

Hyland

Employee Handbook

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1 About Hyland Software, Inc.

With more than 15,000 customers worldwide and growing, Hyland Software ("Hyland") is the globally-recognized software developer of OnBase, an enterprise content management software suite. To continue this success, Hyland focuses on maintaining its 2,000 plus best assets: its employees. The Company's unique culture, centered on the value "Our employees are our family," works to promote personal and professional potential and a healthy work-life balance.

1.1 Confidential Information

During the course of your employment with Hyland you will have access to information that is confidential and/or proprietary property of Hyland and/or our vendors and customers. You are required to keep all of this information strictly confidential and to use or disclose any of such information only in the conduct of your employment services. Upon the termination of your employment for any reason, you will be required to return to Hyland any of such confidential and/or proprietary information. You will be required to sign an Agreement with Hyland to these effects.

Because of its seriousness, use or disclosure of confidential or proprietary information of Hyland or our vendors or customers other than as expressly permitted could lead to disciplinary action up to and including termination of your employment, and potential legal action.

2 Employment

The task of handling personnel records and related personnel administration functions at Hyland is assigned to the Human Resources department. Employees are encouraged to utilize the HR Portal for additional information and/or to contact the Human Resources department with any questions regarding insurance, wages, or interpretation of policies.

2.1 Distribution and Adherence to Handbook Policies

This handbook is distributed to all herein, Hyland employees who are required to acknowledge and adhere to the policies. To the extent any provision in this Employee Handbook is inconsistent with an employee's applicable state, federal, or local labor law, such applicable state, federal, or local labor law shall control. To the extent an employee's applicable state, federal, or local labor law requires additional benefits, above and beyond those set forth in this handbook, such applicable state, federal, or local labor law will be followed. If you have any questions regarding such policies or benefits, please contact the Human Resources department.

2.2 Your Personnel File

Keeping the information in your personnel file up-to-date with regard to current address, contact information, emergency contacts, and other matters is important.

2.3 Equal Employment Opportunity

Hyland provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, gender, age, disability, religion, national origin, veteran status, genetics, or any other characteristic protected by applicable law. In addition to federal law requirements, Hyland complies with all applicable state and local laws governing nondiscrimination in employment in every location in which the Company has facilities. This policy applies to all terms and conditions of employment, including but not limited to recruiting, hiring, termination, compensation, and training.

Hyland expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, veteran status, or other characteristic protected by applicable law. For additional information, please contact the Human Resources department.

2.4 Employment Eligibility

As an equal opportunity employer, Hyland is committed to full opportunities for all persons who can legally work in the United States. We comply with the provisions of the Immigration Reform and Control Act of 1986. The Company hires only United States citizens and aliens lawfully authorized to work in the United States. All employees must complete an Employment Eligibility Verification form and produce required documents.

2.5 Employees with Disabilities

Hyland complies with the American with Disabilities Act (ADA) and state disability law. The Company will not discriminate against any qualified applicant or employee because of an individual's disability, perceived disability, or record of disability. The Company will provide reasonable accommodation to a qualified individual with a disability who has made the Company aware of his or her disability. If you need an accommodation, please inform your Manager, Team Leader, or the Vice President of Human Resources. If you have any concerns regarding accommodations of disabilities please contact the Human Resources department.

2.6 At Will Employment

Your employment at Hyland is "at will." Just as you may quit at any time for any reason or for no reason, the Company may terminate your employment with or without cause, and with or without notice, at any time, except as otherwise provided by law. Absolutely no one except an authorized representative of Hyland may change this relationship, and then only in writing. Any reliance on representations or statements, oral or otherwise, contrary to employment "at will" is unreasonable given the "at will" relationship between you and the Company.

Nothing contained in the Confidentiality and Inventions Agreement, or any other agreements you sign upon becoming an employee of Hyland, and covering subjects including compliance with policies, confidentiality, return of records, outside employment, assignment and discoveries, cooperation, information and testimony, assignments of copyrights, and interests of employees shall in any manner affect or change your status as an employee "at will."

2.7 Drug / Alcohol Use (at work)

The use of drugs and alcohol adversely affects workplace safety, productivity, and employee health. Employees under the influence of drugs and/or alcohol could also endanger the safety of other employees, vendors, customers, and others. Consequently, Hyland maintains a drug and alcohol policy that applies to all employees.

While at work, all employees are prohibited from: being under the influence of alcohol or drugs; possessing, using, manufacturing, distributing, or dispensing drugs; and possessing, consuming, or transferring alcoholic beverages, unless expressly authorized by the Company. Further, you must notify the Company if you are convicted of violating any criminal drug statute while at work no later than five (5) calendar days after such conviction.

Employees are subject to drug and/or alcohol tests when: reasonable cause exists to believe they are using or possessing drugs and/or alcohol in violation of this policy; they have entered into an agreement with the Company providing for drug or alcohol testing; and testing is required and or permitted by state or federal law.

