



KITESTRING

EMPLOYEE HANDBOOK

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Welcome

Welcome to Kitestring! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you take advantage of opportunities to enhance your career and help further Kitestring's goals. You are joining an organization that has a reputation for outstanding expertise, innovation, and leadership. Our employees use their creativity and talent to invent new solutions, meet new demands, and offer the most effective services in the industry.

Going back to 1998, L.J. Smith & Associates incorporated in the State of Arkansas and set forth our guiding principles that have established us as a leading Northwest Arkansas based I.T. consulting firm.

As a company rooted in professional software engineering, our core foundation has been providing exceptional talent in Point of Sale and Payment systems within the Retail sector. The continued success of these Retail Technology teams has allowed the company to provide broader technical expertise to a much wider set of clients.

After 20 years, we changed our name. After starting down the path to broaden our offerings and bring more clients into the fold, it became apparent that a simpler name and brand would resonate with potential clients and employees. Additionally, it needed to better describe the services we offered. Kitestring Technical Services, or Kitestring, fits all those needs and sets us up for continued success for many years to come.

The goal of Kitestring is to help you achieve your goals. With your active involvement, creativity, and support, Kitestring will continue to achieve its goals. We sincerely hope you will take pride in being an important part of Kitestring's success.

Please take time to review the policies contained in this handbook. If you have questions, feel free to contact the Human Resources Department or your Technical Delivery Manager.

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Employee Benefits

Kitestring recognizes the value of benefits to employees and their families. The company supports employees by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the Kitestring Benefits Guide, which is distributed to you at hiring, or contact the Human Resources department.

Medical, Dental, and Vision Insurance

On first day of month following the start date a Full-Time Employee shall be entitled to participate in the Kitestring health, dental, and vision insurance plans. To retain eligibility for the health insurance plan Employee must maintain a minimum Thirty (30) hour work week or One Hundred Thirty (130) hours per month. Participation in the Kitestring health insurance plan will require Employee to contribute a percentage of all health insurance premiums for his or her coverage, the remaining balance to be paid by Kitestring.

PLEASE REFER TO THE KITESTRING BENEFITS GUIDE FOR COVERAGE DETAILS AND PREMIUMS FOR THE KITESTRING OFFERED PLANS LISTED BELOW.

Healthcare Insurance
Dental Insurance
Vision Insurance

Short-Term Disability
Long-Term Disability
Life Insurance

401(k) Plan

Kitestring recognizes the importance of saving for retirement and offers employees a 401(k) plan. On first day of month following the successful completion of the initial 30-day probationary period Employee shall be entitled to participate in the Kitestring 401K plan. You will have the option to contribute any amount you choose, and it will be matched 2-to-1 up to 4%. To receive the maximum Kitestring contribution of 8% you must contribute 4%.

PLEASE REFER TO THE KITESTRING 401K FLYER FOR MORE DETAILS

Bonus

We value work-life balance. That is why we offer generous time-off policies. However, during certain years you may end up on demanding projects or you may go through a period of life where you don't travel much, and you end up working more hours than usual. The bonus that we have put in place is meant to reward you during those periods.

It acts as a small counterbalance to our vacation policy. It is not meant to incentivize people to work overtime, to work hours that are not needed, or to punish people who take vacation. Quite honestly, if it were meant to do that, it would be a much larger bonus. We do not ever want to make the bonus a large enough part of your take home pay that it encourages you to work overtime and affects your work-life balance. The intent is to give you a little something extra when you've had a long year.

In order to be eligible for the bonus, you must be employed by Kitestring through the last eligible pay period (schedule below), have been employed long enough to receive benefits, and have met the minimum utilization threshold (detailed below).

The "bonus" is a payment made to employees in addition to their normal take home pay. The bonus amount paid out is a specific percentage (as seen below) of money earned from work activities during the bonus period.

The bonus calculation is based on a "utilization percentage." The utilization percentage is the number of hours you worked (billed hours) during the bonus year divided by the number of hours eligible to you to work. This calculation assumes that every weekday is eligible for you to work. Also, any additional hours (Volunteer, Company Meetings, etc.) will be added to the hours you worked. Some paid time off, including but not limited to bench time, FMLA, and other discretionary leave, will negatively impact the year-end utilization bonus.

Using a utilization percentage, as opposed to a fixed number of hours per year (such as a 2000 hour minimum), allows us to hand out appropriate bonuses to those who were not employed the entirety of the year. If for some reason the hours in your typical work week changes (40 vs 45), please alert HR and management so it can be accurately reflected in your bonus.

Bonus Utilization Percentage

1%	85.5%
2%	89.7%
3%	94%
4%	98.3%

Additional Hours Eligible Towards Bonus

- Company Meetings
- Interview Hours
- Volunteering Hours (must be Kitestring approved)

Bonus Example

Lando works a 45-hour work week and has 2340 eligible work hours in a given bonus year. During the bonus year, Lando takes off 3 weeks for vacation and 6 holidays for a total of 189 hours off. This means he worked 2151 hours during the bonus year. However, Lando volunteered 5 hours, assisted with interviews for 5 hours, and completed 40 hours of Volunteering in his free time (the first 16 were compensated and the second 24 were added to bonus hours worked), taking his hours worked to 2185.

Lando's utilization percentage would be 93.37% (2185/2340), giving Lando a 2% bonus.

