplace and to minimize misunderstandings within our community. Photos must be compliant with Destination Pet Guidelines, which promote respect, honesty, and safety, and prohibit discrimination, harassment, privacy violations, fraud, and other forms of misconduct and illegal behavior.

The following guidance should be considered when uploading a profile picture:

- Pictures should be a recent professional or personal photo (waist height and above), identifiable portrait of the employee and/or your Pet only.
- Pictures should not, not have sunglasses, baby pictures, pictures of other people/family/department (or other individuals).
- No pictures should show derogatory, discriminatory, or profane words, symbols, or phrases.
- Pictures should not be memes, avatar, cartoons, political statements, or other digital imagery.
- Pictures should not include lewd or crude mannerisms or suggestive poses.
- Please do not upload any photos with inappropriate content, such as images including alcohol, drugs, weapons, nudity, or that are sexually suggestive.

Employees should be advised that all photos uploaded to the system will be subject to review and approval by Human Resources (HR). HR reserves the right to review and remove any pictures that fail to meet the above standards at any time. Continued submission of photos that do not meet the standards outlined above may result in disciplinary action.

## **MEDIA INQUIRIES**

All Destination Pet employees should refer all media inquiries to the Marketing Department and should not respond to such inquiries and provide no further comment unless specifically authorized to do so. Even if a member of the media or publication continues to ask for a response or promises that the response will be on an unattributed basis, the employee should continue to refer to the Marketing Department.

## **SOCIAL MEDIA**

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and coworkers. However, the use of social media also presents certain risks and

carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, please review the Company's Communication Standards policy.

The internet provides unique opportunities to participate in interactive discussions and share information on topics using a wide variety of social media. The following requirements apply to the use of social media:

- It is required that everyone uses company provided communication platforms like Workjam, Deputy, Teams, and Outlook. Platforms like Slack or Facebook Messenger are not permitted.
- Each Destination Pet employee is solely responsible for the content the employee posts. Before posting on social media, employees should consider some of the risks and rewards that are involved.
- Employees should not post on social media (a) any information about or that may be used to identify Destination Pet employees, customers or vendors, (b) internal Destination Pet reports, policies, procedures, or (c) other internal business-related confidential communications.
- Employees should understand all of Destination Pet's policies to ensure their postings are consistent with the policies before posting on social media.
- Employees should express only personal opinions on social media. Employees should not represent themselves as a spokesperson for Destination Pet unless specifically authorized to do so.
- Employees should always be fair and courteous to fellow employees, customers, suppliers, people who work on behalf of Destination Pet and Destination Pet's competitors. Work-related complaints are more likely to be resolved by speaking directly with co-workers, the employee's supervisor, or someone in management than by posting complaints to social media.
- If an employee posts complaints or criticism on social media, the employee should avoid using statements, photographs, video, or audio that (a) reasonably could be viewed as malicious, obscene, threatening, or intimidating, (b) disparages customers, members, employees, or suppliers, or (c) might constitute harassment, bullying, or defamation.
- Employees should not use their phones or smartphones to access social media or for personal use while they are actively engaged in their job duties or if using their personal devices would create an unsafe situation or distraction.

### **ARTIFICIAL INTELLIGENCE (AI) POLICY**

The use of Artificial Intelligence (AI) tools and technologies within the Company is intended to support and enhance business operations. Any use of AI tools must align with the Company's policies, including but not limited to IT, confidentiality, privacy, and code of conduct standards.

Limited personal use of AI tools may be permitted if it does not interfere with job responsibilities, compromise Company data, or violate any Company policy. Users should have no expectation of privacy regarding any AI-generated content or usage conducted on or through Company systems. Remember that



any information uploaded to AI may be used for AI-training purposes and no longer remains confidential. Do not upload or provide any proprietary or confidential information to any AI systems without prior approval.

The Company reserves the right to monitor and review AI tool usage to ensure compliance with legal, regulatory, and business requirements. This includes but is not limited to reviewing AI-generated outputs; ensuring content accuracy and appropriateness; preventing misuse; and supporting operations in the absence of employees.

Employees are prohibited from using AI tools to generate, input, or disseminate confidential, proprietary, customer, or sensitive data unless explicitly authorized by management. No employee may use AI tools in a way that violates data protection laws, intellectual property rights, or the Company's standards of professional conduct.

Destination Pet's harassment and anti-discrimination policies apply fully to the use of AI tools. No content generated or used via AI may be discriminatory, harassing, offensive, or in violation of any applicable federal, state, or local law.

Employees must not use AI tools to impersonate individuals, fabricate documents, or create misleading or deceptive content. AI use for decision-making processes that affect employees, customers, or partners must be reviewed and approved by Company leadership.

Any employee using AI tools must do so transparently and responsibly. Unauthorized use or misuse of AI tools may result in disciplinary action, up to and including discharge.

## **COMPENSATION PRACTICES**

Destination Pet complies with the Fair Labor Standards Act ("FLSA") and applicable state laws in classifying employees.

### **FLSA Employment Classification Definitions:**

- **Non-exempt Employee:** An employee who is covered by the provisions of the FLSA. Non-exempt employees are eligible to earn overtime pay for all hours worked in excess of 40 hours per work week. Some states have specific overtime laws which will supersede FLSA requirements.
- **Exempt Employee:** An employee who is not covered by the provisions of the FLSA, including those relating to overtime pay.
- **Full-Time:** For purposes of qualifying for benefits, employees who are regularly scheduled to work at least 30 hours per week will be able to participate in Company sponsored benefits. The expectation, however, is that full-time non-DVM employees need to regularly perform at least 40 hours per week of work. Full Time DVM are expected to complete at least 36 patient contact hours per week. Some full-time exempt employees accrue PTO each pay period and full-time non-exempt employees accrue PTO based on hours worked per pay period. Other full-time exempt employees will receive FTO. [Clarification of which group of employees receive PTO or FTO can be found in the "Time Off" section of this handbook.]
- **Part-Time:** Employees who are scheduled to work less than 30 hours per week. Part-time employees do not earn PTO or floating holidays. Employees will be transitioned to FT if the





employee works 30 or more hours on average, for at least 6 months.