"Drugs" refers to any and all controlled substances which are not used or possessed as prescribed under the supervision of a licensed health care provider or otherwise in accordance with federal or state law. "While at work" refers to all times that you are scheduled to be working, including all times that you are operating a vehicle owned or leased by the Company, all times you are entertaining customers or vendors, or all times that you are present at a vendor or customer's site. In administering this policy, Hyland Software will not discriminate against people with a record of past chemical or alcohol dependency.

Drug or alcohol use in violation of this policy will lead to disciplinary action up to and including termination of employment. Hyland reserves the right to direct the employee in question to seek a professional evaluation and assistance, including treatment in a structured treatment program, as a condition to continued employment. Failure to enter, remain or successfully complete such programs would subject the employee to disciplinary action up to and including termination.

Employees who are experiencing problems with drugs and/or alcohol are encouraged to come forward to seek assistance before any issues arise that may lead to disciplinary action. The Company maintains employee assistance resources to assist employees with drug and/or alcohol-related problems.

2.8 IS Policy Breaches

You are required to acknowledge that you have read and understand Hyland's Information Systems Security Policy. When employees violate these policies, they may be subject to disciplinary action up to and including termination of employment. Your Manager, an IS Manager, and a Human Resources Representative will determine the severity of the infraction before taking disciplinary action.

2.9 Attendance

You are expected to be at your assigned work area and ready to work at the beginning of your scheduled shift, and you are expected to work a complete shift.

2.10 Breaks

All non-exempt employees are entitled to two (2) paid twenty (20) minute breaks each day. These break periods cannot be combined or used for lunch. You are only required to clock out for breaks if you plan to be on break for longer than 20 minutes. If you have clocked out, clock back in when you return and 20 minutes will be credited back to you. If you work in a department where breaks are not directly assigned, please coordinate with your co-workers to maintain adequate coverage at all times. Always be sure to return to work promptly at the end of any break.

2.11 Breaks for Nursing Mothers

For up to one year after the child's birth, any employee who is breastfeeding her child will be provided reasonable break times to breastfeed or express breast milk for her baby. Breastfeeding employees are allowed to breastfeed or express milk during work hours using their normal breaks and meal times. Hyland provides private rooms for you to breastfeed or express milk. If you prefer, you may also breastfeed or express milk in other comfortable private locations agreed upon in consultation with the Human Resources department. Employees who work offsite or in other locations will be accommodated with a private area as necessary. Employees who wish to express milk during work hours will keep supervisors informed of their needs so that appropriate accommodations can be made to satisfy the needs of both the employee and the Company. Any questions regarding this policy should be directed to the Human Resources department.

2.12 Meals

All non-exempt employees are required to clock out for lunch whether they eat at an onsite diner or off site. Hyland provides a 30-minute paid lunch period. A non-exempt employee is credited 30 minutes for the daily lunch break. In the event a non-exempt employee's lunch break is longer than 30 minutes, only 30 minutes will be credited to such lunch break. In order to demonstrate how this will work, the following example is presented:

- Employee clocks out for lunch at exactly 12:00 p.m. Employee orders lunch, sits in the diner and eats until 12:45 p.m., for a total of 45 minutes. Employee clocks back in at 12:45 p.m. Hyland will add back 30 minutes, so that employee will only have 15 minutes of unpaid time.

If you are clocked out for less than half an hour, the unused time will not accrue or be carried back or forward to apply on any other day. If you bring your lunch and eat at your desk, you do not need to clock out. You are required to clock out if you are eating in the diner, waiting for your to-go order, or if you leave the building for lunch.

The time when lunch periods are scheduled may vary among departments, depending on the needs of each department.

2.13 Absence / Late Arrivals / Early Departures

You are responsible for reporting to work at the assigned time each scheduled workday. If you are unable to attend work, please call the **Unscheduled Time Off Line at 440.788.5080** and leave a message. Human Resources will then notify your Manager and update payroll. If you are going to be more than fifteen (15) minutes late please notify your Manager or Team Leader. If you need to leave early, please request permission from your Manager or Team Leader. Avoid excessive absenteeism, tardiness, and requests to leave early.

In general, five (5) unscheduled absences, late arrivals, early departures, or a consistent pattern of such absences will be considered excessive, and the reasons for the absences may come under review. Excessive absenteeism, unapproved lateness, or unapproved early departures may lead to disciplinary action up to and including termination of employment. Pursuant to the Company's policies relating to family and medical leaves and disability accommodation, the Company will consider exceptions to this policy. You must contact the Human Resources department to request an exception to this policy before your attendance becomes a disciplinary problem.

2.14 Driver's License / Driving Record

Employees whose work requires operation of a motor vehicle must present a valid driver's license and a driving record acceptable to the Company and our insurer. Any changes preventing you from driving must be reported to the Human Resources department immediately.