Bonus Schedule

2024 Bonus

- Start date – 11/25/2023
- End date – 11/22/2024 (We will be cutting off at pay period end date for cleaner reporting)
- Bonus Pay date – 12/13/2024
- Last eligible pay period to qualify for bonus – 11/23/2024 – 12/6/2024

Immigration

Kitestring is proud of its diverse staff and strives to hire the best person for the job regardless of their immigration status. As such, Kitestring's immigration policy is outlined herein. The following policy is not a guarantee of sponsorship. The ability of Kitestring to sponsor any individual is highly case-specific and related to a candidate's current status, immigration history, and the timeline for a particular project. The ability of Kitestring to sponsor any candidate is reviewed on a case-by-case basis. In cases where Kitestring is able to sponsor a candidate, the following policies apply:

Initial Sponsorship

Kitestring will sponsor eligible employees for non-immigrant temporary visa status in situations where the employee and Kitestring meet all regulatory requirements for the visa petition.

- Filing Fees: Kitestring will pay all regular processing USCIS filing fees for any nonimmigrant temporary visa including but not limited to H-1B, H-1B1, and TN.
- Premium Processing: Kitestring does not file nonimmigrant transfer petitions (including but not limited to H-1B, H-1B1, TN) with premium processing unless it is legally required in order for that individual to begin work with Kitestring. Kitestring reserves the right to use discretion in allowing premium processing where emergency situations are presented by a candidate. **Absent legal requirement or emergency, Kitestring does not file nonimmigrant transfer cases with premium processing.**
- Dependent Visas: Kitestring will pay the regular processing USCIS filing fees for spouses and/or children related to a sponsored employee.
- Extensions: Kitestring will pay all regular processing USCIS filing fees for any nonimmigrant temporary visa extension including but not limited to H-1B, H-1B1, and TN. Kitestring will file such extensions in a timely manner and in a way that employees will not experience any gap in their work authorization.

Green Card Sponsorship

Kitestring will begin the green card sponsorship process promptly after an eligible employee begins work for the company UNLESS the employee requests that we wait to begin or if beginning the process would jeopardize or negatively impact that employee's current immigration status.

- PERM – Permanent Labor Certification through the Dept. of Labor
 - Kitestring pays for all PERM advertisements, legal costs, filing fees, etc. No Kitestring employee is responsible for any cost related to the PERM process and/or filing.
 - Employment Based Category (EB-2/EB-3): Kitestring has roles that qualify as EB-2 and EB-3.

- USCIS Form I-140 - Immigrant Petition for Alien Workers (filed by Kitestring)
 - This is the step after a PERM is certified where Kitestring asks the USCIS to verify that the employee is eligible for a permanent role to file a green card application (Form I-485).
 - Kitestring pays for the regular processing filing of eligible I-140 cases for employees whose PERM has been certified. Employees may request premium processing for I-140 cases at their discretion; if requested, the employee is personally responsible for the USCIS government filing fee for premium processing.
 - Employment Based Category (EB-2/EB-3): The category in which your I-140 is filed will depend on your role with Kitestring and will be discussed on a case-by-case basis.

- USCIS Form I-485 – Application for Permanent Residency (green card application filed by individual employee)
 - This form is the actual green card application and is applied for after the I-140 is approved or, in some cases, concurrently with the Form I-140. It can only be filed once someone's "priority date" is current based on the Dept. of State Visa Bulletin.
 - Kitestring is not responsible for the filing of personal I-485 applications for its employees and/or their families. Kitestring does not bear any cost related to the legal fees or filing fees for such applications. Employees are responsible for filing their immigrant petitions on their own or hiring a personal attorney to assist them with that process.
 - Kitestring may, at its discretion, provide use of its in-house counsel team to file I-485 cases but this is not guaranteed and relies on the availability of the in-house team.
 - When employees utilize private counsel to file immigration paperwork, Kitestring will provide any required documentation and/or letters as requested by employees and/or their personal attorneys.

Travel Costs

Except where Kitestring has requested an employee travel domestically or internationally for business purposes, Kitestring is not responsible for the personal travel costs of any of its employees. This includes visa stamping costs for employees and their families.

Original Approval Notices

Kitestring provides original copies of nonimmigrant and I-140 approval notices to employees to keep for their personal records. Kitestring will only keep a scanned copy. As such, Kitestring is not responsible for any loss of an original approval notice after it is delivered to an employee. Kitestring is not responsible for the cost of requesting any duplicate approval notice from the USCIS but will assist with the filing if it is requested by an employee.

Workers' Compensation

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.

Kitestring pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.

The company abides by all applicable state workers' compensation laws and regulations.

If an employee sustains a job-related injury or illness, it is important to notify the supervisor and Human Resources immediately. The supervisor will complete an injury report with input from the employee and return the form to the Human Resources department. Human Resources will file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid vacation or sick leave for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employee's salary as allowed by state law.

Time Off and Leaves of Absence

Holidays

Kitestring observes and allows time off with pay for the following holidays:

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

If one of these holidays falls on a Sunday, it will be observed on the following Monday. If the holiday falls on a Saturday, the company will select either the following Monday or the preceding Friday as a substitute holiday. The company reserves the right to pay eligible employees in lieu of time off if the holiday falls on Saturday.

Holiday pay. Salary, Regular Full-time, Regular Part-Time, Short-Term Full-Time, and Short-Term Part-Time employees are eligible for holiday pay.

Holiday pay shall be at the employee's regular straight-time rate, inclusive of shift premiums, times his regularly scheduled hours (not to exceed 8 hours).

A holiday shall be considered as 8 hours worked for Regular Full-time & Short-Term Full-Time, 4 hours worked for Regular Part-Time & Short-Term Part-Time, for the purpose of computing overtime.