- Commissioned: Employees who are paid on a percentage-of-revenue basis and whose hours are based on scheduled needs. Commissioned employees, depending on their average number of hours worked, may earn PTO and may be benefit-eligible.
- Seasonal: Employees who do not have regularly scheduled work hours. Seasonal employees do not earn PTO (unless otherwise provided for under state law) and are not benefit-eligible.
- Minor: Employees under 18 years of age. Employees under age 18 must provide the appropriate documentation required by law and may be subject to federal and state mandated restrictions on work duties and work hours.

### **Work Week**

Destination Pet's work week for payroll purposes begins at 12:00 AM Monday and ends at 11:59 PM Sunday.

### **Work Hours**

Work schedules are based on the needs of the business:

- Hours may vary and are not guaranteed. Operational demands may make it necessary to alter schedules, including starting and ending times.
- Employees are expected to be prepared to work as needed, including evenings, weekends and/or holidays.

### **Timecards**

Employees who are required to document their time are responsible for accurately clocking in and out of the Company's Time & Labor portal. This means they must:

- Clock in at the beginning of your workday,
- Clock out and back in for unpaid meal breaks, and
- Clock out at the end of your workday.

If you miss a punch or there is an error in your timecard, notify your manager as soon as possible so that your manager may adjust your timecard.

Managers will monitor employees' timecards daily and ensure that all missed punches are corrected not later than 10am in your time zone the day following the last day of the pay period. Managers may not modify employee timecards to inaccurately represent the hours worked by non-exempt employees. Managers who falsify employee timecards are subject to discipline, up to and including termination.

Center employees may not clock in earlier than 5 minutes BEFORE your scheduled start time unless you receive express advance approval from your manager.

Non-exempt employees are prohibited from working without documenting the time worked, regardless of when and where the work is performed. Managers are prohibited from requesting that you work "off the clock" without compensation.

### **Schedule Change Requests**





Destination Pet recognizes that employees may occasionally need to adjust their work schedules due to personal or professional needs. While the Company values flexibility and work-life balance, all schedule change requests must be evaluated in the context of business operations.

Managers will make every reasonable effort to accommodate schedule change requests. However, approval is subject to the operational needs of the business, staffing requirements, and consistency with Company policies and procedures. Final approval of any schedule adjustment rests with management to ensure continuity of service and team coverage.

Employees should understand that, depending on the nature of the schedule change requested, the Company may not be able to maintain the employee's current classification or status, including full-time designation. Any change in status may affect eligibility for certain benefits or programs as outlined in the Company's policies.

Employees are encouraged to submit their requests as early as possible to allow for appropriate review and planning.

### **Meal & Rest Breaks**

Scheduled breaks provide a safe and reasonable environment for employees (and may be necessary to comply with state-specific requirements). Destination Pet encourages all employees to take an uninterrupted meal break during each workday. Subject to business needs, manager discretion, and applicable state law (which will be described in any state-specific addenda to this Handbook), the following provisions are recommended for all Destination Pet employees:

- Employees may take an unpaid 30-minute uninterrupted meal break free from all job responsibilities when the work shift exceeds five consecutive hours of work.
- Meal breaks are to be taken between the second and fifth hour of work.
- Non-exempt employees are to clock out during their meal break. Notwithstanding the foregoing, all applicable state laws should be followed in all instances.
- Meal breaks are not considered time worked for overtime purposes.
- If, for pressing business reasons, you are unable to take an uninterrupted meal break, the time worked will be paid, and, in these instances, managers should make every effort to offer such an employee an alternate break opportunity.
- Minors working 5 hours or more MUST take an unpaid and uninterrupted 30-minute break with NO EXCEPTIONS.
- Employees may take one paid 15-minute rest break for every four hours worked.

Center and hospital employees: Rest breaks are typically scheduled but may be taken on an informal basis throughout the day. Unless the timing and existence of rest breaks are governed by state or local law, rest breaks are typically unscheduled but may be taken on an informal basis throughout the day. Rest breaks may not be taken immediately before or after a meal.

### **Overtime**

In accordance with applicable law, non-exempt employees receive overtime pay at a rate of 1.5 times their hourly rate for hours worked in excess of forty (40) hours in a work week and for hours worked in certain other specific circumstances. Destination Pet's work week is 12:00 AM Monday through 11:59 PM Sunday. To the extent that state or local laws mandate overtime pay provisions that are more favorable to you than provided for under Destination Pet's policy, the state or local law



overrides Destination Pet's policy.

To the extent that state or local laws mandate overtime pay provisions that are more favorable to you than provided for under Destination Pet's policy, the state or local law overrides Destination Pet's policy and the information will be included in state-specific addenda to this Handbook.

The following guidelines also apply:

- Employees are generally expected to complete their job responsibilities within a regular 40-hour work week.
- Overtime must be for a specific business-related purpose.
- Overtime must be scheduled or approved in advance by your manager.
- When overtime is necessary, you will be given as much advance notice as practicable.
- Working unauthorized overtime may result in disciplinary action.
- Only hours worked are counted toward overtime. PTO, Holidays, and other paid absences are not counted as hours worked.