3 Employee Responsibilities

3.1 Anti-Harassment

Hyland is committed to maintaining a work environment that is free from intimidation and harassment. Company policy prohibits sexual, racial, and other unlawful harassment in the work place. The purpose of this policy is to emphasize that we do not tolerate any of the following types of conduct.

Harassment, as defined for this policy, consists of verbal conduct, physical conduct, or written or electronic communications or data that belittles or shows hostility or aversion toward an individual because of his or her sex, race, religion, color, national origin, sexual orientation, age, veteran status, or disability, or that of his or her relatives, friends, or associates and that:

- Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- Has the effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's employment opportunities.

Harassment includes sexual harassment. Sexual harassment, as defined for this policy, consists of unwelcome or unsolicited sexual advances, demands or requests for sexual favors, and other verbal conduct, physical conduct, or written or electronic communications or data of a sexual nature when:

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

Harassment in the form of physical conduct may include threats to engage in physical conduct.

If you feel you are being harassed, you should immediately inform the person harassing you that his or her behavior is unwelcome and must stop. You are encouraged to document the specifics and bring the problem to the attention of your department Vice President and/or the Vice President of Human Resources. If for any reason you are uncomfortable reporting harassing behavior to your department Vice President or the Vice President of Human Resources, you should report the problem to another member of management, up to and including the President of the Company or via the **Business Conduct Hotline & Website** referenced in Section 3.3 below.

All inquiries or complaints will be investigated promptly, thoroughly, and as confidentially as possible for the protection of all involved employees. If an investigation confirms that harassment has occurred, Hyland will take appropriate corrective action. This may include disciplinary action up to and including termination of employment. There will be no retaliation by the Company against any employee who makes a good-faith report, even if after an investigation it appears there has been no violation.

Everyone at Hyland is responsible for assuring that our work place is free from all forms of harassment. If you have any additional questions, please ask your department Vice President or the Vice President of Human Resources.

3.2 Employee Conduct Guidelines

These guidelines address many – but not all – Company standards regarding individual behavior. Hyland may at any time change these guidelines or establish further guidelines. For additional information on Hyland's expectations regarding employee conduct and ethics, please refer to the document **Code of Business Conduct & Ethics** which also includes Hyland's Core Values.

By accepting employment with us, you have a responsibility to Hyland and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the standards of conduct, our organization is a better place to work for everyone. Hyland will discipline employees, up to and including termination of employment, for any of the following behaviors:

- Any deliberate action or grossly negligent act or omission that is obviously detrimental to Hyland 's efforts to operate profitably.
- Failure to observe safety rules or safety practices; tampering with Hyland equipment.
- Negligence or any careless action that endangers the life or safety of another person.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on Company property.
- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on Company premises or when representing Hyland.
- Fighting, horseplay, provoking a fight, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your Manager or Team Leader pertaining to your work; including refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises -- at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of Company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of Company property or the property of fellow employees; unauthorized possession or removal of any Company property, including documents, from the premises without prior permission from management.
- Unauthorized use of Company equipment or property for personal reasons; using Company equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Hyland; alteration of Company records or other Company documents.

- Violating the Anti-Harassment Policy.
- Malicious gossip and/or spreading rumors; interfering with another employee on the job.
- Willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on Company property or when representing Hyland.
- Inappropriate behavior at any company-sponsored event or while using any Company perks (such as the corporate suite).
- Violation of security or safety rules or failure to observe safety rules or safety practices; tampering with Hyland's equipment.
- Violation of the Drug and Alcohol policy.

3.3 Reporting Concerns & Receiving Guidance

Each of us is responsible and accountable for preventing, detecting, and immediately reporting instances of misconduct or non-compliance by employees, resellers, customers, visitors, contractors, and suppliers.

Whenever you have questions or concerns, speak up. Typically, the best place to start is to discuss them with your manager. If it is not possible for you to discuss with your manager or you are not comfortable discussing it with your manager, you should contact your next level manager, any other member of Hyland Management, Hyland Human Resources, or the Hyland Legal department.

Hyland Software also provides a **Business Conduct Hotline & Website**, ("Reporting Hotlines") operated and staffed by an independent third party, where you can report dishonest, unethical, or illegal acts by any representatives of the Company, our customers, visitors, contractors, or suppliers. If you choose, you can make such reports anonymously (where permitted by law). This service provides an additional tool in assisting employees to make honesty and ethics an everyday part of their job by making the right decisions in their own actions and by providing an alternative method to report such violations.

The Reporting Hotlines are available 24 hours a day, 7 days a week, 365 days a year.