Religious observances. Employees who need time off to observe religious practices or holidays not already scheduled by the company should speak with their supervisor. Depending upon business needs, the

employee may be able to work on a day that is normally observed as a holiday and then take time off for another religious day. Employees may also be able to switch a scheduled day with another employee, or take vacation time, or take off unpaid days. The company will seek to reasonably accommodate individuals' religious observances.

Vacation Time

Kitestring recognizes the importance of time off from work to relax, spend time with family, and enjoy leisure activities. The company provides Vacation Time to full-time employees for this purpose and employees are encouraged to take time off during the year. See Remote Work section. Kitestring Employees are not expected to perform work while on vacation time. For specific policies about working remotely inside or outside of the U.S., please refer to Page 20, Remote Work.

Standard Vacation Plan for Full-time Hourly Non-Exempt Employees

After one (1) year of employment Hourly Non-Exempt Employees shall be entitled to up to five (5) Vacation days off per year (time awarded is pro-rated based on month of hire). After five (5) years of employment Non-Exempt Employee shall be entitled to an additional five (5) Vacation days, for a total of ten (10) Vacation days, off per year (at five-year mark, time awarded is pro-rated based on month of hire).

Vacation Time may be used as either vacation, personal, or sick days. All holiday pay and paid time off shall be based upon an Eight (8) hour workday. All time off must be scheduled with Kitestring management with reasonable advanced notice. Generally, employees should submit time off plans to their supervisor at least 4 weeks in advance of the requested vacation date. Managers have the right to designate when some or all of vacation time must be taken.

Vacation Time should be used in the year it is earned. Employees will not be permitted to carry-over unused vacation time. Employees are permitted to "cash out" vacation time at any point of the year by adding vacation hours to their weekly time sheet. Any vacation not used or "cashed out" will be added to the pay period including December 31st of the calendar year.

Employees whose employment terminates will be paid for unused vacation time that has been earned during the calendar year of the termination.

Full-time Salary Exempt employees

We have adopted an open vacation policy for our exempt employees where each employee is afforded the flexibility to take planned vacations as needed.

Instead of accruing and tracking vacation time, you will plan the vacation time you would like to take off with your supervisor and team. We want you at your peak performance and feel this policy promotes that! Vacation time is approved on a first come, first-served basis. Having several teammates out during the same week would be difficult if there were a known critical client event or deliverable on which a vacationing teammate plays a key role. Those who take time off must notify their supervisor at least two weeks in advance. Managers approve vacation according to business needs and in the order in which the vacation requests were received. There may be periods of time where time off requests will be denied, including instances that interfere with important deadlines or high-demand business requests.

Time off lasting more than one week should be pre-approved by your manager at least 4 weeks in advance. Time off lasting more than 3 weeks must be approved 12 weeks in advance. **Employees may not take more than 4 weeks consecutively (anytime extending past 4 weeks will be unpaid).** As always, planning time off in advance helps your team prepare for your absence. Kitestring encourages you to schedule times that won't cause significant disruption to client services or team operations.

Employees will not "accrue" vacation days under this policy; therefore, you will not receive compensation for "unused" vacation time when you leave Kitestring.

Due to time tracking requirements for hourly non-exempt staff, open vacation is available only to salaried exempt employees. If you have a question as to whether you are "exempt" or "nonexempt" please contact the Human Resources department.

Time off due to illness and/or injury or leaves of absence such as those covered under Family and Medical Leave are handled separately (please see Family and Medical Leave section for a list of eligible leave reasons). Open vacation cannot be used for these types of absences. Please refer to Kitestring's policies in the Employee Handbook or contact Human Resources should you have questions pertaining to other types of leaves.

Open vacation is intended to build bonds of trust in working relationships. If an employee's performance and/or utilization declines significantly due to abuse of this policy, Kitestring reserves the right to review the employee's use of this policy and may implement a defined time policy for that individual.

Parental Leave

Kitestring Technical Services will provide up to twelve (12) weeks of paid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable. This policy will be in effect for births or adoptions on or after April 1, 2022.

Eligible employees must meet the following criteria:

- Have been employed with the company for at least 6 months (the 6 months do not need to be consecutive).
- a full- or part-time, regular employee (temporary employees and interns are not eligible for this benefit).

In addition, employees must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a person who has physically given birth to a child.
- Have adopted a child aged 17 years or younger. The adoption of a new spouse's child is excluded from this policy.

Amount, Time Frame and Duration of Paid Parental Leave

- Eligible employees will receive a maximum of twelve (12) weeks of paid parental leave per birth or adoption of child/children. The fact that a multiple birth or adoption occurs (e.g., the birth of twins or adoption of siblings) does not increase the 12-week total amount of paid parental leave granted for that event. In addition, in no case will an employee receive more than twelve (12) weeks of paid parental leave in a rolling 12-month period, regardless of whether more than one birth or adoption event occurs within that 12-month time frame.
- Each week of paid parental leave is compensated at 100 percent of the employee's regular, straight-time weekly pay. Paid parental leave will be paid on a biweekly basis on regularly scheduled pay dates.
- Approved paid parental leave may be taken at any time during the 12-month period immediately following the birth or adoption of a child with the employee. Paid parental leave may not be used or extended beyond this 12-month time frame.
- In the event of an employee who has physically given birth, the twelve (12) weeks of paid parental leave will commence at the conclusion of any short-term disability leave/benefit provided to the employee for the employee's own medical recovery following childbirth.
- Employees may take paid parental leave in one continuous period of leave or multiple, pre-approved and pre-scheduled periods. Employees must use all paid parental leave during the 12-month time frame indicated above. Any unused paid parental leave will be forfeited at the end of the 12-month time frame.
- Upon termination of the individual's employment at the company, they will not be paid for any unused paid parental leave for which they were eligible.