### **Tipping**

Tips are discretionary payments employees may receive from customers. "Cash Tips" are received directly from the customer. "Reported Tips" or "Credit Card Tips" are tips that a customer adds to an electronic payment. All tips are required by law to be reported. Document tips daily on IRS Form 4047A (<https://www.irs.gov/pub/irs-prior/f4070a--2005.pdf>) and submit to your manager before the last day of the pay period. **If a center practices a tipping pool, managers, Assistant Managers and other salaried employees are not allowed to accept tips or to participate in a tipping pool.**

Managers are responsible for:

- Encouraging employees to report Cash Tips.
- Entering both Reported Cash Tips and Credit Card Tips on employees' timecards, dividing the tip pool amongst employees, prior to approving and submitting at the end of the pay period; and
- Retaining Forms 4047A in employees' files.

Tips are treated as earnings, just like hourly wages or salary, and are subject to taxes.

- Credit Card Tips are included in your paycheck and appropriate taxes are withheld.
- Reported Cash Tips are documented on your paycheck and appropriate taxes are withheld.

### **Paydays**

Paydays are biweekly, occurring every other week. There are a total of 26 paydays in a year.

If a regular payday falls on a weekend, payday will be the preceding Friday. If a regular payday falls on a public holiday, payday will be on the previous regular business day.

### **Performance or Incentive Bonuses**

Destination Pet values and recognizes employees' willingness to serve our customers and support the achievement of the Company's strategic goals and objectives. To that end, bonus opportunities may be provided to you, at the sole discretion of management or in accordance with written performance or incentive bonus plans. The Company always retains the discretion to modify or



eliminate performance or incentive bonus plans for any time or for any reason. The employee must be employed at the time the bonus is distributed.

## **BENEFITS**

Destination Pet continually strives to provide a diverse selection of voluntary benefits to meet your needs and your family's needs at an affordable price.

As of the publication of this Handbook, Destination Pet offers the following benefits to full-time employees:

- Medical Insurance (with FSA or HSA options)
- Dental Insurance
- Vision Insurance
- Employee Assistance Program (EAP), which provides referrals for child and elder care, financial planning assistance, legal services, stress and anxiety management, and addressing family concerns.
- Life and AD&D Insurance
- Short- and Long-Term Disability (STD & LTD) Insurance
- Hospital Indemnity Insurance
- Critical Illness Insurance
- Accident Coverage Insurance
- 401k
- Pet Insurance
- Perk Spot

As of the publication of this Handbook, Destination Pet offers the additional benefits for Support Staff, District Directors, District Veterinarian Directors, & Area Vice Presidents:

- Flexible Time Off
- Parental Leave

Benefit offerings and terms are subject to change at the Company's discretion. Please refer to the Benefits Handbook for details regarding new hire eligibility and enrollment, annual open enrollment, mid-year status changes, employee benefits statements, and other important information.

If you need a copy of the Employee Benefits Booklet, contact your manager or email [benefits@destpet.com](mailto:benefits@destpet.com).

## **EMPLOYEE DISCOUNTS & PROGRAMS**

You are encouraged to use the services provided by Destination Pet. All transactions must be logged into the computer system and paid for at the time of service/purchase. Your account must be up to date to receive the discount. Purchases may be placed "On Account" ONLY with prior approval from your District Director.

### **Pet and Veterinary Services Discounts**

All pets must be up to date on vaccinations required by Destination Pet. Destination Pet reserves the right to suspend boarding, daycare, grooming and/or veterinary services if your dog shows aggressive or disruptive behavior or in any way contributes to the injury of a Destination Pet client



or employee. You must sign all standard customer agreements and waivers prior to using a Destination Pet facility for this benefit. Veterinary expenses for unforeseen incidents that may be incurred while your pet is onsite will be the employee's responsibility

The following discounts apply only to services at Destination Pet-owned facilities for pets in your household. Payment is due at the time of service NO EXCEPTIONS:

#### Veterinary Services

- Medical Services = 20% discount
- Medication at cost

#### Boarding

- Boarding is on a space-available basis.
- Boarding for up to 2 pets for up to 12 days (per pet) per year = no charge to you
- Above 2 pets and beyond 12 days = 50% discounts
- A la carte services will be discounted by 10%

#### Daycare

- Daycare is on a space-available basis.
- You may bring 1 pet to work with you or to another Destination Pet facility at no cost, subject to all policies in effect at that location at that time.
  - Additional pets = 50% discount Note:
    - Camp counselors may not have their personal pets in a group they are supervising.
    - Pets are required to complete and pass the same interview/medical screening process as all new clients.
    - To be eligible for the daycare benefit, an employee must not have (1) any corrective action plans in the prior 30 days or (2) have missed or had more than two shifts reassigned in the previous 30-day period.

#### Grooming

- Bathing and grooming services = 20% discount

#### Training

- Training = 20% discount Note:
  - You may attend a "group" class free of charge if there is space available.
  - Prior approval from your manager is required if you work in the facility.

#### Retail

- Retail items (non-equine) = 25% discount.
- Retail items (equine) = 10% discount.
- Food = cost, plus 10% of cost.
- Special order items must be prepaid at the time of the order.