You can make a report via the web at <http://www.reportlineweb.com/hyland> or use the following access numbers for each particular country followed by **866-614-9682**:

Country	Access Code
U.S. & Canada	No Access Code, call 866-614-9682
Brazil	800-890-0288, followed by 866-614-9682
Japan	00-539-111, followed by 866-614-9682
UK & Switzerland	0-800-89-0011, followed by 866-614-9682
Australia	No Access Code, call 1-800-875-039

All good faith reports of violations will be treated seriously and fairly. Hyland will handle the matter promptly, discretely and confidentially within the limits permitted by applicable law. Keep in mind that reports made anonymously may diminish Hyland's ability to thoroughly investigate the matter and Hyland may not be able to fully address all of your concerns or issues you have raised. If Hyland determines that a violation has occurred, Hyland will take such disciplinary or preventative action as it deems appropriate. Violations are subject to disciplinary action by Hyland, up to and including termination of employment, and may also include criminal and civil liability.

Non-Retaliation

We believe it is essential to create an environment in which individuals feel able to raise any matters of genuine concern internally without fear of disciplinary action being taken against them or that they will not be taken seriously. Hyland prohibits retaliation against any employee who makes a good faith report or who cooperates fully and truthfully in the investigation or audit of any suspected or actual violation whether or not it is determined that a violation occurred. Any acts of retaliation should be reported immediately. Any director or employee found to have engaged in retaliation shall be subject to disciplinary action up to and including termination of employment.

Any individual who makes a knowingly false report of a possible violation may be subject to disciplinary action up to and including termination of employment.

3.4 Employment of Relatives

Hyland allows a relative of an employee to work for the Company, if the relative is qualified. However, senior management approval is required for an employee to manage a relative.

3.5 Spouse Employment for a Competitor

Should your spouse accept employment with a competitor firm, please notify your immediate Manager. Hyland may inquire as to a potential conflict of interest and will determine the appropriate course of action.

3.6 Dating or Fraternizing with Co-Workers

If a casual dating, serious dating, romantic, or other than platonic relationship develops or continues between a supervisory employee and a subordinate employee or another power-differentiated employee of that supervisory employee, or if such a relationship between any two employees affects Hyland's business in any manner, Hyland will have the right, in its sole and absolute discretion and consistent with Hyland's legitimate business interests, to: (a) modify the work relationship between the employees involved in the relationship in any manner; or (b) take any other actions designed to avoid potential business-connected consequences of the relationship. An example of an action that Hyland may consider would be the transfer of either employee involved in the relationship, or any other action which would have the effect of dissolving the superior – subordinate relationship. In such a case, Hyland would not be required to transfer any employee to a position that is equivalent, comparable, or similar to his or her prior position in terms of authority, duties, responsibilities, employment benefits, pay, or other terms or conditions.

Any employee, including an employer who is a Supervisor, Team Leader, Manager, or other Superior, who is engaged in a casual dating, serious dating, romantic, or a non-platonic relationship is responsible for advising the Vice President of Human Resources if such a relationship develops between an employee and another Hyland employee who is a Supervisor, Team Leader, Manager or other Superior to the employee.

4 Employment Separation

4.1 Dismissal

If you fail to abide by Hyland rules or fail to fulfill the requirements of your job, you may be notified and/or counseled as to your performance issues, notified of the problem, or subject to appropriate disciplinary action up to and including termination of employment.

4.2 Voluntary Quit

If you anticipate voluntarily terminating your employment with Hyland for any reason, you are requested to notify your Manager or Team Leader at least two (2) weeks in advance of the date you will leave.

4.3 Return of Company Property

All Hyland property issued to you, such as product samples, software, equipment, manuals, corporate credit cards, and mobile phones, must be returned at the time of your employment termination, or whenever your Manager, Team Leader, or a member of management requests any such property. You are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from your final paycheck.

4.4 Re-Hire Eligibility and Seniority

Hyland employees who are deemed eligible for re-hire will not accrue any time served prior to their break in employment for purposes of calculating PTO, profit sharing, etc. unless the break is for a duration of less than six (6) months. If the duration is less than six (6) months, PTO and profit sharing will be based on an adjusted date of service which is calculated using the original date of hire less any time not employed by Hyland.

5 Compensation

5.1 Classification of Employees

Hyland classifies employees according to their work status as full-time, part-time, or temporary/seasonal. We also classify employees according to their pay status as either exempt or non-exempt.

- **Exempt Employees**

Employees are exempt if they are paid on the basis of a non-hourly salary rate and they are not eligible for overtime payments according to applicable federal and state laws.

- **Non-Exempt**

Employees are non-exempt if paid on an hourly or salaried basis and their job duties/responsibilities make them eligible for overtime payments according to applicable federal and state laws.

- **Exempt Overtime-Eligible Employees**

Certain designated employees who are exempt from overtime as a matter of law nonetheless will be compensated at their overtime rate for all work performed beyond 40 hours per week.

- **Full-Time Employees**

Defined as an employee who works at least 30 hours per week.

- **Part-Time Employees**

Defined as an employee who works less than a 30-hour workweek. Part-time employees are not eligible for benefits, except to the extent required by state and federal laws.

- **Temporary Employees**

Defined as an employee who is hired on an occasional or as-needed basis. Temporary Employees are not eligible for benefits, except to the extent required by state and federal laws.