Coordination with Other Policies

- Paid parental leave taken under this policy will run concurrently with leave under the FMLA; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to the birth or placement of a child due to adoption, the leave will be counted toward the 12 weeks of available FMLA leave per a 12-month period. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the employee under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- After the paid parental leave (and any short-term disability leave for employees giving birth) is exhausted, the balance of FMLA leave (if applicable) and any remaining leave will be unpaid. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- The company will maintain all benefits for employees during the paid parental leave period just as if they were taking any other company paid leave such as paid vacation leave or paid sick leave.
- If a company holiday occurs while the employee is on paid parental leave, such day will be charged to holiday pay; however, such holiday pay will not extend the total paid parental leave entitlement.

- An employee who takes paid parental leave that does not qualify for FMLA leave will be afforded the same level of job protection for the period of time that the employee is on paid parental leave as if the employee were on FMLA-qualifying leave.

Requests for Paid Parental Leave

- The employee will provide their supervisor and the human resource department with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible). The employee must complete the necessary HR forms and provide all documentation as required by the HR department to substantiate the request.
- As is the case with all company policies, the organization has the exclusive right to interpret this policy.

Family and Medical Leave

Kitestring will provide Family and Medical Leave Act (FMLA) leave to its eligible employees regardless of employment classification (i.e., full-time exempt, full-time non-exempt, etc.). The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act in the Kitestring office.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns, or disputes with this policy, you must contact Human Resources in writing.

General Provisions

Under this policy, Kitestring will grant up to 12 weeks of paid leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness). The first 12 weeks of qualified leave (basic or military) will be paid (salary employees will be paid their current biweekly rate and hourly employees will be paid based on a 40-hour week). If leave extends beyond 12 weeks, it then turns to unpaid leave. During unpaid leave the employee must cover their cost, 50%, of insurance premiums.

Basic Leave Entitlement. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- (1) for incapacity due to pregnancy, prenatal medical care, or childbirth;
- (2) to care for the employee's child after birth or placement for adoption or foster care;
- (3) to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or (4)
- for a serious health condition that makes the employee unable to work.

Military Family Leave Entitlements. Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation

may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from:

- (1) short notice of deployment (limited to up to seven days of leave);
- (2) attending certain military events and related activity;
- (3) arranging childcare and school activities;
- (4) addressing certain financial and legal arrangements;
- (5) attending certain counseling sessions;
- (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to five days of leave);
- (7) attending post-deployment reintegration briefings;
- (8) arranging care for or providing care to a parent who is incapable of self-care; and
- (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties and for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections During FMLA Leave. During paid FMLA leave, the Company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Accounting Department by the 1st day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

****Upon return from FMLA leave, employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.**

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the Company's operations. A "key" employee is an eligible salaried employee who is among the highest paid ten percent of the Company's employees within 75 miles of the worksite. Employees will be notified of their status as a key employee, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Definition of Serious Health Condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing

treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying situation also may be taken on an intermittent or reduced work schedule basis.

Employee Responsibilities. Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Company's normal call-in procedures. The Company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The Company also may require a second, and if necessary, a third opinion (at the Company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness for duty report to return to work. The Company also may delay or deny approval of leave for lack of proper medical certification.

Company Responsibilities. The Company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility.

The Company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

Other Provisions. Under an exception to the Fair Labor Standards Act (FLSA) in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employee's exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the Company has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

Unlawful Acts by Employers. The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA; or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Enforcement. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

****Due to the nature of our business' focus on the Client's need, the employee will be placed in an opening closely matching the position held before leave was taken. If an opening is not available on the same team the employee may be placed on another team with open positions.**

Military Leave

Kitestring supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the Human Resources department and his or her supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

Bereavement Leave

Employees with more than 3 months' service may take up to 3 days of paid bereavement leave upon the death of a member of their immediate family. "Immediate family members" are defined as an employee's spouse, domestic partner, parents, stepparents, siblings, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild. All regular, full-time employees may take up to one (1) day off with pay to attend the funeral of an extended family member (aunts, uncles, and cousins).

The company may require verification of the need for the leave. The employee's supervisor and Human Resources will consider this time off on a case-by-case basis.

Payment for bereavement leave is computed at the regular hourly rate to a maximum of 8 hours for 1 day. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

Jury Duty/Court Appearance

The company supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence.

Nonexempt employees will be paid for up to 2 weeks of jury duty service at their regular rate of pay minus any compensation received from the court for the period of service. Exempt employees are subject to the same 2-week limitation except that they will also receive pay for any days they serve as a juror or witness in a workweek in which they actually perform work. All employees may use any accrued time off if required to serve more than 2 weeks on a jury.

If an employee is released from jury duty after 4 hours or less of service, he or she must report to work for the remainder of that workday.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, personal days or vacation days will be used for this purpose.

Time Off for Voting

Kitestring recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this won't be the case, contact your supervisor to discuss scheduling accommodations.

Voting is a cornerstone of our democracy and Kitestring hopes to encourage all of its eligible employees to exercise their voting rights.

Time Off to Vote

- Every eligible voter employed by Kitestring is allowed and encouraged to take time off to vote in elections:
 - Salaried Employees:
 - Simply alert your manager of the time you will be taking to visit your polling place.
 - Hourly Employees:
 - Alert your manager that you will be taking time off work to visit your polling place
 - Kitestring will pay up to 2 hours of hourly wages for your voting time. This time will not be billed to any client – Kitestring will cover your wages to encourage its employees to vote. There is a separate billing code for this time on your time-tracking software. Please ask your manager for assistance if needed.