### **LOSS PREVENTION**

As an employee of Destination Pet, you have an important role in overall loss prevention. Losses to the Company may be caused by many factors, including damaged and broken merchandise, misuse

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of Company supplies, incorrectly priced merchandise, abuse of employee discounts and customer and employee theft. To avoid any possible suspicion or the appearance of impropriety, employees are expected to strictly adhere to the following policies:

- All merchandise purchased from the Company is to be purchased through a manager, must be logged in to the computer and paid for at the time of purchase.
- Merchandise and/or supplies leaving the workplace must, without exception, be accompanied by a proper sales receipt or inter-location transfer slip.
- Unauthorized use of Company property such as supplies, records, equipment, vehicles, or merchandise is prohibited.
- Damaged or returned merchandise may not be converted for free personal use by employees.
- Merchandise from the sales floor or stock room—such as food, crates, or grooming supplies converted for in-house use—must be documented and authorized by your manager.
- No merchandise, supplies or stock is to be compacted, discounted, and thrown out or given away without the approval of your manager.

**To anonymously report suspected theft, please contact the Lighthouse hotline at 833-203-6462, or you can email them at [www.lighthouse-services.com/destpet.com](http://www.lighthouse-services.com/destpet.com).**

## **PROFESSIONAL EXPENSES & CONTINUING EDUCATION**

If you hold or secure a professional license (e.g., Certified Public Accountant (CPA), Doctor of Veterinary Medicine (DVM), Registered Veterinary Technician (RVT), Juris Doctor (JD), Professional in Human Resources (PHR/SPHR), Project Manager Professional (PMP)) that is directly related to your current job, eligible expenses are reimbursable when budgeted and approved in advance by your manager or in accordance with a written employment agreement.

## **ATTENDANCE & PUNCTUALITY**

Punctual and regular attendance is an essential responsibility of each employee at Destination Pet. Employees are expected to report to work as scheduled, on time and prepared to start working. 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. This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA).

A tardy is defined as being five (5) minutes late. Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor at least 3 hours before their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary. Employees who must leave work before the end of their scheduled shift must notify a supervisor immediately.

The employee is allowed 1 un-excused absence every rolling 6 months without formal disciplinary action. An unexcused absence is defined as an absence from a scheduled shift that is not approved in advance, not covered by pre-approved PTO, and not protected under applicable leave laws (e.g., FMLA, ADA, jury duty, bereavement). Any unexcused absence must still be reported in accordance with the call-out procedure (minimum of 3 hours prior to scheduled start time). Failure to do so may escalate the infraction to a No Call/No Show.



Hourly employees and designated Full-Time Employees who accrue PTO must use earned PTO for every absence unless otherwise allowed by company policy (e.g., leave of absence, bereavement, jury duty).

If an employee's 1 excused absence in a 6-month rolling period has been used, all other missed shifts thereafter will be considered an "occurrence". After three (3) occurrences of any attendance infraction (tardiness, callouts, unscheduled/unexcused absences) in a six (6) month rolling period, the employee will be issued a 1<sup>st</sup> Written Warning. If the employee has another attendance infraction within the six (6) month period, the employee will be issued a Final Written Warning. Any additional attendance infractions within the rolling six (6) months will result in review for termination.

A missed shift without proper notification is considered a "No Call/No Show". Any employee who fails to report to work without notifying his or her manager will receive a First Written Warning. If the employee has a second No Call/No Show within the rolling six (6) month period, the employee will be reviewed for termination.

Any employee who fails to report to work for a period of two days or more without notifying his or her supervisor will be considered to have abandoned their job and will be considered to have voluntarily resigned.

## **HOLIDAYS**

Destination Pet observes and recognizes the following holidays:

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

Full-time exempt employees receive their regular rate of pay for each of the observed holidays. Nonexempt employees (whether full-time, part-time, or seasonal) who work on a recognized holiday are eligible and shall be paid 1.5x such an employee's regular rate of pay for time worked. **Commission-only employees do not receive holiday pay.**

Non-exempt employees who do not work on the observed holiday will not be paid for the holiday. All non-exempt employees will only be paid at the rates set forth above if they work the holiday in question or if a floating holiday is used (outlined below).

An exempt employee who works on a paid holiday is eligible for an alternative day off at the discretion of the employee's manager.

When a holiday falls on a Saturday, it is observed on the preceding Friday. When a holiday falls on a Sunday, it is observed on the following Monday.

Full-time exempt employees receive their regular rate of pay. Full-time, non-exempt corporate office employees receive eight hours of holiday pay at their regular rate of pay.

Part-time corporate employees are not eligible for holiday pay.



An exempt corporate employee who works on a paid holiday is eligible for an alternative day off at the discretion of the employee's manager. This time off is not tracked in Workday. Holiday time off will not be counted as hours worked for the computation of overtime pay for non-exempt employees.

## **TIME OFF (FLOATING HOLIDAYS, PTO, FTO)**

### **Floating Holidays**

Destination Pet offers floating holidays to a designated group of Full-Time employees. [These employees also accrue PTO throughout the year, and are subject to the following guidelines].

Employees who qualify for FTO do not receive floating holidays:

- Floating holidays cannot be accrued, saved, or paid out at the end of the year or at the end of employment. This is a use-it or lose-it benefits. with the exception of state-specific laws, Floating Holidays will not be paid out at the end of employment.
- For all employees who are eligible to receive floating holidays and whose start date is after June 1, will receive a 50% pro-rated portion of the floating holidays for that calendar year.
- There is a 90-day waiting period before the floating holiday benefit is vested and becomes available to any eligible employee.
- Floating holiday hours will be paid at the regular rate of pay.
- Floating holiday balances reset at the beginning of the calendar year.
- Floating holiday pay is separate from our PTO program and not included in PTO accrual calculations.
- Floating holidays can be used on any recognized Destination Pet holiday or any other day of an employee's choosing. However, floating holidays cannot be used on a holiday that is also worked. Either a non-exempt employee receives 1.5x their rate of pay for time worked or a floating holiday can be used.
- Seasonal and part-time employees are not eligible for this benefit.