5.2 Payroll Deductions

Hyland is required by law to make certain deductions from your paycheck: federal, state, and local income taxes, as well as Social Security taxes. The amount of the deduction depends on the withholding exemptions you claim. Hyland must also withhold any amount required by law, such as child support, pay garnishment, tax levies, or bankruptcy orders. You may also authorize certain additional deductions, such as those for employee benefit plans.

5.3 Direct Deposit

Hyland strongly suggests you take advantage of the direct deposit program and have your paycheck automatically deposited to your savings and/or checking account.

5.4 Overtime Pay

Manager or Team Leader approval is necessary for all overtime. You are expected to coordinate and communicate overtime usage with your Team Lead or Manager, failure to do so may result in discipline up to and including termination. When it is necessary to work overtime, you are expected to cooperate as a condition of your employment.

If you are a "non-exempt" employee and you perform overtime work, you will be paid one and one-half (1 ½) times your regular hourly wage for any time over forty (40) hours per week that you work. If during that week you were away from the job because of a job-related injury, paid holiday, jury duty, or PTO time those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

5.5 Pay Cycle

Hyland pays employees on a bi-weekly pay schedule with payday every other Friday (26 pay periods per year). For non-exempt (hourly) employees, pay is for services performed for the period ending the Saturday prior to payday. Hyland's payroll workweek begins on Sunday at 12:00 a.m. (EST) and ends on Saturday at 11:59 p.m. (EST). Changes will be made and announced in advance whenever Hyland holidays or closings interfere with the normal payday.

5.6 Time Cards/Records

By law, we are obligated to keep accurate records of the time worked by non-exempt employees. This is accomplished through the use of Hyland's time and attendance system, using swipe cards and/or through the UltiPro website. The time clock indicates when you arrived and when you departed. You are required to clock in and out for lunch, breaks of more than 20 minutes, anytime you leave the campus, and for any absences.

You are required to keep your Manager or Team Leader advised of your departures from and returns to the premises during the workday.

You are responsible for your swipe card and for reviewing, editing and approving your time card regularly. If you need to make edits to your time after the respective pay period has closed, you must contact the Payroll department for assistance.

No one may record hours worked with another's card. Tampering with another's swipe card is cause for disciplinary action against both employees up to and including termination of employment. Do not alter another person's record, or influence anyone else to alter your record for you. In the event of an error in recording your time, please report the matter to the Payroll team immediately.

5.7 On-the-clock vs. Off-the-clock Guidelines for Non-Exempt (hourly) Employees

5.7.1 Lunch & Learns

Non-Exempt (hourly) employees must clock out for any non-business lunch and learn attended during the workday.

5.7.2 Culture Events

Non-Exempt (hourly) employees are required to be off the clock during all culture events. The only exceptions are spontaneous events in the afternoon that are no longer than 20 minutes.

5.7.3 Service Providers

Non-Exempt (hourly) employees are not required to clock out when utilizing services such as haircuts, massage, manicures, etc. However, this time should be taken into account as all or part of your two 20 minute breaks for the day.

5.8 Work Performed on Company Holidays

All full-time non-exempt (hourly) employees and salaried non-exempt employees who work on a Company holiday will receive their normal wages for the paid holiday and, if applicable, their overtime rate.

6 Employee Benefits

6.1 Benefits Eligibility

In general, you must be a full-time employee in order to participate in the benefits offered. Part-time, temporary, and seasonal employees may be eligible to participate in select benefit plans (to the extent required by state or federal law). You become eligible to enroll in Hyland's benefit plans on the first day of the month following your start date.

6.2 Available Benefits

For information purposes only, Hyland provides a benefits package that includes health care, vision, life and accidental death and dismemberment insurance, short-term disability, long-term disability, dental insurance, supplemental term life insurance, and additional voluntary benefits. Hyland also has a 401(k) retirement plan that you are eligible for if you are at least 18 years old. Information on the specifics of all these benefits can be obtained from the Human Resources department and/or the HR Portal. Plan documents govern all entitlements offered by Hyland.

7 Time Away from Work

7.1 Paid Time Off (PTO) Policy

Paid Time Off (PTO) provides employees with the flexibility to use time off to meet personal needs, while recognizing individual responsibility to manage PTO.

Eligible employees will earn a specified amount of PTO for each half month of employment. It is up to you to allocate how that time will be used – for vacation, illness, caring for children, school activities, medical/dental appointments, leave, personal business or emergencies. The amount of PTO earned is based on length of service with the Company. PTO does not replace the Company's holiday schedule. Hyland will continue to have designated paid holidays each year.