Time Off to Work as an Election Official/Poll Worker

- Any eligible employee who would like to work as an election official may take time off to perform those duties
 - Salaried Employees:
 - Simply alert your manager of the time you will be taking to work as an Election Official/Poll Worker.
 - Hourly Employees:
 - Alert your manager that you will be taking time you will be taking to work as an Election Official/Poll Worker
 - Kitestring will pay up to 8 hours of hourly wages per day spent working as an Election Official/Poll Worker. This time will not be billed to any client – Kitestring will cover your wages to encourage its employees to work as an Election Official/Poll Worker. There is a separate billing code for this time on your time-tracking software. Please ask your manager for assistance if needed.

Time Off for Volunteer Work

Kitestring's commitment to being socially responsible is one of our core values. We actively embrace our role as responsible community members, constantly working to break down barriers to diversity, inclusion, and empathetic cooperation. As part of this commitment, Kitestring encourages employees to engage in volunteer activities, and we show our appreciation by compensating them for their volunteering time.

Through our Volunteer Time Off (VTO) benefit, employees have the opportunity to dedicate their time and skills to recognized charities, causes, or nonprofit organizations, thereby making a positive impact on their communities. We value and recognize the time you invest in giving back through volunteering. Even if these efforts are not directly associated with a Kitestring organized or sponsored event, they can still be significant.

To encourage employees to give back to their local communities, Kitestring allows all employees to volunteer up to **16 hours (2 days)** per calendar year with a nonprofit organization. This time can be utilized for both Kitestring-organized volunteering activities and independent volunteer work. Should an employee choose to volunteer beyond these two days, the additional time will be considered when calculating the End-of-Year bonus. If unused, VTO days are forfeited at the end of the calendar year and do not accrue year to year. This time may be split across more than one non-profit organization if desired.

We believe in the power of collective efforts to bring about positive change. By providing opportunities for volunteering, compensating employees for their time, and recognizing the value of their contributions, we foster a culture of social responsibility and community engagement.

Framework

Our philanthropic mission statement is: “We will support programs that assist the under-represented to provide greater access to opportunities and a higher quality of life.” Improving health and wellness, advancing education, and community stewardship are areas that we are incredibly passionate about.

Improving Health & Wellness

Support programs and activities encourage health and well-being in our communities and workplaces. For example, employees can participate in education and fundraising for health, safety, and disease prevention charities, donate blood, or volunteer at local food banks and children's shelters.

Advancing Education

Support education, especially for the benefit of youth. Employees can volunteer to support science, technology, engineering, and math (STEM) or promote equal access to education, regardless of race or gender. Among a host of activities, some employees can also support literacy or help to provide books and school supplies.

Community Stewardship

Support programs that encourage belonging and reduce our impacts on the environment. For example, employees can support programs for recycling in the workplace, cleaning a local beach or park, or creating a community where refugees are welcomed.

Examples

Acceptable uses of volunteering policy:

- Donating time at a food bank
- Cleaning up a beach, highway, or park
- Collecting items, then filling and distributing back-to-school packs
- Participating in a Multiple Sclerosis bike-a-thon fundraiser
- Organizing a Cancer walk or run
- Playing in a fundraising tournament
- Volunteering in a classroom or school field trip
- Volunteering at an animal shelter
- Helping with events for a hospital program on health and wellness
- Doing skills-based volunteering at a not-for-profit location

Not acceptable uses of volunteering policy:

- Attending a parent/teacher conference
- Participating in activities of a religious nature (i.e., attending a ministerial conference or camp; any event where the activity involves promoting, teaching, or proselytizing religion)
- Participating in activities of a political nature (i.e., staffing voting booths or activities supporting political issues or campaigns)
- Participating in neighborhood association events
- Giving ski lessons free while on a ski vacation
- Doing any fundraising that does not meet the guidelines
- Coaching or playing in adult sporting leagues with no charitable fundraising purpose

Approval & Recording

Approval is at the discretion of the Kitestring culture team. The culture team retains the right to request documentation about the organization being served, as well as time volunteered and specifics of attendance. **Important:** The volunteering benefit may not be used for organizations that discriminate based on creed, race, color, national origin, religion, age, disability, sex, gender, identity, sexual orientation, pregnancy, or other legally protected classification.

Hourly Employees

Hourly employees will receive their regular hourly wage for up to 16 hours of volunteer work. If they volunteer for more than 16 hours, the extra time will be factored into their End-of-Year bonus calculations. Hourly employees will not log their time in ADP. Our HR and Culture team will log hourly employees' volunteer time on their behalf.

Salary Employees

Salaried employees' time spent volunteering will go towards their utilization calculations. This time will be factored into their End-of-Year bonus calculations. Salaried employees will not log their time in ADP. Our HR and Culture team will log salaried employees' volunteer time towards utilization.

Professional Development

Continuing Education, Training, and Certifications

Sharpening your existing skills and learning new skills is an important part of the Information Technology industry. We want to support you in growing your existing skillset to achieve your technology-focused goals. Whether that's becoming a better C++ or Java developer, becoming certified in Azure Cloud Architecture, or skilling up to take on your latest project, we want this program to be an important part of achieving those goals.

Eligibility

Full-time regular employees are eligible for reimbursement for education costs that are approved by the organization.