**Center Staff and Managers:** Each eligible employee (as set forth on the below table) will also receive a set number of floating holiday hours per calendar year, to be used at any time as approved by the employee's manager, subject to the exemptions and limitations listed below. Floating holiday approval is subject to manager discretion, and approval may be withheld if the floating holiday conflicts with peak center business times or other concerns. Approved and used floating holiday pay will be paid out per day used in the following manner:

<b>Full-time Exempt/Non-Exempt (30+ hours/week)</b>	32 hours of regular pay or prorated (see above)
<b>Part-time Non-Exempt</b>	Not eligible for this benefit

### **Support Staff, District Directors, District Veterinarian Directors, & Area Vice Presidents:**

These employees do not receive Floating Holidays. Please see the Flexible Time Off section below.

### **Paid Time Off**

Destination Pet provides PTO to full-time employees who do not receive FTO. Seasonal and part-time employees do not accrue PTO. We encourage you to use your accrued or earned PTO each year.

- Use PTO for vacation, personal, and sick days (some states may have additional sick time policies that apply). Schedule PTO as far in advance as possible by submitting a PTO





request through Workday.

- Managers are responsible for timely review of your PTO requests and either approving or declining your requests based on your available PTO and the needs of the business. Communicate your time off schedule, as applicable, to those inside and outside of your team or department.
- For non-exempt employees, PTO accrues on the number of hours worked in a work week and will include regular hours or overtime hours (but will not include PTO, paid hours, holiday hours or other leave hours for which you are paid).
- For exempt employees, PTO accrues at a set rate per pay period (outlined below).
- If you obtain the maximum amount of PTO according to your applicable rate of accrual, you will not accrue or earn additional PTO until you take time off and reduce your PTO balance below the maximum allowed accrual. Your maximum balance will remain year over year until PTO is taken and used. If PTO is not taken, your balance will remain; it is not a use it or lose it policy.
- Destination Pet reserves the right to schedule and enforce mandatory PTO where it deems appropriate.
- Destination Pet reserves the right to approve or deny such requests. Employees are not allowed to have a negative PTO balance. If upon termination, for whatever reason, your PTO balance is negative, the Company will deduct this amount from your final paycheck to the extent allowed by federal, state and/or local employment laws (see also “Separation of Employment” section).
- Accrued but unused PTO will be paid out upon termination of your employment at your most recent rate of pay as of your termination date. If your PTO is subject to a waiting period and your employment terminates prior to the end of the waiting period, no PTO will have been earned and no PTO will be paid out.
- PTO is not earned in pay periods during which unpaid leave-, short- or long-term disability leave, Family Medical Leave, or worker’s compensation leave are taken.

**Center Staff:** Full-time non-exempt center staff may take PTO following a 6-month waiting period. Full-time nonexempt employees receive an accrual balance retroactive to their start date. PTO accrues per pay period at the following rate:

Years of Service	Hours Accrued per Hour Worked	Maximum Accrual
Years 0 thru 2	.0193	40 Hours (5 days)
Years 2 thru 4	.0385	80 Hours (10 days)
Years 4 thru 8	.0577	120 Hours (15 days)
Year 8+	.0770	160 Hours (20 days)

**Center Managers:** Full-time exempt employees receive an accrual balance retroactive to their start date and will accrue on a per pay period basis at the following rate:

Years of Service	Hours Accrued per pay period	Maximum Accrual
Years 0 thru 2	1.54	40 Hours (5 days)
Years 2 thru 4	3.08	80 Hours (10 days)
Years 4 thru 8	4.62	120 Hours (15 days)
Year 8+	6.16	160 Hours (20 days)

(Note: Exempt employees accrue on the basis of a bi-weekly pay period.)





Exempt employees must use the Paid Time Off code vs. Unpaid Time Off. If the employee wishes to take unpaid time, the HR Department and Payroll **MUST** be notified as the employee's check will be adjusted appropriately. All time-off requests must be submitted and approved in Workday to be paid.

Note: If you move from a regular to seasonal position, all accrued but unused PTO will be paid out on the first check following the status change (excluding floating holidays).

**Commission-Only Paid Employees:** Employees who are paid on Commission-only, may take PTO following a 6-month waiting period and will receive an accrual balance retroactive to their start date. PTO then accrues per pay period at the following rate:

Years of Service	Hours Accrued per Hour Worked	Maximum Accrual
Years 0 thru 2	.0192	40 Hours (5 days)
Years 2 thru 4	.0385	80 Hours (10 days)
Years 4 thru 8	.0577	120 Hours (15 days)
Year 8+	.0769	160 Hours (20 days)

PTO requested and taken by commissioned employees will be paid out to the employee on a calculated basis, as follows:

The hourly rate to be applied to such commissioned employee's PTO request shall be determined by calculating the average daily compensation over the previous three months and dividing the result by eight to determine an imputed hourly rate to be applied to such employee's PTO request. Such a rate shall then be applied to the number of PTO hours taken by such an employee.

As an illustration, Destination Pet shall take the gross compensation earned over the prior six completed payrolls and determine by a review of the timecard of such employee the number of days worked (based on an eight-hour workday) over the same six pay periods. Finally, the Company will take the total compensation and divide the amount by the number of days worked over the same period to obtain a calculated daily rate. Such daily rate shall be divided by eight resulting in an hourly rate to be utilized for calculating the payout to the employee based on the number of PTO hours used by such employee.