7.1.1 Eligibility

You are eligible to earn PTO if you are a regular status employee (not a temporary, seasonal, intern, or co-op). For the purposes of the PTO policy, full-time employees are defined as employees who are regularly scheduled to work at least thirty-seven (37) hours per week, and part-time employees are defined as those who typically work less than 37 hours per week. Full-time employees will earn PTO hours each pay period, based on length of service with the Company. Part-time employees will earn PTO on a prorated basis, depending on the number of hours typically scheduled and length of service with the Company. Part-time PTO is calculated by determining the number of *hours* for which an employee would be eligible if the employee was full-time, and dividing that number by the number of *hours* per year (2080) established for full-time employees. The result is the amount of PTO part-time regular status employees will earn for each hour scheduled. Please refer to the PTO **Earnings Schedule** in section 7.1.4 below for more specific numbers.

7.1.2 PTO Earning Schedule and Rollover

Employees earn PTO each year in accordance with the below PTO Earnings Schedule based on length of service and regularly scheduled hours. PTO is not earned while you are on a leave of absence, medical leave longer than twelve weeks, or suspension.

Each January, Hyland advances your entire annual PTO balance to your PTO account, based on your expected scheduled hours. You may use the PTO balance in your account, provided that upon separation from employment Hyland may deduct from your final paycheck any PTO used but not earned. Advanced PTO amounts are subject to change based on actual hours worked and other schedule changes that occur throughout the calendar year.

Regular employees hired after January 1 will be advanced a pro-rated PTO balance at the time of hire based on the number of pay periods remaining in the year.

The amount of PTO taken in a respective pay period and the remaining PTO balance will be listed on your pay stub. You can view your approved time off requests and time off balances in UltiPro Time and Attendance.

Length of service with the company will be calculated based on your seniority date. For those employees with uninterrupted employment with Hyland, your seniority date is your start date. For those employees with interrupted periods of employment with Hyland, your

seniority date is either your most recent start date or your original date of hire, adjusted for time not employed (provided the gap was less than six (6) months). Employees who started with the company prior to October 1st will receive credit for the entire year of service, while those starting after October 1st or later will not receive credit for the year.

7.1.3 PTO Rollover

You may carry over up to 3 days (24 hours) of unused PTO into the following calendar year provided the time is used on or prior to March 15th. Any rollover hours not used by March 15th will be forfeited.

7.1.4 Earnings Schedule

Full-time regular status employees will receive PTO on the following basis:		
Length of Service	Annual PTO Days/Hours	Hours Earned Per ½ Month
Years One, Two, and Three	120 hours (15 days)	5.00 hours
Years Four and Five	144 hours (18 days)	6.00 hours
Years Six and Seven	160 hours (20 days)	6.67 hours
Years Eight and Nine	184 hours (23 days)	7.67 hours
Years Ten, Eleven, and Twelve	200 hours (25 days)	8.33 hours
Years Thirteen, Fourteen, and Fifteen	224 hours (28 days)	9.33 hours
Years Sixteen and Beyond	240 hours (30 days)	10.00 hours
Part-time (less than 37 hours) regular status employees will receive PTO on the following basis		
Years One, Two, and Three	0.058 PTO per hour worked	
Years Four and Five	0.069 PTO per hour worked	
Years Six and Seven	0.077 PTO per hour worked	
Years Eight and Nine	0.088 PTO per hour worked	
Years Ten, Eleven, and Twelve	0.096 PTO per hour worked	
Years Thirteen, Fourteen, and Fifteen	0.107 PTO per hour worked	
Years Sixteen and Beyond	0.115 PTO per hour worked	

7.1.5 Separation of Employment

Employees will be paid for earned but unused PTO upon separation from Hyland. Upon separation, you may be required to reimburse Hyland for any used, but not earned PTO. The amount will be deducted from your final paycheck with appropriate authorization.

7.1.6 Minimum Increments of PTO

The minimum amount of PTO that can be used at one time depends on whether the employee is exempt or non-exempt. A non-exempt employee may not take less than one (1) hour off at a time. An exempt status employee must take PTO in increments of no less than four (4) hours.

7.1.7 Notice and Scheduling

- You must request PTO in advance by using Time Off Request Form in UltiPro Time and Attendance.
- To the extent possible, PTO is to be requested and approved by the Manager or Team Leader in advance.
- One week advance notice is required for requests of two days or less. One month advance notice is required for PTO in excess of five days or longer. All employee PTO requests will be routed to the Human Resources department for tracking purposes.
- You can cancel PTO requests and should do so following the instructions on the HR Portal.
- When conflicting Time Off requests occur within a department, the employee who requested first will be favored when granting the PTO time. If the requests happened simultaneously, seniority will be the deciding factor.
- Hyland reserves the right to deny PTO requests which may have an adverse effect on its operations. In addition, previously approved Time Off requests may be cancelled if unexpected circumstances require your attendance at work.
- If your job description requires you to attend industry trade shows, PTO may not be scheduled the week prior to a show or the week of a show. Management will provide a schedule of trade shows upon written request.
- The purpose of PTO is to provide you with a time to rest and relax; therefore, no additional wages or salary will be paid to you in lieu of PTO.

Hyland complies with all federal, state, and local laws concerning time off. If you have any questions about our time-off policies, please contact Human Resources.