Eligible Expenses

It is the employee's responsibility to seek out the courses and other training mediums that will enhance their career development and are in line with Kitestring's mission. Professional development can be obtained through attendance at seminars, educational courses or webinars, and subscriptions to training platforms that will assist the employee in performing their essential job functions and increase the employee's contribution to Kitestring. Membership fees to professional organizations, subscriptions for scholarly journals, books, and computer-based resources may also be included.

Procedure

Employees should identify the training and/or certification they wish to utilize. Employees must request permission from their immediate supervisor for review and approval to receive reimbursement for a desired certification, training, and/or resource. The request must include the applicable resource name, purpose, job relevance, cost, and dates & times (if applicable).

The following subscription services are pre-approved and will be reimbursed without needing to make a request:

- Pluralsight subscription
- Udemy subscription
- O'Reilly subscription

Reimbursement

Receipts for subscriptions, membership dues, or other similar expenses should be submitted in a timely manner. The maximum reimbursement amount will be \$500 per calendar year for subscriptions, training, and seminars and \$500 for certification reimbursement.

Required Training

Certain client engagements require specific training based on the type of information/data/processes that you will come across in your day to day work. This type of training will be required to be completed soon after starting on that engagement or whenever your previous training certification is expiring. Some training courses can last a year or more.

Examples of Required Training:

- PCI-DSS (Payment Card Industry) Training
- HIPAA Data / Security Training

Submitting Required Training Time:

- Required Training Time will need to be logged in the Kitestring time tracking system.
- Training required by a client should be entered as normal work hours.

Reach out to your manager for further detail and information.

Workplace Guidelines

Attendance

All employees are expected to arrive on time, ready to work, every day they are scheduled to work.

If unable to arrive at work on time, or if an employee is absent for an entire day, the employee must receive confirmation from the supervisor or HR at HR@kitestring.com. Excessive absenteeism or tardiness will result in discipline up to and including termination. Failure to show up or call in for a scheduled shift without prior approval may result in termination. If an employee fails to report to work or call in to inform the supervisor of the absence for 3 consecutive days or more, the employee may be considered to have voluntarily resigned from employment.

Remote Work

Inside the United States

The ability to telecommute and/or work remotely is on a case-by-case basis and depends on multiple factors, including but not limited to, the role within Kitestring and the client project requirements. Employees should seek approval from their direct manager for domestic remote work.

Outside the United States

Kitestring is a U.S. based company and does not have any direct employees based outside of the United States. In rare instances, Kitestring may grant employees the ability to engage in light, incidental remote

work while they travel outside of the United States for personal travel purposes. Any such foreign remote work must include, if applicable, approval from the client to which the Employee is assigned.

Kitestring is not responsible for verifying work authorization outside the United States nor is Kitestring responsible for any other employment obligations, tax consequences or other regulations in any country outside of the United States where Employee might travel during personal travel dates. Employee shall remain, at all times, a U.S.-based employee of Kitestring.

If approval for light, incidental remote work outside the United States is granted, Employees must sign a foreign remote work agreement.

Job Performance

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Generally, reviews include a discussion between the employee and the supervisor about job performance and expectations for the coming year.

Dress and Grooming

Kitestring provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Any questions or complaints regarding the appropriateness of attire should be directed to the Human Resources department. Decisions regarding attire will be made by the Human Resources department and not by individual departments or managers.

Social Media Acceptable Use

Kitestring encourages employees to share information with co-workers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employee participation in social media.

Note: As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as X (fka Twitter), Facebook, LinkedIn, YouTube, Instagram, TikTok, and SnapChat, among others.

Off-duty use of social media. Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

On-duty use of social media. Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect. Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees are strictly prohibited from divulging Kitestring confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

Post disclaimers. If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: "The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer." Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Competition. Employees should not use social media to criticize the company's competition and should not use it to compete with the company.

Confidentiality. Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

New ideas. Please remember that new ideas related to work, or the company's business belong to the company. Do not post them on a social media site without the company's permission.

Links. Employees may provide a link from a social media site to the company's website during employment (subject to discontinuance at the company's sole discretion). Employees should contact the Web design group to obtain the graphic for links to the company's site and to register the site with the company.

Trademarks and copyrights. Do not use the company's or others' trademarks on a social media site or reproduce the company's or others' material without first obtaining permission.

Avoid statements about the company's future. Because the company is privately held, writing about projected growth, sales and profits, future products or services, and marketing plans is strictly prohibited.

Legal. Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.

Note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

Bulletin Boards

All required governmental postings are posted on the board located in the break room in the Kitestring office. If you would like to request a copy of the required postings, please email HR@kitestring.com. These boards may also contain general announcements.

Solicitation

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on “working time.” “Working time” is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in “working areas,” which includes all office areas. “Working areas” do not include break rooms, parking lots, or common areas shared by employees during nonworking time.

Non-employees may not trespass or solicit or distribute materials anywhere on company property at any time.

For employees located at a client site the policy, procedures, or guidelines should be followed per client requirements.

Client Data/Information Security

Employees on Client projects shall follow the security protocols and procedures of the Client at all times.

Employees shall not obtain or disclose to an unauthorized person any trade secret, work systems, intellectual property, internal policy and materials, or techniques of Kitestring or its Clients, specifically including, but not limited to, software systems or design, training techniques, research and customer lists (collectively the “Confidential Information”) without express written authority from Kitestring. Further, Employees shall keep confidential and not disclose to any unauthorized person any information related to Client systems, software, data, techniques, research, and trade secrets, all of which should be handled securely, and not removed from client’s network unless authorized by client.