**Veterinarians:** Veterinarians' PTO is determined by their pay structure, which is stipulated in their employment agreements, and as follows:

- Pro-Sal: The hourly rate to be applied to a veterinarian on a pro-sal compensation structure will be calculated based on (a) Veterinarian's salary and (b) production compensation, during the 6 full months before the month that Veterinarian uses the PTO benefit. Such a rate will then be applied to the number of PTO hours actually taken by the veterinarian.
- Production: The hourly rate to be applied to a veterinarian on a production compensation structure will be calculated based on Veterinarian's production compensation during the 6 full months before the month that Veterinarian uses the PTO benefit. Such a rate will then be applied to the number of PTO hours actually taken by the veterinarian.



Years of Service	Hours Accrued per Hour Worked, if Part-Time	Hours Accrued per pay period, if Full- Time	Maximum Accrual
Years 1 thru 4	.0577	4.62	120 Hours (15 days)
Years 5+	.0769	6.16	160 Hours (20 days)

(Note: Exempt Employees accrue on the basis of a bi-weekly pay period.)

### Flexible Time Off

Flexible Time Off (FTO) applies to all Corporate Office/Support Center Employees & Executives, including District Directors, District Vet Directors, and Area Vice Presidents.

- An employee must be employed and have worked for the Company for no less than 90 days to qualify for FTO.
- Part-Time employees do not qualify for FTO.
- Under this policy, an Employee is eligible to take as much vacation time away from work with pay, that is consistent with the Employee's job duties, Company needs, and Company obligations.
- The Employee may use Flexible Time Off ("FTO") when absent from work for vacation, travel, or some other personal reason—including non-extended or temporary illnesses in states or localities that do not provide mandatory Paid Sick Leave. In states or localities where Paid Sick Leave is mandated by law, this policy does not apply to absences related to you or your family member's illness or injury or to leaves of absence, which are covered by separate Company policies.
- When time off is needed, employees should submit a request to their immediate supervisor to determine their ability to take time. Employees are responsible for managing their workload, discussing any time off with their supervisors, and meeting the goals set by the Company.
- FTO is not an additional form of wages and does not accrue. Instead, it is part of the Company's promise to provide employees with work-life balance. There is no cash-out of FTO upon separation from employment; however, if the employee had accrued hours that were "frozen" under the previous PTO policy, such hours will be paid upon separation.

### OTHER LEAVE

Other than PTO, there are additional types of leave that can be utilized, as described below.

#### Bereavement (Funeral) Leave

- Full-Time Center Staff Employees: Regular full-time employees may take up to three consecutive workdays of paid bereavement leave per occurrence to arrange and attend funeral or memorial services in state, and take care of family business following the death of an immediate member (Immediate family is defined as: mother, father, brother, sister, spouse, child, current mother-in-law, current father-in-law, grandmother, grandfather, great grandmother, great grandfather, step-parents and step children. Legal guardians or legal wards will be considered immediate family upon the approval of the HR department who will review) of your family or approved by HR, with supporting documentation (e.g., Obituary, Death Certificate) You may take up to five Consecutive workdays of paid bereavement leave per occurrence to arrange and attend funeral or memorial services out of state, which shall be supported by documentation (i.e., Obituary, Death Certificate) to the

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HR Department. Eight hours of paid time off will be given for each day taken.

### **Extended Personal Leave of Absence**

Destination Pet typically does not grant extended personal leaves of absence. Should you need or desire such a leave, submit your request in writing to your manager and the HR Department. Should your request be approved, you will be required to use all accrued but unused PTO first. Additional time off will be unpaid.

### **Personal Leave of Absence**

If the request is less than 10 days, the Employee and Center Manager do not need to contact HR to counsel. If it takes more than 11 days, the employee must contact AbsencePro at [AbsencePro<sup>SM</sup> - Login \(absencemgmt.com\)](#) or call 877-365-2666. The maximum length a personal leave can be is 30 days. If an employee wishes to take a personal leave longer than 30 days, prior approval must be granted by the VP of HR, or the CHRO and will be granted on a case-by-case basis.

Subject to the terms and conditions of Destination Pet's contracts with its insurance carriers and federal law under COBRA, either or both of which may override this policy, if you make the request, Destination Pet may continue your medical, dental, vision, life insurance, and other voluntary insurances coverage during an extended personal leave of absence. You are, however, responsible for payment of all employee premiums associated with your Company-sponsored insurance coverages for the duration of your leave. Please make your request for coverage with the HR Department prior to going out on leave by contacting [benefits@destpet.com](mailto:benefits@destpet.com).

PTO will not accrue, holidays will not be paid, and you will not be eligible for any other paid or unpaid leave during an extended personal leave of absence, unless using PTO.

Destination Pet's At-Will Employment Policy will remain in effect during your extended personal leave of absence.

### **Family and Medical Leave (FMLA)**

The Company provides leave according to the Family and Medical Leave Act of 1993 (FMLA), which provides unpaid, job-protected leave to covered employees in certain circumstances.

**Eligibility:** To qualify for FMLA leave, you must: (1) have worked for the Company for at least 12 months, although it need not be consecutive; (2) worked at least 1,250 hours in the last 12 months; and (3) be employed at a worksite that has 50 or more employees within 75 miles. If you have any questions about your eligibility for FMLA leave, please contact HR.

### **Leave Policy**

If eligible, you may take up to 12 or 26 weeks of family or medical leave, whichever is applicable (as explained below), within the relevant 12-month period defined below. While you are on FMLA leave, Destination Pet will maintain your group health insurance coverage at the same level and

under the same circumstances as when you were actively working, as explained more fully under the section titled, "Medical and Other Benefits." On returning from approved FMLA leave, you have the right to be restored to the same job or an equivalent position, subject to the terms, limitations, and exceptions provided by law.