7.2 Holidays

For US-based employees, Hyland recognizes no fewer than 8 paid holidays per calendar year, which include:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas (2): Christmas Day and either Christmas eve OR the day after Christmas
- Floating Holiday*
- Hyland Veteran Floating Holiday**

*The Floating Holiday may be used for any day that is meaningful or helpful to you and your work-life balance. As with any other time off request, management approval is required.

**Hyland will recognize an additional floating holiday for Hyland veterans that have disclosed their veteran status.

7.2.1 Eligibility

You are eligible to receive holiday pay if you are a regular status employee (not a temporary, seasonal, intern or co-op).

7.3 Flex Days

12 flex days are optional unpaid days off available to all full-time (37 hours or more) Hyland employees provided you work 40 hours in the same work week as when the flex day is taken. Additionally, the following parameters apply:

- Participation in this program is voluntary. You may choose to utilize all 12 days, a few, or none at all.
- Flex Days may be scheduled for any day of the week, but no more than one may be taken in a week.
- Flex Days expire on the last Friday of each year and cannot be carried over.
- Flex Days cannot be scheduled during a week with a paid holiday or one in which PTO is scheduled.
- Flex Day requests should be made via a Time Off Request Form and must be approved by your Manager prior to the time off.
- Managers have sole discretion to limit or deny flex day usage as business need dictates.

7.4 FMLA Leave

Hyland's Family Medical Leave Act (FMLA) Policy in its entirety is available through the HR Portal. As an overview, Hyland complies with the federal Family and Medical Leave Act (FMLA) in providing leave to eligible employees for situations defined in that Act. Hyland policies and procedures apply to many situations covered by FMLA. Because FMLA is a designation rather than a separate type of leave, you may also use other kinds of leave while in FMLA leave status. An eligible employee on FMLA leave continues to receive the Company contribution to health insurance, and FMLA provides reemployment rights to employees under certain conditions. Questions regarding FMLA leave should be directed to the Human Resources department.

7.5 Military Leave

It is the desire of Hyland to support employees who may volunteer or be called to serve on active military duty. Military leaves are governed by federal and state law and will be treated in accordance with the Uniform Services Employment and Reemployment Rights Act (USERRA) and applicable state law. Generally, such leaves include National Guard and Armed Forces Reserve (NGAF) duty, and must be granted. An employee who requests a military leave of absence must provide reasonable advance written notice of such active military service to the Company. Such advance notice is not required when it is precluded by military necessity or the giving of such notice is otherwise impossible or unreasonable.

Employees are to notify their manager and complete a Leave of Absence Request which is available through the HR Portal. An eligible employee on military leave as defined by federal and state law continues to receive the Company contribution to health insurance and reemployment rights to employees under certain conditions as governed by the law. Eligible employees as defined by federal and state law may receive their regular wage earnings at the time of leave for up to 30 days of original assignment for hours the employee would have worked during his or her regular schedule for each occurrence within a calendar year. Any requests by eligible employees for additional paid leave beyond 30 days is to be submitted to the Vice President of Human Resources for review. Questions regarding military leave should be directed to the Human Resources department.

7.6 Funeral (Bereavement) Leave

If you miss work due to a death of a family member, you can take up to three days off with pay to attend the funeral or take care of related personal details. For the purposes of this policy, "family member" includes: spouse, child, father, grandfather, grandmother, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson, stepdaughter, aunt and/or uncle. One day of paid funeral leave is granted for the death of any non-family member.

Please complete a Time Off Request Form and select Bereavement from the drop down options in UltiPro. Your PTO balance is not affected by bereavement time off.

7.7 Jury Duty

Hyland recognizes your civic duty to serve as a juror when called. If you are regular employee working either full or part-time, Hyland will pay your regular wage or salary (up to 8 hours per day) for up to ten working days of jury duty per summons. Please notify your Manager or Team Leader and Human Resources within 48 hours of receiving the summons. The employee may retain fees received for jury duty.

Please complete a Time Off Request Form and select Jury Duty from the drop down options in UltiPro. Your PTO balance is not affected by Jury Duty.

8 Other Things You Need to Know

8.1 Personal Use of Company Property

With approval, some employees will be able to use Company property for personal use. You are responsible for returning the equipment in the same condition it was in when first borrowed. If not, you will have to pay for the damage. Hyland assumes no responsibility for any damage incurred on behalf of the employee due to the use of the equipment.

8.2 Intellectual Property

Integrity demands that we not allow any unlicensed software or other intellectual property at Hyland. Do not photocopy any copyrighted material without written permission. If you identify an issue, please report the problem to the CEO.

8.3 Additional Procedures and Guidance

For additional procedures and guidelines, please utilize the information on the HR Portal by typing "HR Portal" in your address bar when you are connected to Hyland's network.