Confidentiality of Client data/information is of utmost importance. Client data/information can be any of the following, but not limited to:

stored data, compiled software, developed code, architectural diagrams, database diagrams, end-user manuals/training, trade secrets, work systems, intellectual property, internal policy, hardware configurations, techniques.

Employees shall not intentionally or unintentionally cause any Client Data/Information or copy of Client Data/Information to end up outside of Client's network, unless specifically authorized in writing by Client and Kitestring management.

Examples of prohibited actions include but are not limited to: emailing code or an end-user manual to your personal email; taking pictures of code or architectural diagrams; downloading client information or data to your mobile device.

See the separate Kitestring Security Plan and Protocols for the entirety of the company security plan.

Computers, Internet, Email, and Other Resources

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voice mail, fax, scanner, Internet, intranet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy may be archived on the company's systems.

Employee use of company-provided communication systems, including personal e-mail and internet use, that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-mail and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company's systems as well as the reputation and/or competitiveness of the company. To protect against possible problems, delete any e-mail messages prior to opening that are received from unknown senders and advertisers. It also is against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company encourages employees to use e-mail only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external e-mails are considered business records and may be subject to federal and state recordkeeping requirements as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

All use of company-provided communications systems, including e-mail and internet use, should conform to our company guidelines/policies, including but not limited to the Equal Opportunity, Harassment,

Confidential Information, and Conflicts of Interest. So, for example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.

Because e-mail, telephone and voice mail, and internet communication equipment are provided for company business purposes and are critical to the company's success, your communications may be accessed without further notice by Information Technology department administrators and company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means. Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company's cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action up to and including termination.

The company reserves the right to monitor customer calls to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Employees working in sales and customer service will be subject to telephone monitoring and e-mail. [move to above] Should the subject matter of any telephone conversation become personal while monitoring is taking place, monitoring of the call will immediately be discontinued.

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment as protected under the National Labor Relations Act. Employees have the right to engage in or refrain from such activities.

For employees located at a client site the policy, procedures, or guidelines should be followed per client requirements.

Disciplinary Guidelines

The Company expects employees to comply with the Company's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, the Company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the Company's right to bypass the disciplinary procedures suggested.

The following steps are suggested in the discipline procedure. All steps may be documented in the employee's personnel file.

Step 1: Informal Discussion, email, or electronic communication. When a performance problem is first identified, the nature of the problem and the action necessary to correct it should be thoroughly discussed with the employee.

Step 2: Counseling. If a private informal discussion with the employee has not resulted in corrective action, following a thorough investigation, the supervisor should meet with the employee and (a) review the problem, (b) permit the employee to present his or her views on the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action which may include discharge, and (e) issue a counseling notice to the employee.

Step 3: Reprimand. If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the supervisor and his or her superior should meet with the employee in private and proceed via (a) through (d) above and issue a reprimand notice to the employee.

Step 4: Suspension. Supervisors have the authority to temporarily remove employees from the workplace, with or without pay, if approved in advance by the department director and the director of Human Resources. An exempt employee generally may not be suspended without pay for less than a full day, and the suspension must be related to written workplace conduct rules applicable to all employees, e.g., such as a written policy prohibiting sexual harassment or workplace violence.

Step 5: Failure to improve. Failure to improve performance or behavior after the written warning or suspension can result in termination.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the supervisor should suspend the employee immediately (with or without pay) and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

Workplace Safety

Drug and Alcohol Policy

It is the policy of Kitestring to maintain a work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on company or client premises or while performing services for the company is strictly prohibited. Kitestring also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, the Kitestring prohibits off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the Company's reputation in the community.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

Per Client/Project Requirement: For employees located at a client site the policy, procedures, or guidelines should be followed per client requirements.

For Cause: Upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance.

Random: As authorized or required by federal or state law.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

*** Additional information regarding drug testing, including specific drugs/alcohol to be tested for, will be distributed to Employees if/when a test is required.

Smoke-Free Workplace

Smoking is not allowed in company buildings or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

For employees located at a client site the policy, procedures, or guidelines should be followed per client requirements.

Workplace Violence Prevention

Kitestring is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All Kitestring employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly

investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Kitestring prohibits the possession of weapons on its property at all times, including our parking lots or company vehicles. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic/semi-automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense. The company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, Kitestring may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time and may remove all Company property and other items that are in violation of Company rules and policies.

Commitment to Safety

Protecting the safety of our employees and visitors is the most important aspect of running our business.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, dial 911 to contact emergency services.

Emergency Closings

Kitestring will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but anyone may choose to leave the office if he or she feels uncomfortable. If the office is officially closed during the course of the day to permit employees to leave early, nonexempt employees who are working on-site as of the time of the closing will be paid for a full day. If you leave earlier than the official closing time, you will be paid only for actual hours worked, or you can take PTO time. Exempt employees will be paid for a normal full day but are expected to complete their work at another time.

For employees located at a client site the policy, procedures, or guidelines should be followed per client requirements.

Equal Opportunity and Commitment to Diversity

Equal Opportunity

Kitestring provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Kitestring expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of HR. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of HR.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- shunning and avoiding an individual who reports harassment, discrimination or retaliation;
- express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; or
- denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, Kitestring will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result.

Employees who may require reasonable accommodation(s) should contact the Human Resources Department.

Commitment to Diversity

Kitestring is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at Kitestring and is an important principle of sound business management.

Harassment and Complaint Procedure

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is Kitestring's policy to provide a work environment free of sexual and other harassment. To that end, harassment of Kitestring's employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Kitestring will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment. "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

Definition of Sexual Harassment. While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

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

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;

- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at Kitestring.