### **Leave Entitlement**

You may take **up to 12 weeks** of unpaid FMLA leave in a 12-month period, which is measured forward from the date an employee's first FMLA leave begins for any of the following reasons:

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

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, child, parent or next of kin who is a covered service member and who has a serious injury or illness related to active duty service, as defined by the FMLA's regulations (known as military caregiver leave).

### **Both Spouses Employed by Destination Pet**

Spouses who are both employed by the Company and eligible for FMLA leave may be limited to a:

- Combined total of 12 weeks of leave during the 12-month period if leave is requested:
- for the birth of a child and in order to care for that child.
- for the placement of a child with the employee for adoption or foster care and in order to care for the newly placed child; or
- to care for an employee's parent with a serious health condition.
- Combined total of 26 weeks in a single 12-month period if the leave is either for:
- military caregiver leave; or
- a combination of military caregiver leaves and leave for other FMLA-qualifying reasons.

### **Notice of Leave**

If your need for FMLA leave is foreseeable, you must give the Company at least 30 days' prior written notice. If this is not possible, you must at least give notice as soon as practicable (within one to two business days of learning of your need for leave). Failure to provide this notice may be grounds for delaying FMLA-protected leave, depending on the particular facts and circumstances. Additionally, if you are planning a medical treatment or a series of treatments or you are taking military caregiver leave, you must consult with the Company first regarding the dates of this treatment to work out a schedule that best suits the needs of the employee or the covered military member, if applicable, and the Company.

Where the need for leave is not foreseeable, you are expected to notify Destination Pet within one to two business days of learning of your need for leave, except in extraordinary circumstances. Destination Pet has Family and Medical Leave Act request forms available from HR. Please submit a written request, using this form, when requesting leave.

### **Certification of Need for Leave**

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

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

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

### **Reporting While on Leave**

If you take leave because of your own serious health condition or to care for a covered relative, you must contact the Company prior to your scheduled return regarding the status of the condition and your intention to return to work. In addition, you must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or are extended or initially were unknown.

### **Leave Is Unpaid**

FMLA leave is unpaid. You will be required to substitute any accrued and unused paid time off, floating holidays, or paid sick leave for unpaid FMLA leave as described below:

- If you request leave because of a birth, adoption, or foster care placement of a child, any accrued and unused paid leave will first be substituted for unpaid family/medical leave and run concurrently with your FMLA leave.
- If you request leave because of your own serious health condition, or to care for a covered relative with a serious health condition, any accrued paid leave will be substituted for any unpaid family/medical leave and run concurrently with your FMLA leave.

The substitution of paid leave time for unpaid FMLA leave time does not extend the 12 or 26 weeks (whichever is applicable) of the FMLA leave period. In no case can the substitution of paid leave time for unpaid leave time result in your receipt of more than 100% of your salary. Your FMLA leave runs concurrently with other types of leave, for example, accrued PTO that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by state law.

### **Medical and Other Benefits**

During approved FMLA leave, Destination Pet will maintain your health benefits as if you continued to be actively employed. If paid leave is substituted for unpaid FMLA leave, the Company will deduct your

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portion of the health plan premium as a regular payroll deduction. If you elect not to return to work for at least 30 calendar days at the end of the leave period, you will be required to reimburse the Company for the cost of the health benefit premiums paid by Destination Pet for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or other circumstances beyond your control.

### **Intermittent and Reduced Leave Schedule**

If medically necessary, FMLA leave occasioned by a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

If leave is unpaid, the Company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced leave schedule, the Company may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

### **Returning from Leave**

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

### **State or Local Family and Medical Leave Laws and Other Company Policies**

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

### **Parental Leave**

Parental leave is available to all Corporate Office/Support Center Employees, as well as District Directors, District Vet Directors, and Area Vice Presidents.

- Part-Time Support Center employees do not qualify for Parental Leave.
- Employees seeking Parental Leave (leave sought for the birth, adoption, or foster placement of a child that would also qualify under FMLA) may qualify for company-paid leave based on their tenure.
- Employees employed for least one year at the Company are eligible for 4 weeks of paid parental leave.
- Employees employed for more than two years at the Company are eligible for 6 weeks of paid parental leave.
- The amount of paid parental leave is determined by the employee's tenure at the start of the leave.

### **Voting leave**

Destination Pet encourages you to exercise your right to vote in all municipal, state, and federal elections. Under most circumstances, you will be able to vote by mail ballot or at a polling station that is open before or after your regularly scheduled workday. If you need to arrive late or leave work early to vote, please plan with your manager no later than two days prior to election day.





## **Jury Duty Leave**

Destination Pet recognizes that jury duty is an important responsibility for all citizens of the United States. When summoned for jury duty, provide your manager and the HR Department with confirmation of juror service.

If you are excused from jury duty during your regular work hours, you will be expected to return to work promptly.

Non-exempt employees will receive regular daily base pay for the first three business days of jury duty if you were scheduled to work and you submit your juror service certificate to the HR Department. You will be paid for the number of hours you were scheduled to work during the three business-day period.

Exempt employees will be paid their regular salary for the first three business days of jury duty if you were scheduled to work and you submit your juror service certificate to the HR Department; however, you must report to work on days (or partial days) when you are not needed.

## **SEPARATION OF EMPLOYMENT**

We sincerely hope that your employment with us will be mutually rewarding and long-term. If, at any time, you experience dissatisfaction with your job, manager, coworkers, work environment, customers, or other working conditions, we encourage you to reach out to your manager or the HR Department so that we may have an opportunity to resolve these issues in a mutually satisfactory way.