9 Health and Safety Guidelines

9.1 Workers' Compensation

The Ohio Workers' Compensation Act requires that you report any illness or injury on the job, no matter how slight. If you hurt yourself or become ill, please contact your Manager, Team Leader, the Vice President of Human Resources, or any Human Resources manager for assistance.

Make sure the Human Resources department has the correct telephone number for your emergency contact. If medical attention is necessary, go to your doctor's office or the emergency room. If you are unable to make the report, someone else should advise your Manager or Team Leader.

The Company requires prompt reporting of any incident which may lead to a claim under Workers' Compensation laws. Should you have any questions or concerns, contact the Human Resources department for more information.

9.2 Weapons Policy

Hyland prohibits anyone from possessing, having under the person's control, conveying, or attempting to convey firearms or any other deadly weapons on or onto all premises owned or occupied by Hyland, including without limitation all buildings, parking lots, property, and Hyland -owned motor vehicles. However, Hyland does permit that any Hyland employees may have a firearm or deadly weapon, which they are lawfully permitted to carry, in their personal vehicle in any Hyland parking lot only if their personal vehicle is locked and the firearm or other deadly weapon is either contained in a locked container within the vehicle or is not visible from outside the vehicle.

For purposes of this policy, a weapon other than a firearm will be considered to be a "deadly weapon" only if the device is capable of causing death or serious bodily injury to a person and the person in possession of the weapon, or who has conveyed or is conveying the weapon onto Hyland premises or while on Hyland premises, intends to use the device as a weapon. For example, it is not a violation of this policy to possess or convey a Swiss Army knife on Hyland premises as long as it is not intended to be used as a weapon.

Please note: Violation of this policy may result in criminal liability or disciplinary action up to and including immediate termination of employment.

9.3 Alcohol Consumption

When consuming alcohol in the amount which may impair one's ability to drive, you are strictly prohibited from operating Company vehicles and driving customers or other employees to or from any business-related place or event. As stated above in Section 3.2 Employee Conduct Guidelines, no employee should be intoxicated at any company-sponsored event or while using a company perk (such as the corporate suite).

9.4 Smoking

Hyland prohibits smoking inside all Company facilities and vehicles and limits smoking to the designated areas located in the parking lots. Smoking includes any tobacco product and/or product emitting smoke such as cigarettes, e-cigarettes and chewing tobacco.

This policy applies to employees and non-employee visitors of Hyland and is established to keep a safe and healthy workplace environment for all.

9.5 On-Site Security and Protocol Procedures

To help ensure the safety and well-being of employees and visitors while on the premises of Hyland's Global Headquarters location and/or branch office locations, it is imperative the following procedures are followed:

- All employees must wear their ID badge at all times.
 - If an ID badge is lost you must report the lost badge immediately and use a temporary badge until a new badge is issued.
- Each employee must use their own proximity badge when entering a Hyland building.
- During business hours, all visitors must enter through the main entrance and register with the receptionists at Global Headquarters and/or with a designated employee at a branch office location.
- Employees must read the Disruption Action Plan which can be accessed through the HR Portal and familiarize themselves with incident procedures and evacuation locations and protocols.

Please call the **Hyland Emergency Hotline** number at **440.788.6911** to report a risk to your personal safety or the safety of other employees.

9.6 Inspection of Packages

Hyland reserves the right to inspect all packages, purses, bags, or closed containers brought into or taken out of the work area.

AVAILABILITY OF HANDBOOK AND POLICY UPDATES

A copy of this handbook, Company policies and any updates made to them is available for viewing on the HR Portal located at <http://hrportal.onbase.net/Home>. It is your responsibility to be aware of the handbook and policies and any changes made to them. Hyland reserves the right to make changes to the handbook and policies at any time with no advance notice given. Updates made to these policies may supersede, modify, or eliminate the existing policies.

HYLAND SOFTWARE, INC. EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK AND AUTHORIZATION FOR DEDUCTIONS FROM FINAL PAYCHECK(S)

I hereby acknowledge and certify that I have received and read the information contained in the Hyland Software, Inc. Employee Handbook. I understand that it is my personal responsibility to become familiar with the contents of the Handbook and to recognize the policies, procedures, rules, and guidelines set forth therein.

I also understand that the policies, procedures, rules, and guidelines contained in the Employee Handbook are subject to change from time to time. I recognize that the Handbook is not intended to be, nor should it be deemed as, an employment contract. I recognize that the Company may add to, delete, and/or revise the policy statements in this Handbook, and that the Company has the right to interpret these policies as it deems appropriate. I understand that the provisions of this Handbook replace, supersede, and overrule any provisions or representations contrary thereto, whether oral or written.

Further, by my signature below I hereby authorize the Company to withhold from my final paycheck(s) amounts representing any financial debts or obligations I have to the Company at the time of my departure, including, but not limited to, any used-but-not-earned PTO, the value of any property issued to me and not timely returned, any loans or payroll advances I have received to date, and any other monetary amount which I owe to the Company. This authorization remains in full force and effective until I revoke such in writing.

Employee Signature

Date