Complaint Procedure. Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, the HR director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard to confidentiality. If the investigation confirms conduct contrary to this policy has occurred, Kitestring will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

Conflicts of Interest and Confidentiality

Conflicts of Interest

Kitestring expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. Kitestring recognizes and respects the individual employee's right to engage in activities outside of employment which are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the employee should discuss this with a

manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Simultaneous employment by another firm that is a competitor of or supplier to Kitestring.
2. Carrying on company business with a firm in which the employee, or a close relative of the employee, has a substantial ownership or interest.
3. Holding a substantial interest in, or participating in the management of, a firm to which the company makes sales or from which it makes purchases.
4. Borrowing money from customers or firms, other than recognized loan institutions, from which our company buys services, materials, equipment, or supplies.
5. Accepting substantial gifts or excessive entertainment from an outside organization or agency.
6. Speculating or dealing in materials, equipment, supplies, services, or property purchased by the company.
7. Participating in civic or professional organization activities in a manner that divulges confidential company information.
8. Misusing privileged information or revealing confidential data to outsiders.
9. Using one's position in the company or knowledge of its affairs for personal gains.
10. Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

Confidential Information

The protection of confidential business information and trade secrets is vital to the interests and success of Kitestring. Confidential information is any and all information disclosed to or known by you because of employment with the company that is not generally known to people outside the company about its business.

An employee who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

All inquiries from the media must be referred to the Culture Team: culture@kitestring.com.

This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

Employment at Will

Employment at Kitestring Technical Services is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to, or creates, an employment agreement, express or implied. Nothing contained in this, or any other document provided to the employee, is intended to be, nor

should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. Kitestring employees have the right to engage in or refrain from such activities.

Employment Relationship

Employment Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, Kitestring classifies its employees as shown below. Kitestring may review or change employee classifications at any time.

Salary Exempt. Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay.

Hourly Non-exempt. Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked. **Please see overtime exception

Regular, Full-Time. Employees who are not in a temporary status and work a minimum of 30 hours weekly and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefits program.

Regular, Part-Time. Employees who are not in a temporary status and who are regularly scheduled to work fewer than 30 hours weekly. Part-Time Employee are not eligible for benefits package.

Short-Term, Full-Time. Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Short-Term, Part-Time. Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work fewer than 30 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Overtime

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a single workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holiday, PTO, bereavement time, and jury duty does not apply toward work time. All overtime work must be approved in advance by a supervisor or manager.

****Overtime Exemption for certain computer-related occupations.** A subset of the professional exemption, employees in certain computer-related occupations are exempt from the FLSA's minimum wage and overtime requirements. To qualify for the exemption, the following tests must be met:

- The employee must be compensated on a salary (as defined in the regulations) at a rate not less than \$455 per week *or* at least \$27.63 per hour.
- The employee's primary duty must consist of higher-level system-analyst techniques and procedures, higher-level design or testing of systems, higher-level design or testing for operating systems, or some combination of the three. This exemption is meant for positions such as network analyst, developer and software engineer; it is specifically not meant for lower-level computer support roles.

Work Week and Hours of Work

The standard workweek is from Saturday 12:00 a.m. until Friday 11:59 p.m. The required hours of work are dependent on the client's specifications and may vary per project. Individual work schedules may vary depending on the needs of each department.

Meal and Rest Breaks

Employees are entitled to a 30-minute unpaid meal break each day. If a nonexempt employee is required to work through a meal break, he or she will be paid for the 30-minute period. Employees are also entitled to two 15-minute rest periods each day. Meal and rest breaks will be scheduled by the department supervisor or manager.

Time Records

Employees assigned to client engagements are required to complete accurate weekly time sheets showing all time actually worked. By end of day Friday, all hours must be submitted into Kitestring's time tracking system. Employees may be required to submit time worked into other various systems depending on the Client they may be assigned to. Recording time swiftly and accurately is imperative to continued company operations. Those employees not assigned to client engagements are not required to submit a weekly time sheet.

Please refer to Kitestring's Time Entry document for more information.

Deductions from Pay/Safe Harbor Exempt Employees

The Company does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt

from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted deductions. The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes;
- Deductions for employee benefits when authorized by the employee;
- Absence from work for one or more full days for personal reasons other than sickness or disability;
- Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- Offset for amounts received as witness or jury fees, or for military pay; or
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual days worked. In addition, an employee may be paid only for days worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

Improper deductions. If an employee classified as exempt believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the Human Resources Department. The report will be promptly investigated and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

Paychecks and Pay Periods

Kitestring's pay period for all employees is biweekly on Friday. If pay day falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are directly deposited into your checking and/or savings accounts. Please contact HR@kitestring.com to request a pay period schedule.

Purchasing Cards

Employees who are issued a company purchasing or credit card will receive a separate policy with the company expectations and restrictions on use.

Access to Personnel Files

Employee files are maintained by the Human Resources department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees and former employees upon request will generally be permitted within 3 business days of the request unless otherwise required under state law. Personnel files are to be reviewed in the Human Resources department. Employee files may not be taken outside the department.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

Employment of Relatives and Domestic Partners

Relatives and domestic partners may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, “relatives” are defined as spouses, children, siblings, parents, or grandparents. A “domestic partnership” is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don’t work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which he or she is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the company.

Separation from Employment

In all cases of voluntary resignation (one initiated by the employee), it is suggested that employees provide a written notice to their supervisors at least 30-days in advance of the last day of work. Holidays and paid time off (PTO) will not be counted toward the 30-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

Human Resources will conduct an exit meeting on or before the last day of employment to collect all company and or client property.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.