### **Voluntary Separation of Employment**

- **Staff Voluntary Resignation:** If you choose to resign your position with Destination Pet, we request that you provide a minimum of two weeks' notice, in writing or by email, so that we may facilitate a smooth transition for you and the Company.
- **Corporate/Manager/Veterinarian Voluntary Resignation:** If you choose to resign your position with Destination Pet, we request that you provide a minimum of 30 days' notice, in writing or by email, so that we may facilitate a smooth transition for you and the Company.
- **Retirement:** If you are considering retirement, we request that you notify Destination Pet as far in advance as possible so that we may discuss the potential for a phased retirement plan if this makes sense for both you and the Company.
- **Job Abandonment:** If you fail to report to work or contact your manager for three consecutive workdays or fail to return to work within three days of the last day of an authorized leave of absence, we will consider this to be an abandonment of your job and therefore a voluntary resignation, effective as of the end of your third regularly scheduled workday.
- **Proper Notice:** Failure to give appropriate notice may lead to disqualification from future rehire opportunities with the company for staff and corporate terms.

### **Involuntary Separation of Employment**

All employees are "at-will." The Company retains the right to terminate your employment at any time with or without cause and with or without notice.



### **Return of Company Property**

Whether your exit from Destination Pet is voluntary or involuntary, you will be obligated to return, on or before your last day of employment, including any property located on personal cellphones and personal laptops, all Destination Pet property and documents in your possession, including but not limited to tools; equipment; credit cards; alarm/access cards and keys; files; records; business plans and forecasts; financial information; specifications; sales and marketing materials; customer lists and contact information; and any materials of any kind, whether hard copy or electronic, which contain or embody any proprietary or confidential information of the Company. All equipment must be returned within five (5) business days of written notice to the employees, or else you agree that the Company may withhold accrued PTO payment (subject to any contravening state laws) until the property is returned.

### **Final Pay & Benefits**

You will be paid for hours worked up to and including your termination date plus accrued but unused PTO, subject to reduction by any amount that is due and payable to the Company as of your termination date to the extent allowable under federal, state, and local law, which reduction may include but is not limited to Company credit card balances; replacement costs for tools; keys (\$20 each) and equipment not returned to the Company (including without limitation any actually incurred charges from a locksmith to rekey the locks at the facility due to a failure to return keys); negative PTO balances; recoverable draws; and certain payments (for example, relocation or professional development). If you fail to return the Company's equipment within the timeframe reasonably required by the Company, then the Company will withhold payment of any accrued but unused PTO, where state law permits.

- Voluntary Separation: You will receive your final pay on the Company's next regular payroll date or as required by applicable state law.
- Involuntary Separation: You will receive your final paycheck within the time frame required by applicable state law.

### **Final Expense Report**

If applicable, within 10 business days of your termination date, you are to submit your final documented expense reimbursement statement reflecting all business expenses incurred through your termination date and in accordance with the Company's travel and expense guidelines that exist as of your termination date.

### **Benefits**

If you are enrolled in Company benefits:

- Coverage elected for medical and/or dental and/or vision will continue through the last day of the month in which your employment terminates.
- If your termination date is prior to the second paycheck in the month, the remainder of your portion of premiums for that month will be deducted from your final paycheck.
- You will receive information from the Company's third-party COBRA administrator regarding continuation of benefits, if applicable.

Short-term disability (STD), long-term disability (LTD), life/AD&D insurance, and other voluntary plans will terminate effective with your last day of employment.





## **DESTINATION PET EMPLOYEE HANDBOOK ACKNOWLEDGEMENT**

My initials and signature below are my acknowledgment that:

\_\_\_\_\_ I have received a copy of and/or have been provided online access to the Destination Pet, LLC Employee Handbook dated January 1, 2024 (“Destination Pet Handbook”). I understand that the Destination Pet Handbook contains essential information regarding the Company’s policies and my responsibilities as an employee of the Company. I understand that adherence to the policies contained or referred to in the Destination Pet Handbook and other Company policies and documents is a condition of my employment with the Company and that failure to adhere to Company policies and procedures may result in disciplinary action, up to and including termination of my employment with the Company.

\_\_\_\_\_ I have read, understand, and agree to adhere to all core policies contained in the Destination Pet Handbook.

\_\_\_\_\_ I understand that nothing in the Destination Pet Handbook creates an express or implied contract or guarantee of employment between the Company and me concerning the duration, terms, or conditions of employment with the Company.

\_\_\_\_\_ I understand that my signature below authorizes the Company to deduct from any wages owed to me any unauthorized charges I incur on my Company debit or credit card and any other amounts owed to the Company at the time of my separation as set forth in the Destination Pet Handbook.

\_\_\_\_\_ I understand and agree that the Company has the right to make changes to the terms and conditions of my employment or to any Company policy at any time, whether or not contained or referenced in the Destination Pet Handbook, with or without notice, in its sole discretion, except that the policy of at-will employment can only be changed in writing that expressly modifies the at-will relationship and must be signed both by the CEO, GC or other authorized officer and the employee. Further, I understand that the Destination Pet Handbook is intended to be a general guideline for employees and is not intended to be all-inclusive.

\_\_\_\_\_  
Printed Name of Employee

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **STATE ADDENDUMS**

*Click here to access State Addendums: [\[2025 State Addendums\]](#)*

*Click here to access State Addendums via SharePoint (must have a destpet email address to access via SharePoint): [\[2025 State Addendums\]](#)*